



Attendance Policy

Scope

This policy applies to all students of Kaplan Higher Education pathway colleges (College) and Kaplan Business School (KBS), collectively known as “Kaplan”, as well as the staff responsible for monitoring and reporting on student attendance.

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 remaining engaged through early intervention and support services.

Policy Statement

Kaplan believes that regular attendance is essential to academic progress and is committed to monitoring attendance for all students, including International Student compliance with student visa conditions relating to attendance. Kaplan will proactively provide assistance and counselling to all students who are at risk of failing to meet attendance requirements.

Definitions

Award programs	means Diploma, Bachelor, Graduate Certificate, Graduate Diploma and Master Programs.
Cancellation	means termination of a student’s enrolment(s) with Kaplan that is initiated by Kaplan.
Compassionate and compelling circumstances	means circumstances that may negatively impact a student’s study, including but not limited to serious illness or injury, bereavement of close family members, major political upheaval or national disaster in their home country, or a traumatic experience such as a serious accident or crime.
Carer	means an employee of a Welfare Provider who offers non-academic supervision and welfare support to international students under the age of 18.
Confirmation of Enrolment (CoE)	means a document issued by education providers to verify the international applicant's Enrolment in a specified Program.
Domestic student	means a student who is an Australian or New Zealand citizen, a permanent resident of Australia or the holder of a permanent Australian humanitarian visa.
Enrolment	means acceptance by the provider that the student is now progressing toward the completion of the program requirements. The period of enrolment includes scheduled breaks between study periods.
Intention to Report	means written notice which informs an international student of the provider’s intention to report the student to the Department of Home Affairs (DHA) for not achieving satisfactory attendance.
International student	means person who holds or intends to hold a student visa with rights to study in Australia.
Non-award program	means Degree Transfer Programs, Express Preparation Program, Pre-Master’s Programs and Postgraduate Qualifying Program.
Predictive attendance	means attendance based on current attendance and remaining scheduled contact hours of the CoE or study period for the purposes of monitoring and intervention.

	Attendance starts at 100% and reduces as absences occur. Depending on the provider, predictive may also be referred to as <i>projected</i> or <i>forecasted</i> .
PRISMS	means the Provider Registration International Student Management System (PRISMS) is an Australian Government secure online system that allows providers to issue Confirmations of Enrolment (CoEs), and that government agencies use to monitor student compliance with visa conditions and educator provider compliance with the ESOS Act 2000.
Program	means a structured combination of subjects required to achieve defined learning outcomes. Depending on the provider, a program may also be referred to as a <i>course</i> .
Student management system (SMS)	means the system used to record a student's personal information, service requests and academic results.
Study period	means a discrete period of study within a program, namely term, semester, trimester, short program or similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.
Subject	means a separate subject of study that combined with other subjects, makes up a Program of study. Depending on the provider, a subject may also be referred to as a <i>unit</i> or <i>course</i> .
Welfare provider	means an individual or organisation that is responsible for providing support and welfare monitoring to students until they turn 18.

Attendance Requirements

Kaplan monitors student attendance to support academic engagement and to ensure compliance with relevant regulatory standards. Kaplan expects 100% attendance for all award and non-award programs.

ELICOS, including English for Academic Purposes – attendance will be calculated and reported across the duration of the Program (i.e. CoE length). International students enrolled in ELICOS are required under the ESOS Act and National Code 2018 to maintain a minimum of 80% attendance. If a student's predictive attendance falls below this level, Kaplan will notify the DHA via PRISMS unless compassionate or compelling circumstances exist and their attendance remains above 70%.

Foundation – attendance will be calculated and reported by study period. The attendance resets each study period. International students enrolled in Foundation Programs are required under the ESOS Act and National Code 2018 to maintain a minimum of 80% attendance. If a student's predictive attendance falls below this level, Kaplan will notify the DHA via PRISMS unless compassionate or compelling circumstances exist and their attendance remains above 70%.

Murdoch University Preparation Course (MUPC) – attendance will be calculated and reported by study period. The attendance resets each study period. For MUPC programs, Kaplan applies the predictive attendance requirements used for Foundation Programs, even though this is not required under the legislation. This ensures consistent application of attendance monitoring and student support due to co-delivery of the programs.

Non-award Programs – attendance will be calculated to determine attendance patterns and levels of engagement when assessing unsatisfactory course progress under the relevant Colleges' *Academic Success Policy*, where College students must maintain an attendance percentage of at least 80% per study period. These students are not subject to PRISMS reporting for attendance.

Award Programs, Study Abroad Programs and Single Subject enrolments – in the interest of student welfare and at-risk intervention, attendance will be calculated. These students are not subject to PRISMS reporting for attendance.

Kaplan may intervene where any student's attendance patterns indicate disengagement, welfare concerns or potential impact on course progress. Formal intervention and support strategies are activated through predictive attendance monitoring and formal student management system (SMS) notifications.



Attendance Procedures

Informing Students about the Attendance Policy

Kaplan informs all students of their attendance requirements throughout their program(s) in the following ways, including but not limited to:

- In the enrolment terms and conditions of the admission application.
- During Orientation presentations.
- On each school's website.
- In meetings or discussions with staff when attendance has been of concern.
- By teachers and lecturers in class.

Monitoring Attendance

Kaplan monitors student attendance in order to identify students who could potentially fall below the attendance requirement as they may need additional support from Kaplan. Teachers and lecturers will liaise with relevant Kaplan staff if they are concerned about a student who has missed classes.

Kaplan programs that mandate an attendance requirement are ELICOS, Foundation Program and the Murdoch University Preparation Course (MUPC). Teachers and lecturers record attendance for each class and enter the data into the SMS. Kaplan staff generate reports from the SMS to identify students whose attendance may fall below the required threshold. System-generated warning letters are issued when predicted attendance falls below 90%, 85%, and 80%. These letters alert students and initiate supportive interventions.

Intervention Strategies and Support

Once a student has been identified as having attendance concerns, Kaplan:

- classifies the student as being at risk after the first warning letter is issued
- liaises with relevant staff to determine if the student is currently experiencing any problems, such as accommodation, health-related or other personal circumstances
- may request a meeting with the student if their attendance has fallen below 90%, if they have received an informal warning, and if attendance continues to fall - this meeting can be arranged earlier if there is a serious issue
- may meet with the student to ascertain what is causing them to miss classes. At this meeting, Kaplan staff assist the student in identifying issues which are causing their non-attendance.

Where medical, personal or academic issues are identified, Kaplan staff will consult with the student to determine appropriate support measures, which may include the implementation of an intervention strategy, the granting of special consideration or reasonable adjustment, and/or referral to relevant support services.

Absent for 2 consecutive days (ELICOS, Foundation and MUPC only)

Should the student fail to respond to Kaplan's attempts to contact them, and the student has been absent for two consecutive days, Kaplan staff will attempt to confirm the student's safety including, but not limited to, the following ways:

- Contact the student on their home or mobile number.
- Where the student cannot be contacted, contact the student's agent and/or emergency contact(s) and ask them to inform the student of the need to contact Kaplan.
- For students under the age of 18:
 - Contact the ISA Carer.
 - Where the student cannot be contacted, contact the parent(s)/legal guardian(s) via the appropriate channel to inform them of the situation.

If Kaplan is still unable to locate the student, Kaplan may contact the police or other authorities.



Under 18 Year-Old Students

In all cases where intervention/notification processes are instigated for students under the age of 18 years, the welfare provider must be informed. In addition to contacting carers and parents, Kaplan may escalate to local authorities when student safety cannot be assured.

Formal Warnings

First Warning (all students)

When a student's predicted attendance falls below 90%:

- the student is notified of the <90% attendance rate.

Second Warning (all students)

When a student's predicted attendance falls below 85%:

- the student is informed of their falling attendance and may be called for a meeting.
- sponsors (where relevant), parents/legal guardians of students under 18, and welfare providers are also informed of the student's falling attendance.

Reporting an International Student to the Department of Home Affairs (DHA) (ELICOS, Foundation and MUPC Programs only)

When an international student's overall attendance reaches a level where they are unable to achieve 80% Predicted Attendance:

- Kaplan sends an Intention to Report letter to the student notifying them that Kaplan intends to report the student to DHA for failing to meet attendance requirements.
- For students under 18, scholarship sponsors and parents will also be informed of Kaplan's Intention to Report the student to the DHA for unsatisfactory attendance.
- The student's corresponding enrolment may be cancelled.

If an international student's predicted attendance falls below 70%:

- Kaplan is required to report the student to DHA via PRISMS.
- The student's corresponding enrolment is cancelled.
- This applies even if compassionate or compelling circumstances exist, as discretion not to report only applies when attendance remains at or above 70% in accordance with the National Code 2018.

For KBS ELICOS students who hold a packaged Higher Education enrolment, reporting for unsatisfactory attendance may affect the status of the subsequent enrolment. Continuation of any packaged Higher Education enrolment will be subject to visa conditions and institutional approval.

Review and Appeal

After an Intention to Report letter for unsatisfactory attendance is issued, students have 20 working days to request a formal appeal in accordance with the *Grievances, Complaints and Appeals Policy* on the corresponding school's website.

If a student is seeking a formal appeal on the basis of compassionate or compelling circumstances, students must also provide supporting evidence in accordance with the *Compassionate or Compelling Circumstances Policy* available on the corresponding school's website.

Kaplan will not report an international student to the DHA for unsatisfactory attendance until any processes commenced by the student under the *Grievances, Complaints and Appeals Policy* have been completed.

If a student has commenced a process under the *Grievances, Complaints and Appeals Policy*, they must continue to attend all scheduled classes for their program. Any failure by a domestic or international student to maintain their attendance level will put them at risk of failing to achieve satisfactory course progress.

Relevant Legislation

As a registered provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below.

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students (Foundation Program Standards) Instrument 2021
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Standard 8 of the National Code 2018 Factsheet
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

This policy should be read in conjunction with the following policies:

- Academic Success Policy
- Admissions Policy
- Compassionate or Compelling Circumstances Policy
- Grievances, Complaints and Appeals Policy
- Under 18 Policy

Version Control and Accountable Officers

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

Policy Category	Academic			
Responsible Officers	Vice President, Academic			
Implementation Officer	College Directors (College), Campus Managers (KBS)			
Review Date	March 2029			
Approved by				
KBS and KHE Academic Boards				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
4.0	Kaplan Australia Quality, Regulations and Standards team	Reviewed and updated policy to meet criteria of ESOS framework and National Code 2018, ELICOS Standards 2018, National Standards for Foundation Programs. Added the “Version Control” section to provide ongoing information on updates and reviews of the policy.	01.03.2019	01.03.2019
4.1	Quality, Regulations and Standards Team	Policy re-branded for new KHE college. Minor editing and formatting changes.	10.03.2025	11.03.2025
4.2	Quality, Regulations and Standards Team	Editorial updates to incorporate all Kaplan providers, include predictive attendance monitoring and clarify attendance requirements across all programs and student cohorts. No changes to provider obligations, reporting thresholds or policy intent.	18.03.2026	27.03.2026