

Attendance and Punctuality Policy



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Policy Statement

The key purpose of ARENA LEARNING's Adult Education provision and curriculum is to develop learners' skills, aspirations and opportunities to enable progression into employment or other positive destinations such as further learning or higher education. Progression chances are enhanced when learners are committed to their learning and attend as fully as possible to get the maximum impact from their curriculum programme.

Aims and Objectives

Attendance and punctuality are integral and fundamental to all learning. ARENA LEARNING has a no tolerance policy on unauthorised attendance and lateness.

The core expectation for all Learners is:

- 100% attendance
- 100% punctuality

Context

- Attendance and punctuality skills are highly valued by all employers and as such all learners / apprentices are to be supported in displaying and developing them in every course and / or apprenticeship programme.
- It is our over-riding expectation that full and punctual attendance is the norm and this needs to be explicit within all courses and learners / apprentices are accountable for their part in this.
- There may be occasions where adult learners have other pressures on their time which could include childcare, eldercare, ill health, personal pressures, workload and many others and these pressures can lead to a situation where attendance may not be prioritised by the learner / apprentice. However, it remains our objective that our learner / apprentice's progression is our key priority, so we need to find ways to ensure our learners / apprentices still have the greatest chance of achievement of their goals despite their life pressures.
- ARENA LEARNING tutors, managers, employers and partners are therefore expected to find ways to ensure that learner / apprentice's attendance is maximised and that any lack of attendance is not detrimental to chances of achieving successful progression. This will require flexibility, good communication and targeted support. This policy statement aims to set out our expectations and ensure continuous progress by maximising attendance and reducing the impact of lack of attendance.

Expectations

The following principles and procedures are to be implemented by tutors as part of induction:

- Induction must explain the importance of attendance to maximise progression and achievement.
- Induction and all following sessions must include steps to assess and increase commitment from learners.
- If there are particular difficulties regarding attendance, tutors to look at ways these can be minimised
e.g. changing course start/end times.
- Induction must include explanation of the procedures around non- attendance including:

- Stating clearly our expectation that learners attend every session of the course and that punctuality is important.
 - If absence is unavoidable, the tutor is made aware prior to the missed session. Learners / apprentices are told how to let their tutor know.
 - All unauthorised absence will be followed up by the Tutor to find out reasons and prevent re- occurrence and registers kept up to date with this attendance information.
- Following the induction, tutors must take into account any feedback received from learners / apprentices around barriers to attendance and take steps in their planning to overcome barriers.
 - Tutors wherever possible, must ensure that they can provide alternative methods for learners / apprentices to achieve their learning goals in the event of non-attendance.
 - Managers and partners should take into account feedback received from learners / apprentices when considering times and locations of courses.
 - Before and following planned absences, tutors must ensure that learners / apprentices can recover any lost learning and maximise their chances of achieving their learning goals.
 - Discourage repeat non-attendance. Find out if there are significant commitment issues with the learner/ apprentice.

Marking Registers

Accurate and timely completion of a register is a contractual obligation for all staff members. The register represents auditable evidence that teaching, and learning has taken place. Learning must start at the time stated on the register and must finish at the designated time. In some circumstances, the register can be used as evidence in judicial proceedings. Registers should be marked and submitted as soon as possible after a class starts, and as a maximum 48 hours after the lesson has been completed.

Registers can be recalled up to 48 hours after the class has finished in order to update a register mark (for instance with details of a Learner / apprentice lateness).

To access a register from ARENA LEARNING Basecamp:

- Basecamp
- Cohort Name
- Learner Evidence
- Password your MS365 details
- Click log on.

Register Marks

The following are acceptable register marks:

Mark	Meaning	Author
\	Present	Tutor
U	Unauthorised absence (non-attendance not agreed)	Tutor
A	Authorised absence (non-attendance agreed)	Tutor
S	Sickness (or other notified absence)	Admin / Tutor
L	Late	Tutor
I	In Study (supervised learning activity)	Tutor / Assessor
C	Course achieved	Tutor / MIS
W	Withdrawn	MIS
X	Course Cancelled	MIS

Learners / apprentices should be marked **PRESENT (\)** on an official register linked to the timetable when they are **ATTENDING** the following activities:

- Core programme
- English & maths
- Workplace Assessment
- Exams

If a Learner/apprentice is **LATE** then their presence should be recorded (**L**) and their lateness recorded (in minutes)

Other programme of study activity that is a supervised and organised learning activity includes (but is not limited to) the following and should be marked as **I** on the register denoting that the Learner/apprentice is **IN STUDY** but not present in class or workplace assessment completed.

- Planned personal, directed study (if this is not supervised then should this be an U)
- Enrichment
- On-line learning
- Work placement
- Booster classes
- Revision classes

ARENA LEARNING accepts that there are occasions when it is not possible for a Learner/apprentice to attend, and under certain circumstances it is acceptable for **NON-ATTENDANCE AGREED** (an authorised absence) and this should be marked as **A** on the register.

Learner/apprentice Register must be updated to reflect the reason for the authorised absence.

- Religious holidays
- Hospital appointments
- Diagnosed medical conditions

- Family bereavements
- Work/JCP interviews

Where a Learner/apprentice is **ABSENT** and the reason is not notified or authorised, a **U** should be recorded

Where a Learner/apprentice or their parent/ guardian has telephoned the reception to notify of **SICKNESS**, medical appointment or other issue preventing attendance (evidence is not required) then their notified absence is recorded as **S**.

Where the Learner/apprentice has **COMPLETD** and achieved the course then the register should be flooded forward with **C**.

- Where the classes are cancelled by ARENA LEARNING, then registers will be amended centrally by MIS to reflect the **ARENA LEARNING CANCELLATION OF THE COURSE** and a mark of **X** will be used. Reasons for closure could include Force majeure (but are not limited to).
- When a Learner/apprentice is **WITHDRAWN** from their course in MIS, then MIS will over-write their attendance marks with a **W** from the last positive date of attendance. The tutor / assessor should use the **UNAUTHORISED ABSENCE (U)** to reflect the non-attendance in the class until the enrollment and register is amended.

Completion of Registers

Registers must be completed at the **BEGINNING** of a lesson or practical session.

Registers must be completed electronically unless otherwise agreed. There is no need to retain a paper based back up of the register taken as the electronic register is fully backed up and accessible via the intranet.

Where a paper-based register is being used (only with the Quality Manager's approval), the data should be entered into the system within **24 hours** of the class.

Blank registers will not count in the overall attendance where a Learner/apprentice starts a course after the actual commencement, all dates prior to the first date of attendance do not count and must be marked as not required (MIS will automatically populate the registers with **N**).

Where a tutor marks a register as **COMPLETED** for a Learner/apprentice, MIS should automatically flood fill that register forward with an **C** mark.

Sickness and Absence

Where a Learner/apprentice or their parent / guardian contacts the **STUDENT SERVICES LINE – 01942 230 292**), then Student Services will complete the register for that individual Learner/apprentice, and mark all classes for the given period of absence with an **S**.

Where an adult Learner/apprentice is absent without notification, then the Student Services team will contact the Learner/apprentice to enquire as to the reason, to offer support and encourage the Learner/apprentice to attend at the next opportunity. The detail of this follow up will be recorded as a comment for the attention of the Tutor/ Assessor on their learner/apprentice register. A report on adults who are absent (**U**) will be emailed to the student attendance email address

(studentattendance@arenalearning.co.uk) the following day in order that Student services can follow up the absence.

Absent Learners/apprentices who are under the age of 18 at the start of their Programme will have their absence followed up as soon as is practicable. Student Services will check all classes for absent Learners/apprentice within the first hour of the day and will follow them up in an expedient fashion in order to encourage the young person to make every effort to attend their timetabled classes on that day. The detail of this follow up will be recorded as a comment on MyConcern.

Cover

Where a member of staff is not available, the designated cover teacher should mark the register by looking up the register of the member of staff who is off sick and completing it.

Monitoring

Attendance of all Learners/apprentices will be monitored at least weekly.

Completion of registers will be monitored by Student services, MIS and SMT at least weekly.

Training

All teachers should complete sign a memo in order to verify that they understand the Attendance and Punctuality Policy and their contractual obligations.

Re-engaging Absent Learners/apprentices

Following an unauthorised absence, tutors must attempt to contact the learner/ apprentice to:

- Find out the reason for the absence.
- Encourage a return to the following session.
- Offer steps to help the learner/apprentice return to the following session.
- Offer steps to help the learner/apprentice make up lost learning so as to maximise the chances of achieving their learning goals.

Withdrawal of Learners / apprentices

Please see Appendix B for the procedure for Learner/apprentice Withdrawal reporting and monitoring.

- If a learner/apprentice is not contactable, after unauthorised absence they should be recorded as withdrawn and a 'Withdrawal and Destination' form should be sent to the Compliance Team.
- At the end of the course, a 'Withdrawal and Destination' form should be completed including the attendance section; the attendance section should accurately match the register and should:
 - Record the hours actually attended by the learner/apprentice, which will equate to the maximum hours less any unauthorised absences.
 - Reason for withdrawal
 - Any aims the learner/apprentice has completed that can be claimed
- The Quality Manager will provide analysis of attendance by curriculum programme, contract and tutor at least every quarter.

Attendance & Punctuality Notification

Please see Appendix A for the procedure for attendance and punctuality reporting and monitoring.

Equality, Diversity and Inclusivity

Learners/apprentices can expect an inclusive and supportive learning environment whatever their background.

Aligned Policies and Procedures

- Safeguarding Policy

Location and Access to This Policy

- Staff Basecamp
- Website

APPENDIX A

Procedure for Attendance and Punctuality Reporting and Monitoring

SCENARIO	ACTION	WHO	RESOURCES/NOTES
1. The Learner/ apprentice isn't present at the start of the class	Register is marked at start of class "U"	Tutor	Where Learners/apprentices are absent from class, tutor to mark as absent and submit the register. Classes at the start of the day will be monitored by Student Services and attendance followed up immediately.
2. Adult Learner/ apprentice isn't present at start of class	Register is marked at start of class "U"	Tutor	Student Services will follow up the absence the next day if it has not been notified.
3. Learner/ apprentice parent calls or emails to report an absence	Call received and information logged on register. Registers marked for Learner/ apprentice with an S to indicate that the absence has been notified	Admin	ARENA LEARNING phone number/ email address as advertised. Student Services to follow up as appropriate.
4. Absence notified and prompts register change	Tutor/Assessor amend register based on email Alert notification from Learner/apprentice services using S	Tutor	Tutors to update register as per email alert. Where no email alert, register mark stays as absent. *Register can only be recalled up to 48 hours after the class, and late notifications must be submitted to MIS.
5. Learner / apprentice absent with no notification	Tutor completes register with zero U . Initial contact with Learner/apprentice by Student Services. MIS and tutor notified of outcome/track attendance and further contact if required	MIS / Tutor	Record outcomes on Learner/ apprentice Register
6. Learner / apprentice turns up to class late	Learner/apprentice admitted to class. Tutor to indicate that they will speak to the Learner/ apprentice at the end of the class to discuss lateness. Register recalled and attendance mark <u>amended to L</u>	Tutor	Tutor updates register, and if sets Learner/apprentice a SMART target

APPENDIX B

Procedure for Learner/apprentice Withdrawal Reporting and Monitoring

SCENARIO	ACTION	WHO	RESOURCES/NOTES
1. The Learner/ has one -day unauthorised leave on a <10-day short course	Learner absence notification / Learner attendance intervention letter	Student Services / Tutor /centre Manager /MIS	Learner absence notification letter is sent to studentattendance@Arena Learning.co.uk by the tutor/assessor this then triggers a Learner attendance intervention letter that is sent to the learner by Student Services. If absence continues formal withdrawal form is sent to the prime (must be counter-signed by either Quality Manager or Contracts Manager)
2. The Learner has two -day unauthorised leave on a <30-day short NVQ course	Learner absence notification / Learner attendance intervention letter	Student Services / Tutor /centre Manager / MIS	Learner absence notification letter is sent to studentattendance@Arena Learning.co.uk by the tutor/assessor this then triggers a Learner attendance intervention letter that is sent to the learner by Student Services. If absence continues formal withdrawal form is sent to the prime (must be counter-signed by either Quality Manager or Contracts Manager)
3. The Apprentice has three -day unauthorised leave on a 30+-day qualification	Apprentice absence notification / Apprentice attendance intervention letter	Student Services / Tutor /centre Manager / MIS	Apprentice absence notification letter is sent to studentattendance@Arena Learning.co.uk by the tutor/assessor this then triggers a apprentice attendance intervention letter that is sent to the learner/apprentice by Student Services. If absence continues formal withdrawal form is sent to the prime (must be counter- signed by either Quality Manager or Contracts Manager)
3. The Learner/ apprentice has failed to meet ARENA LEARNING Learner/apprentice code of conduct	Learner/ apprentice is to be withdrawn from the course	Student Services / Tutor /centre Manager / MIS	ARENA LEARNING learner/apprentice withdrawal form completed and sent to studentservices@Arena Learning.co.uk Formal withdrawal form is sent to the prime (must be counter- signed by either Quality Manager or Contracts Manager)

4. The Learner/ apprentice has failed to meet ARENA LEARNING minimum attendance due to injury/ill- health	Learner/ apprentice is to be withdrawn from the course	Student Services / Tutor /centre Manager / MIS	ARENA LEARNING learner/apprentice withdrawal form completed and sent to studentservices@Arena Learning.co.uk Formal withdrawal form is sent to the prime (must be counter-signed by either Quality Manager or Contracts Manager)
5. The Learner/ apprentice has financial reasons for withdrawing from the course	Learner/ apprentice is to be withdrawn from the course and offered support.	Student Services / Tutor /centre Manager / MIS	ARENA LEARNING learner/apprentice withdrawal form completed and sent to studentservices@Arena Learning.co.uk Formal withdrawal form is sent to the prime (must be counter-signed by either Quality Manager or Contracts Manager)
6. The Learner/ apprentice has been made redundant or lost their employment	Learner/ apprentice is to be withdrawn from the course and offered support.	Student Services / Tutor /centre Manager / MIS	ARENA LEARNING learner/apprentice withdrawal form completed and sent to studentservices@Arena Learning.co.uk Formal withdrawal form is sent to the prime (must be counter-signed by either Quality Manager or Contracts Manager)
7. The Learner/ apprentice has 'other' personal reasons	Learner/ apprentice is to be withdrawn from the course and offered support.	Student Services / Tutor /centre Manager / MIS	ARENA LEARNING learner/apprentice <u>withdrawal form completed</u> and sent to studentservices@Arena Learning.co.uk Formal withdrawal form is sent to the prime (must be counter-signed by either Quality Manager or Contracts Manager)
8. The Learner/ apprentice has been transferred to another provider (FE or HE)	Learner is to be withdrawn from the course	Student Services / Tutor /centre Manager / MIS	ARENA LEARNING learner/apprentice withdrawal form completed and sent to studentservices@Arena Learning.co.uk Formal withdrawal form is sent to the prime (must be counter-signed by either Quality Manager or Contracts Manager)