



LEARNER & APPRENTICE 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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Learner & Apprentice Attendance and Punctuality Policy

1 | Introduction

This policy outlines the approach taken by Wandsworth Council Lifelong Learning (WCLL) 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 WCLL is that learners/apprentices achieve 100% attendance, 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, the learner or apprentice will be referred to the Behaviour Management Policy. At this stage, support will be offered to the learner or apprentice and all support implemented will be logged on the Behaviour Log. This policy addresses any issues that may arise during their course, promotes positive attitudes towards learning and aims to ensure individual success by creating a cohesive support system.

2 | 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.

3 | 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.

4 | 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 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 doctor's 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.

5 | 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.
- Tutors must inform their line manager of any learner whose poor attendance is becoming a cause for concern so that their manager, if appropriate, can meet with the learner and offer support as required. This will then be logged on the Behaviour Log by the line manager.
- The provider must ensure that the online register system is updated after each lesson.
- Attendance reports will be generated and distributed to the WCLL management team and Curriculum Leads on a weekly basis.
- The WCLL management team will 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 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 falling below 82%, the provider will be judged as a "Red" risk for learner attendance.

6 | 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 retained in the course file. Such information could include, but is not restricted to, copies of emails, phone log, notes on ILP 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, the tutor will contact the learner and encourage the learner to return to class. If learners regularly fail to attend lessons, this could affect future funding for their programmes, and they may need to pay a fee to attend future courses

When a learner misses four classes

If the learner does not return on the fourth session, the tutor must notify their Line Manager 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. 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.

7 | Continued Poor Attendance and Punctuality

WCLL will regularly manage and monitor learners' attendance and punctuality on its courses. If a learner is displaying a pattern of continuous poor attendance or not completing courses for which they have enrolled, this could lead to learners having to fund their next course from their own resources.

8 | Legitimate Authorised Absences

WCLL Recognises 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. All learners must inform their tutors in advance.

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.

9 | Procedure for Non-Attendance for Apprentices

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

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

10 | Absence and Withdrawal Procedures (Apprentices only)

We will do all we can to support you in achieving your apprenticeship. If, for any reason, you feel you will not be able to complete your qualification or you need a break in learning please contact us as soon as possible. We may be able to find a solution to help you achieve your qualification in the future. Should you decide not to continue with your programme you can notify us either through your employer or skills coach.

An apprentice will be considered to have withdrawn from their programme when any of the following apply:

- They are known to have made a decision to withdraw from the programme and a leaving date has been agreed with the line manager.
- They have been dismissed from the programme due to misconduct.
- They cannot be contacted, despite repeated efforts, to discuss unauthorised absence.
- An Apprentice is not demonstrating that they are in learning and spending 6 hours a week on off the job learning.
- An Apprentice does not to adhere to their organisations' terms and conditions, in line with their employed status.

If an Apprentice is making good progress at work but not meeting the requirements listed in their Learning Agreement, initially WCLL will hold a meeting with the Apprentice to explore the reasons why and how WCLL can support.

If an Apprentice fails to communicate, or no progress, we will request a meeting with their employer to discuss progress and agree an action plan. If there is still no progress or communication is not forthcoming from the Apprentice, we will arrange another meeting with the line manager and the Apprentice, at which stage we review the previously agreed action plan and discuss if alternative support measures can be put in place.

If there is no commitment to making progress, we will inform the employer and Apprentice that we will withdraw the Apprentice from the programme.

We will always write to you to confirm your withdrawal from the programme.