

# Attendance Management Policy

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This document sets out learner attendance requirements during courses / qualifications and programmes of learning at **Intech Centre** and how this should be managed by **Intech Centre** staff. It has been created in order to maximise learner engagement and improve success and to help prepare learners for expected standards and behaviours required to be successful in the workplace.

## Learner Responsibilities

Expectations regarding attendance must be made very clear within the initial Information, Advice and Guidance (IAG) session. They should also be revisited within induction and again within progress reviews. Learners should be made aware of the following:

- That they will be expected to attend all sessions as per the timetable agreed in their Individual Learning Plan (ILP), unless they need to have an authorised absence.
- That if they are unable to attend, they must phone **Intech Centre** before 10.00am on the day that they are due to attend.
- That they must keep in regular contact with their tutor during any period of absence and agree a return date as soon as possible.
- That they will be expected to catch up on any work missed during an absence.
- That they must arrive at **Intech Centre** in good time, in order to prepare and start the session on time, in line with their timetable.
- That lateness and unauthorised absence will be challenged.
- That they have a responsibility to take reasonable care of their health and well-being and to not do anything that will render themselves unable to attend or delay their recovery if they are ill.
- That referring organisations e.g. Job Centre Plus (if applicable) will be notified of their withdrawal from their course / programme.

Each learner must be made aware that it is vital that they attend regularly and meet programme requirements in a timely manner. During the programme, any occasions of poor attendance and / or timekeeping must be promptly investigated and discussed. Tutors must ask learners to provide reasons for any lateness or absence. If poor timekeeping is affecting a learner's progress to such a

degree that the learner will not succeed, the learner may be withdrawn from the programme and referring person / organisation notified of failure to engage in agreed learning where appropriate.

### **Authorised and Unauthorised Absences**

Learners should aim for 100% attendance on programmes so that they are able to maximise their opportunity to learn and develop their skills. However, it is understood that there may be occasions when learners will need time off. What is important is that any learners who have been absent are re-engaged promptly and plans are made to keep them on course to achieve in a timely manner.

Authorised absences include the following:

- Medical or dental appointments
- Job Centre Plus (JCP) appointments
- Job interviews
- Jury service
- Childcare emergencies
- Bereavements
- Sickness

Wherever possible, appointments should be scheduled for times outside the programme and learners should bring evidence of any appointments where possible. There is no specific number of authorised absences allowed. This should be determined by the tutor on a case by case basis according to the individual circumstances of the learner and the impact it will have on the learner's programme.

Unauthorised absences occur when a learner has failed to report their absence, or when an absence does not fit within any of the above categories. Examples of unauthorised absences include:

- Taking time off for birthdays
- Driving lessons
- Shopping
- Care of children for whom the learner is not a parent / official guardian / carer
- Failure to provide any explanation for not attending / no contact from the learner received

## Attendance Management Procedure

- 1.) Tutor and learner agree planned attendance for the learner's course / programme. For maths and English delivery, a learner timetable is also completed. The original timetable is kept in the learner's file and a copy must be given to the learner.

For any courses / qualifications lasting two weeks or more, including maths and English, the learner must be informed that there will be progress reviews, including a review of attendance and a reminder of the attendance management procedure.

- 2.) Learner attends as per their agreed timetable and goes on to complete their programme. All attendance and programme completion details must be recorded on Daily Register.

OR

- 3.) Learner does not attend due to an authorised absence. Contact / discussion (face to face or phone) with the learner must be documented on an Daily Register. Very clear actions must be agreed with the learner to catch up on any missed work and recorded in part four of the ILP, Programme Amendments.

OR

Learner has an unauthorised absence. If the learner has not been in touch, an attempt must be made to contact them by 12.00 on the same day of the absence. Attempted contact and discussions with the learner must be documented on an Daily Register.

If it has been possible to contact the learner and they intend to return within a reasonable timeframe / have not had too many unauthorised absences for their length of course / programme, then very clear actions must be agreed on how they will catch up on any missed work when they do return.

If it is not possible to contact the learner, continued attempts must be made, until they either re-engage within a reasonable timeframe and have had no more than the allowed number of unauthorised absences for their length of course / programme, or until they exceed the number of unauthorised absences, at which point they should be withdrawn.

The following steps should be taken for learners on courses / programmes lasting two weeks or longer:

- First unauthorised absence – meeting with tutor on first day back, verbal warning given, agree how to catch up on missed work and remind learner of the non-attendance process and consequences.
- Second unauthorised absence – meeting with tutor and issue a written warning for non-attendance, agree how to catch up on missed work and remind learner of the non-attendance process and consequences.
- Third unauthorised absence – withdrawal from programme.

For courses / programmes lasting less than two weeks the following steps should be taken:

- First unauthorised absence – meeting with tutor on first day back, discuss reasons why, agree on how to catch up on missed work and remind them of non-attendance process and consequences.
- Second unauthorised absence – withdrawal from programme.

### **Withdrawals**

The withdrawal date should be the date that learning can be last evidenced. Withdrawals can be done retrospectively but should be done in a timely manner.