

# Attendance Policy

## Scope

This policy is applicable to all staff and students of Kaplan Business School Pty Ltd, (“Kaplan”).

## Purpose

The purpose of this policy is to outline:

- the principles that underpin Kaplan’s attendance requirements and monitoring procedures
- the responsibilities and obligations of Kaplan staff in relation to communicating attendance requirements and monitoring attendance
- the responsibilities and obligations of students in relation to attendance requirements and course progression.

## Policy Principles

- Kaplan believes that regular attendance is essential to progress academically. Good attendance and punctuality are necessary to maintain professional and effective standards of learning. Teaching staff will be informed of this requirement at their induction sessions and trained in correctly recording and monitoring students’ attendance.
- Kaplan recognises its responsibility to adhere to the statutory obligation of Standard 8 of the National Code 2018 to:
  - inform international students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements
  - monitor students’ course progress and identify, notify and assist students who are at risk of not meeting course progress or attendance requirements.
- All students are expected to attend a minimum of 70% of their classes each trimester. Students with attendance below 70% may be deemed to be making unsatisfactory academic progress as outlined in the [Academic Success Policy](#).
- Overseas Student Visa holders are bound by the conditions of their visa to maintain satisfactory course progress as required by the education provider. Where an attendance condition is applied, or where it is linked to other factors such as satisfactory progress, Kaplan may be required to notify the Australian Government via the Department of Education’s PRISMS reporting system. If a student is reported through PRISMS, they risk having their visa cancelled by the Department of Home Affairs.
- Where requested, Kaplan may provide attendance data to the Department of Home Affairs.

## Guiding Procedures

### Informing Students about the Attendance Policy

Information about attendance requirements is conveyed to students during the admissions process, at orientation and throughout their course in the following ways:

- in the enrolment terms and conditions of the admission application
- on the School’s website
- during orientation presentations
- by lecturers in class

- in any meetings or discussions with relevant staff when attendance has been an issue
- by the Kaplan Student Experience team.

## Monitoring Attendance

Kaplan monitors student attendance in order to identify students who could potentially fall below 70% attendance and may need assistance.

- Lecturers record student attendance and the Student Experience team follows up students based on their progressive rate of attendance for each subject. The range and level of follow up varies based on each student's rate of attendance which is measured as a percentage. The follow up can include phone calls, emails, text messages, letters and in-person conversations.
- Lecturers liaise with support staff, such as the Student Experience team and the Learning Advisors in the Academic Success Centre, if they are concerned about a student who has missed classes.
- Where a student is absent for two consecutive days or two consecutive classes in a subject, Kaplan will make every effort to contact the student.
- Formal and informal meetings between relevant Kaplan staff and lecturers may also be used as a forum to raise any concerns about individual students as deemed appropriate. This may include discussion on matters such as medical or personal issues affecting the student's studies and the strategies that can be put in place to assist them. In such instances, the student may be referred to other services for further assistance.
- At these meetings, plans may be arranged to implement an intervention strategy to assist the student. In these instances, the student may be required to comply with the prescribed intervention if it is determined to be essential for their ongoing success.

## Intervention Notification

- If the student's level of attendance appears to be impacting their academic progress, Kaplan contacts the student to offer assistance and to warn of the impending consequences. These consequences may include the withdrawal of the student from the subjects in which the student is enrolled and/or a breach of a student's visa requirement to maintain satisfactory academic progress. Copies of these notifications are stored on the student's electronic file. Withdrawal from a subject will be recorded on the student's transcript as WF (Withdrawn Fail), thereby affecting the student's Grade Point Average (GPA), and the student will not be entitled to a refund of the tuition fees.
- Consideration will be given to students if there are compelling, compassionate or exceptional circumstances, which can be verified, which have resulted in their attendance falling below 70%. Students in these circumstances must be maintaining satisfactory course progress and in these cases a minimum of 50% attendance may be deemed acceptable at Kaplan's discretion.
- For international students, failure to meet the attendance requirements outlined in this policy may affect their satisfactory academic progression. Where a student is maintaining unsatisfactory academic progress, the student will be appropriately counselled and may ultimately be reported to the Department of Home Affairs for making unsatisfactory progress in accordance with Kaplan's [Academic Success Policy](#). Such notification details will be placed on the student's file.

## Complaints and Appeals

Students who are dissatisfied with the application of this Policy, or who wish to appeal a decision made by Kaplan, may refer to the School's *Grievances, Complaints and Appeals Handling Policy* (available on the School's website) for information regarding their options.

## Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below, please find the most relevant legislation which apply to this policy:

- *The Education Services for Overseas Students Act (ESOS Act) 2000*
- *The National Code of Practice for Providers of Education and Training to Overseas Students 2018*

## Related Policies

This Policy should be read in conjunction with the following Kaplan policies available on the School's website.

- *Academic Success Policy*
- *Changes to Enrolment Policy*

## Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

| <b>Policy Category</b>        | Academic                                |   |                       |                        |
|-------------------------------|---|---|-----------------------|------------------------|
| <b>Responsible Officer</b>    | Vice President, Academic                |   |                       |                        |
| <b>Implementation Officer</b> | Academic Dean                           |   |                       |                        |
| <b>Review Date</b>            | December 2023                           |   |                       |                        |
| <b>Approved by</b>            |   |   |                       |                        |
| KBS Academic Board            |   |   |                       |                        |
| <b>Version</b>                | <b>Authored by</b>                      | <b>Brief Description of the changes</b>   | <b>Date Approved:</b> | <b>Effective Date:</b> |
| 1                             | Quality & Standards Group               | Unpacking of one document into existing document  | 01.01.2014            | 01.01.2014             |
| 2                             | Academic Quality and Governance Team    | Updated policy standard from 80% to 70% expected attendance rate during a study period. Made policy applicable to all students as opposed to international students. Updated reporting requirements to better reflect Kaplan obligations. Also introduced Implementation Officer and version control table to policy. | 25.05.2016            | 16.06.2016             |
| 3                             | Quality, Regulations and Standards Team | Scheduled 3-year review. Added Policy purpose, principles, relevant legislation and policies as per standard policy template. Minor updates to department names and terminology.  | 2.12.2020             | 9.12.2020              |