



Adult Learning, Young People's Learning & Apprenticeships

Attendance & Punctuality Policy & Procedures

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Attendance and Punctuality Policy and Procedures

'The content of this policy is an integral part of the Hampshire Achieves (HA) Quality Assurance Framework.'

1.0 Introduction

Attendance refers to the scheduled time spent on learning programmes, which may be classroom-based or online learning; workshops; tutorials; assessment; work placements; or an activity as described in the learner's individual learning plan.

For learners to be able to engage successfully in their learning and achieve, it is important that they attend regularly and punctually. This policy sets out the following expectations to maximize retention and achievement for learners enrolled on our programmes:

- Learners must take responsibility for attending their course and achieve good to excellent attendance in line with the relevant programme KPIs. Tutors and staff will seek to support their attendance, learning and achievement.
- There is a clear positive correlation between attendance and achievement.
- Good attendance demonstrates respect to staff and other learners.
- Where learner support is identified and arranged, learners are expected to avail themselves of this.
- Punctuality is an important life skill, and all learners are expected to arrive before the start of any taught sessions and in enough time for the session to start on time.
- Learners should give advance notice of appointments that clash with timetabled sessions so that arrangements for the coverage of the sessions is made.
- Learners should report sickness absence to the Tutor in advance of the session.

This policy applies to all learners, and we expect all staff, including subcontractors, to read, understand and adhere to this policy.

2.0 Roles and Responsibilities

Tutors should:

- Inform their learners about the attendance requirements as part of their induction.
- Deliver a well-designed Learner Induction that motivates and enthuses learners to attend their full programme hours.
- Ensure that all learners are accurately recorded on the course register/e-register applying the following attendance codes/marks. NB. Green codes indicate positive attendance, Blue codes indicate a neutral mark and Red codes indicate negative attendance. (see table below)
- Registers should be completed within 24 hours.
- Follow up any unexplained absences by telephone or email to support a quick return to learning.
- Support learners to catch up with missed work or reengage with their learning once they are back on programme.
- Support learners to access learner and learning support to support attendance and success.

- Report any concerns or underlying problems that may account for a learner's absence to Senior Management.
- Promote and acknowledge good attendance with learners at all appropriate opportunities.
- Provide learners who withdraw from their programme with information and advice on other learning opportunities.

Attendance Marks

Code	Alternate Key	Description
C		Authorised absence
E		Employment or Education Interview
I		Illness
L		Late
R		Religious Holiday
S		Independent Study
P	/	Present
A	O	Absent

Learners should:

- Arrive on time.
- Inform their Tutor in advance of any known absence.
- Attend every/all teaching and support session unless they have an authorised absence.
- Report an absence as soon as possible if they are unable to attend (which will be recorded by the Tutor on the e-register in the notes box).

Curriculum and Learning Provider Managers and Coordinators should:

- Ensure attendance requirements for all programmes are clearly laid out in Learner Handbooks.
- Monitor registers on a regular basis.
- Monitor attendance levels and patterns on courses within their area of responsibility through observations of teaching, learning and assessment.
- Take steps to ensure that any attendance issues are addressed urgently.
- Collect and collate attendance data on a regular basis appropriate to the programme.

3.0 Adult Tailored Learning (ATL)

Learners and staff will aim for 100% attendance on all adult learning and community programmes.

- KPI for learners is 91%.

All ATL delivery teams are expected to comply with the expectations in 2.0.

All internal or sub-contracted partner providers must monitor attendance and punctuality, and take corrective action to address under-performance, using EBS or the BI Dashboard as the data source.

4.0 Supported Internships / Pathways programmes

It is our duty to consistently strive to achieve a goal of 100% attendance for all programmes. Every opportunity will be used to convey to learners and their parents or carers the importance of regular and punctual attendance. The routines young people develop around attendance and punctuality on our programmes are the same as the expectations of any future employer. High attainment, confidence with peers and staff, and future aspirations depend on good attendance.

All non-attendance will be followed up promptly. For 16-18 year old learners, and adults with SEN up to the age of 25, this responsibility will be delegated to the Skills/Learning Coach who will contact the learner's parents/guardian immediately.

Promoting good attendance

- Staff will report to young people and their parents and carers (where appropriate) on what their attendance and punctuality rate is, and how this relates to their attainments.
- Individual attendance targets will be set based on a learner's academic history and will be developed and monitored through learners' individual learning plans.
- Good and improving attendance will be celebrated through recognition and an end of programme event.

Responsibilities of young people (with support from parents/carers)

- Learners will aim for 100% attendance.
KPI for Supported Internship is 90% and Pathways 1 is 86% and Pathways 2 is 88%.
- Learners will inform the programme coordinator or Tutor on the first day of absence.
- Learners will discuss with the Tutor any planned absences well in advance.
- Learners will make sure that any absence is clearly communicated by telephone or text on the first and subsequent days of absence.
- Learners will avoid booking non-urgent medical or dental appointments on programme delivery days.
- Learners will only request leave of absence if it is for an exceptional circumstance.

Recording attendance

- Tutors will keep accurate attendance records and use these to identify learners at risk of leaving the programme early. The register must be marked at the start of each morning and afternoon session.

Lateness/punctuality

- All lateness is recorded daily, and absence is coded, and punctuality timed on the register.
- Authorized absences will affect attendance.

Work Placements

- Learners on work placements through Supported Internships are expected to maintain high standards of attendance in readiness for permanent employment.

- Programme staff will maintain and record attendance records for young people on placements in consultation with employers/managers.
- Any attendance concerns should be communicated promptly by the workplace manager to the assigned Skills Coach, and onto the Programme Coordinator.

5.0 Apprenticeships

For many learners, an apprenticeship may well be their first job, and therefore they may need additional support with areas other employees take for granted, for example with punctuality; sickness and recording sickness absence; and requesting leave.

Managers should have regular meetings with the apprentice to monitor and discuss both their progress with their Apprenticeship Standard and their performance in the employed role and consider any additional support or development that may be required. This will include a review of any issues linked to attendance and punctuality.

- Apprentices will aim for 100% attendance.
- KPI for apprentices is 91%.
- Attendance will be recorded and tracked on OneFile.
- Staff will adhere to the Hampshire Achieves Attendance and Punctuality procedures keeping accurate records and monitoring attendance.
- Workplace Managers will agree working and training hours with each apprentice.
- Workplace Managers will attend three-way progress reviews for apprentices as agreed.

6.0 Addressing Poor Attendance and Punctuality

All Hampshire Achieves and ATL curriculum staff will work closely with learners and workplace managers to address poor levels of attendance and punctuality through:

- Monitoring of attendance and punctuality records as required
- 1:1 meetings between the tutor and learner
- For apprentices, a three-way meeting with the employer, learner, and tutor, to agree an action improvement plan.

Persistent lateness and attendance issues are subject to a disciplinary process for Supported Internships and Pathways learners, and a formal performance management process in the workplace for apprentices.

7.0 Monitoring, Review & Audit

The contents of all policy and procedures will be monitored regularly by Hampshire Achieves Performance Management Group (PMG). Policies and procedures will be kept updated in accordance with any mid-year changes in the law, regulations, or changes to the Services' provision, with updates approved by PMG. All policy and procedures will be reviewed in line with our policy schedule to determine their effectiveness, and where any changes are required, these will be applied and ratified. In addition, an annual cycle of internal policy compliance / audits defined by Senior Managers will provide the assurance of the overall effectiveness of the Services ethos, policies, and procedures, and will confirm operational effectiveness,

and compliance with our own quality assurance framework and any relevant laws or regulations.