



## 5 E Ltd

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### LEARNER ATTENDANCE POLICY

#### Rationale:

This policy is designed to provide a framework to:

- Support learner retention and achievement by raising standards of attendance and punctuality.
- Safeguard learners by monitoring attendance and patterns of absence.
- Ensure a consistency of approach to attendance and punctuality across the centres.

#### Aim:

This policy aims to assist all learners to take responsibility for their full and prompt attendance which will enhance their learning experience, develop their personal skills and promote positive retention, achievement and progression.

#### Principles on which the policy is based:

There are four principles underpinning 5E Ltd approach to learner attendance:

Learner attendance should be effectively managed across all centres;

Targets for learner attendance should be set and monitored centrally; the target for attendance is 90%. (Please note some individual courses may require higher levels of attendance to meet the standards for awarding bodies / professional validation)

Punctuality and full attendance should be one key benchmark by which the quality of provision is judged;

#### Learner Entitlement:

Learners are entitled to the best opportunities to be successful in their studies and full attendance is known to be a key factor in success. If a learner's attendance and punctuality give 5E Ltd cause for concern discussions will take place between the learner and the Tutor to identify any difficulties and provide any appropriate support to improve.

Learners are entitled to lessons which start and end promptly. Staff will cover, or set appropriate work, wherever possible in the case of absent colleagues. Every effort will be made to give advance warning of unavoidable changes or cancellations to classes.

#### Learner Responsibilities:

All learners are required to attend all classes punctually according to their signed learning agreement and course timetable. Learners should not knowingly miss a class for anything other than illness or exceptional circumstances. It is not acceptable to take holiday during the learning journey, learners within assessment or re-assessment periods.

If learners need to miss a session, they, or someone acting on their behalf should:

- Inform their Tutor in advance of any planned absence.
- Inform their Curriculum Area Administration Office on the day concerned to explain an unplanned absence.

(In both of the above cases information will be taken on who is reporting the absence, the learner details, the reason for absence and the likely length of absence).

- Stay in touch with the department and make contact every 2-3 days throughout long periods of absence.
- If under the age of 18, learners (except in the case of learners living independently) must obtain a letter from a parent or guardian explaining any illness or other absence lasting more than one week.
- Make arrangements to catch up on any work missed during absence.

- Learners missing sessions without prior notification will be proactively contacted to identify why they are absent. For learners aged 16-18 on full time programmes, parents/carers may be contacted.
- If a learner is absent without authorisation and there has been no response to contact by the 5E Ltd staff, and no attempts made by the student to contact the 5E Ltd, the learner will be deemed to have withdrawn him/her from the course after six consecutive absences.
- Action may be taken to remove a learner before the end of a four week absence period if the learner is not complying with actions agreed and targets set to improve attendance.
- Poor punctuality and or attendance will be challenged and recorded, and persistent lateness will lead to disciplinary action being taken.
- Unacceptable attendance and/or punctuality may affect examination entry or other concessions.

#### **Teaching Staff Responsibilities:**

All Teaching Staff are required to:

- Start and finish classes on time;
- Advise and remind learners of the 5E Ltd Attendance Policy particularly during Induction and then throughout the programme of learning;
- Mark attendance, absence and lateness accurately in registers at the start of each session. If an electronic register cannot be taken during the session then a manual register should be taken and the marks transferred onto the electronic register at the earliest opportunity that same day;
- Ensure the learner, their employer (where appropriate) or parent/guardian is contacted promptly wherever there is cause for concern. For learners aged 16-18 on ,this contact should

be made via the Course Leader or Administrator;

- Monitor and report individual and group attendance and punctuality for their classes;
- Proactively support learners to return to 5E Ltd after absence.

#### **Main Tutors are responsible for:**

- Monitoring and reporting on the attendance and punctuality of their cohort of learners;
- Ensuring Teaching staff proactively contact learners with unexplained absences in the first instance, then follow this up administrators;
- Keeping teaching staff informed of issues and actions relating to a learner's attendance and punctuality;
- Referring unresolved issues concerning attendance and punctuality to the Head of Department;
- Ensuring notes, actions and targets regarding attendance are up-to-date on the learner's Individual Learning Plans (ILP) (Reviews).

#### **5E Ltd Management responsibilities:**

- The Quality Assurance Department working with Curriculum and IQA are responsible for ensuring that staff are aware of this policy and that learners have been inducted into it;
- Management Team will be responsible for setting annual targets for attendance rates across all centres;
- MIS is responsible for facilitating the production of regular timely and accurate attendance data and reports to allow teaching staff to take prompt action for the benefit of learners. They are also responsible for setting and monitoring attendance targets by course;

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### Key performance Indicators and Impact measures:

- Annual targets for attendance are met;
- Continually improving attendance and punctuality rates;
- High levels of attendance and punctuality when measured against relevant national benchmarks;
- ILPs/tutorial records indicate swift action to support learners with below acceptable benchmarks for attendance and punctuality. Staff compliance with the policy during quality audits;
- Learner feedback indicates a clear understanding of attendance and punctuality targets;
- Improved overall success rates.

### Responsibility for implementing this policy

The Quality Assurance Department has overall responsibility for the implementation of this policy across 5E Ltd;

Managers are responsible for overseeing the operation of this policy in their Centres;

Managers and Course Leaders are responsible for ensuring that course teams collaboratively address the requirements of this policy;

Teaching staff, including Course Leaders, Tutors, together with appropriate support staff, are responsible for meeting Learner Entitlements.

The HR is responsible for the periodic review of this policy.

### Examples of Authorised Absences are:

- A medical appointment which cannot be arranged outside learning hours (the Learner is expected to attend those sessions that is practically possible to do so on the day of appointment)

- A need to look after a family member or another person, in an emergency, for whom the Learner has caring responsibilities
- A visit to a University either to attend an open day or for interview; or a career related interview
- An appointment with a Connexions Adviser (although these should normally be scheduled to avoid disruption to studies)
- A work experience placement which is an integral part of a course, and for which the Learner does not receive a wage (attendance as above pertains)
- Enrichment activity, including residential, that necessitates a visit to a location other than the Institute which has been arranged as an integral part of the course.
- Attendance at a probation meeting or court
- Attendance at a funeral of a close friend or family member
- Recognised religious holidays
- A driving test
- A school or college representatives' meeting (e.g. Governors' meeting or Focus Group meetings)
- Severe disruption to a Learner's mode of transport

### The following are considered to be examples of unauthorised absence:

- Holidays
- Part or full time work which is not part of the Learner's programme of study
- Leisure activities
- Birthdays or similar celebrations
- Babysitting younger siblings
- Shopping
- Driving lessons

The above list is not considered to be exhaustive and tutors / class lecturers are expected to use discretion as appropriate.

Where an absence genuinely could not be foreseen, the Learner will inform the institute as soon as possible on the day in question. Where a Learner has failed to do this, the absence will be considered unauthorised. The only exception to this principle is where the Learner can supply a valid reason why they failed to contact the appropriate member of staff.

**The following are examples of reasons for absence which are acceptable:**

- An emergency situation involving a family member or another person for whom the Learner has caring responsibilities.
- Sudden severe illness or accident. This will be treated sympathetically on a one-off-basis, but will not be accepted as regular grounds for authorising absence.
- Transport problems, where these were not known about in advance.

This was reviewed in June 2021 and is due for next review in June 2022.

**If you require this policy in a larger font size, please contact the HR Department.**