

ELICOS Course Attendance Monitoring and Intervention Policy

Scope

This policy applies to all students (hereby referred to as “students”) enrolled in the English Language Intensive Courses for Overseas Students (ELICOS) at Kaplan Business School (hereby referred to as “Kaplan”).

Purpose

Students are required to attend classes set out in Kaplan’s official timetable. The delivery period for classes will be in accordance with the length of the accredited course in which the student is enrolled.

To progress satisfactorily through the accredited course, all students should attend all classes. The minimum attendance rate for scheduled course contact hours is 80%.

Definitions

Provider Registration and International Student Management System (PRISMS) is an Australian Government secure online system that enables providers to issue Confirmations of Enrolment, and that government agencies use to monitor student compliance with visa conditions and educator provider compliance with the Education Services for Overseas Students Act (ESOS Act).

Policy Statement

Kaplan recognises its responsibility to adhere to the statutory obligation of Standard 8 of the National Code 2018 to record and monitor students’ attendance. Kaplan believes that good attendance and punctuality are necessary to maintain professional standards of teaching and learning. ELICOS teaching staff will be informed of this requirement at their induction sessions and trained in correctly recording and monitoring students’ attendance.

The robust monitoring of attendance will ensure that students who are at risk are identified so that timely and appropriate intervention can occur.

In normal circumstances, Kaplan must notify its intention to report students to the Department of Education and/or Department of Home Affairs via the Provider Registration and International Student Management System (PRISMS) if their attendance percentage falls below 80%. Where Kaplan believes that compassionate or compelling circumstances exist, it may waive this reporting. However, the student has to produce documentary evidence, clearly demonstrating that compassionate or compelling circumstances applied. For more information, please refer to the *Academic Success* and *Changes to Enrolment Policies*.

If the student’s attendance falls below 70% of the scheduled course contact hours (regardless of the circumstances), Kaplan must issue a letter of intent to report the student.

Overseas Student Visa holders are bound by the conditions of their visa to attend a minimum of 20 contact hours per week for each study period.

Please note: Regular attendance is essential to progress academically and to be seen as a genuine student.

Guiding Procedures

Monitoring Attendance

- Kaplan establishes, maintains and publishes an official timetable of contact hours for each course, in accordance with course requirements, including the length of each course.
- Students are notified immediately of any changes to the timetable after the course begins if changes occur.
- This policy is explained to students during orientation and is available on Kaplan's website.
- Before the course begins, the Academic Manager reviews the class attendance list for each class, including contact hours and names of all enrolled students in Kaplan's System.
- Before courses begin, all teachers are given access to Kaplan's System to enter the class attendance for the classes and courses they teach.
- Teachers ensure that the attendance is entered at the beginning of each class, as specified in the official timetable.
- Satisfactory attendance is determined by the percentage of class attendance. The minimum overall attendance rate is 80%.
- Calculation of the attendance rate is made each Monday of the course starting from week 2.
- If a student is absent for two consecutive days without approval from Kaplan, the teacher will notify the Academic Manager. The Academic Manager will contact the student to check that they are safe and if necessary, warn the student of their attendance obligations. The Academic Manager will request a meeting with the student. A written record of the discussions held in this meeting will be kept on the student's file.
- If the student does not respond and is absent for two further consecutive days without reasonable explanation, the Academic Manager will contact their education agent.
- If the student is absent for a 5th consecutive day without any notice to the School or reasonable explanation Kaplan may contact the Police to report the student as a missing person.
- On a weekly basis, any student who has been identified as having poor attendance will be contacted
- The student is informed incrementally of their low attendance rate and that they are at risk of failing the course and breaching their student visa requirements.
- On the occasion of each warning sent to the student, the Academic Manager will meet with the student to discuss their attendance record and to establish an action plan to ensure the student's overall attendance remains above 80% for the duration of the course. A written record of all the discussions held with the student is kept on the student's file.
- If a student's attendance continues to decline below 80%, the student will be notified in writing (*Notice of Intention to Report*) of Kaplan's intention to report the student's unsatisfactory attendance to the Department of Education and/or Department of Home Affairs via PRISMS. Students will also be notified of their right to access Kaplan's complaints and appeals process within 20 working days. The *Grievances*, [Complaints and Appeals Handling Policy](#) will apply.
- After the 20 working day period, if a student does not lodge a formal complaint or the student's complaint/appeal is unsuccessful, Kaplan will report the matter to the Department of Education and/or Department of Home Affairs via PRISMS.
- Kaplan may choose not to report a student for attending less than 80% of scheduled course contact hours where the below conditions are met:
 - The student produces documentary evidence demonstrating that compassionate or compelling circumstances apply.
 - The decision not to report is consistent with Kaplan's documented [Attendance Policy](#); and
 - The student has attended at least 70% of the scheduled course contact hours.

Responsibilities

Teachers have the responsibility to update the attendance records in Kaplan's System on a daily basis and report any student absent for two consecutive days.

The Academic Manager is responsible for checking that the attendance and all meeting records have been entered in the System.

The Academic Manager will be responsible for the implementation of this policy.

Recordkeeping

All records relating to the students' attendance monitoring and intervention strategies are recorded on the students' file and maintained as outlined in the [Student Record Management Policy](#) to allow both parties access to these records upon written request.

All records are considered private and confidential and will be treated in accordance with Kaplan's [Privacy Policy](#).

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 lists the most relevant legislation which apply to this policy:

- Education Services for Overseas Students Act 2000 (ESOS Act 2000)
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018 National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act 1988

Related Policies

This policy should be read in conjunction with the following:

- Academic Success Policy
- Changes to Enrolment Policy
- Student Record Management Policy
- Privacy Policy

Version Control and Accountable Officers

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

Policy Category	Academic			
Responsible Officer	Academic Director			
Implementation Officer(s)	Academic Manager			
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Approved by:				
Vice President, Academic under a standing delegation from the Academic Board				
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