



# LEARNER ATTENDANCE AND PUNCTUALITY POLICY

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Aiming to improve the quality of life skills and employability of residents in the Borough, making Wandsworth a vibrant, prosperous learning community

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Related Policies and Publications:	Service level agreements

# Learner Attendance and Punctuality Policy

## Introduction

This policy outlines the approach taken by Wandsworth Council Lifelong Learning to encourage excellent attendance and punctuality, so that all learners/apprentices can develop their full potential during their course

Learners/apprentices are expected to establish and maintain excellent punctuality and attendance to all classes and other learning activities which are part of their timetable. The expectation at Wandsworth Lifelong Learning is that attendance is 100% and that all learners arrive on time and are fully prepared for learning.

Good attendance and punctuality demonstrate that learners/apprentices are committed and that they are keen to learn and progress. Attendance and Punctuality will be monitored and if there is a cause for concern and targets for improvement will be agreed with the learner/apprentice.

## Policy Statement

Registers are legal documents and therefore must be completed accurately.

Registers will be completed at the start of each session, so attendance can be monitored, and support provided for learners with low attendance.

A regular report will be produced by the MIS officer on the attendance of learners on courses where attendance is below 95%, low attendance will be addressed through a meeting with the tutor and the learner to discuss the issues around poor attendance and identify any support measures that may be required.

## Scope

This policy applies to all learners/apprentices undertaking a full or part time course with Wandsworth Council Lifelong Learning directly or in partnership with a subcontractor.

## Punctuality

Punctuality is vitally important for all learners to achieve their full potential within their studies. Classes that start promptly and on time have the benefit of maximising on the time scheduled for the class. Learners arriving late will miss learning opportunities and cause disruption to the class

Tutors must address poor punctuality at the earliest opportunity and reinforce the importance of arriving on time.

**Learners are expected to:**

- Attend all lessons and arrive before the start of the lesson properly equipped and prepared.
- Always inform their tutor in advance if they have a genuine reason for lateness or absence. This can be done via email or telephone.
- Understand the expectations for attendance.
- Arrange doctors and other appointments so that they do not conflict with lesson times.
- Make arrangements to catch up on any work missed during their absence with support as required.

## Monitoring

- The tutor must take note of all learners attending within 10 minutes of starting the class. The online register must be completed immediately after the class has finished.
- Tutors must update the register if a learner arrives late and must follow the process detailed in the event of non-attendance.
- The provider must ensure that the online register system is updated after each lesson
- Attendance reports will be generated and distributed to WCLL management team and curriculum leads on a weekly basis.
- WCLL management team will be update the Attendance Risk Register to confirm actions that are being taken to address any issues of poor attendance.
- In the event of overall learner attendance at the centre falling below 95% the provider will be judged as an Amber risk for learner attendance. This will be discussed and actions recorded on the subcontractor monitoring report.
- In the event of overall learner attendance at the provider falling below 85% the provider will be judged as a Red risk for learner attendance.

## Procedure for non-attendance for Learners (excluding Apprentices)

### When a learner misses two classes

Should a learner not attend a class for two sessions a provider representative will call the learner/ apprentice to establish the reasons for their absence and discuss any support requirements. Information regarding contact / attempted contacts should be kept in the course file (this could include copies of emails, phone log, notes on ILP recording discussions that have occurred)

### When a learner misses three classes

If the learner does not attend the next session after contact or for the third consecutive session, a provider representative will contact the learner and encourage the learner to return to class.

## When a learner misses four classes

If the learner does not return on the fourth session, the tutor must notify the MIS team at the centre and ask for the learner to be withdrawn from the course. The register should be marked accordingly with the correct code to indicate the reason for withdrawal.

## What will happen if the process is not followed?

If the tutor does not follow this process and it is noted by WCLL that the learner has not attended for four consecutive sessions, then the learner will be automatically withdrawn from the course.

# Legitimate Authorised Absences

Wandsworth Council Lifelong Learning Recognise that there are occasions when students may not be able to attend because of circumstances completely out of their control. These unavoidable situations are dealt with on an individual basis and learners will be fully supported to return back to their course or alternative options will be discussed.

### **The following unavoidable absences will be authorised by the tutor:**

- Serious illness, recovery from operation or recuperation after illness.
- Known medical condition which has been disclosed.
- Hospital appointments.
- Jury Service.
- Court appearances, Probation or YOT appointments.
- Job interview.
- Funerals of relative or close friend.
- Recognised Religious holidays.

# Procedure for non-attendance for Apprentices

### **If an apprentice does not attend a scheduled meeting or training session the skills coach should:**

- Contact the apprentice immediately and establish the reason for non-attendance
- Inform the employer that the apprentice has not arrived for the session
- If the apprentice is 16-18 and has not responded to contact and the employer is unaware of their current location WCLL will contact parent/guardian
- If an apprentice is consecutively rescheduling planned appointments a meeting will be held with the apprentice and employer to discuss this issue and agree an improvement plan
- Document all attendance and punctuality issues on the session plan/review.