



Attendance and Punctuality Policy (QT0017)

1. Introduction

Punctuality and attendance is important as if a student fails to attend classes they cannot gain full value from the course and increase their risk of not achieving their qualification. Poor punctuality and attendance can also be an indicator of issues facing students including personal, social and economic factors.

Personal factors are defined as those which hinder a student's ability to arrive on time and commit to full attendance. This could be due to caring responsibilities, new and/or continuing health problems. Social are defined as those created by other domestic issues such as being placed in a vulnerable situation or misuse of substances. Economic can be covered by financial aspects such as travel costs, rent or responsibilities of providing for a family.

The College focuses on resolving the issues causing poor punctuality and attendance. A range of support can be offered to students to assist or advised with most of the personal, social and economic factors.

2. Aims and Targets

The College has a minimum level of performance for attendance and punctuality set at 95%.

In order to achieve this, a range of support mechanisms are available:-

- Learner Support Fund
- Free Coaches
- College counsellors
- Personal Coaches

3. Expectations of Staff

Staff are expected to:

- Communicate clearly the College's expectation of students to attend all classes, in order to maximise their chances of achieving their qualification aim an at least target grade;
- Follow up on all non-attendance. Three unauthorised absences in any lesson will generate a letter to be sent by the Faculty Administrators to the student and parent/guardian. Persistent lateness will be referred to the Personal Coach and Senior Tutor/Head of School generating a 'cause for concern' in the first instance. Any student receiving three 'cause for concerns' should be referred for a Level 1 warning;
- Challenge all latecomers. In dealing with issues surrounding punctuality, it is important to be non-judgmental. Students may have good reasons for being late but may not want to discuss this in class or with their lecturer;

- Ensure issues related to punctuality/attendance are addressed in Individual Learning Plans (ILPs) and SMART targets for improvement set and monitored
- Ensure that classes start promptly and finish as timetable and that the required number of hours are taught;
- Ensure completion of electronic registers accurately on the day;
- Allow late students into class, unless there are health and safety concerns in a practical lesson, whilst challenging and recording this lateness;
- Involve, as appropriate, parents to assist in addressing issues of attendance and punctuality, identified through review and tracking;

4. Expectations of Students

Students are expected to:

- Ensure that they attend all lessons on their course and do so punctually;
- Arrive for lessons properly equipped and prepared;
- Contact the College if they have genuine reasons for lateness or absence;
- Endeavour to keep routine health and other appointments out of College hours where possible;

5. Actions

- Faculty Directors, Senior Tutors and Heads of School will monitor the punctual start of lessons through spot checks;
- Weekly attendance monitoring by course sent to Curriculum Team Managers, Senior Tutors, Heads of School for analysis;
- Courses/subjects with persistent low attendance rates are reported monthly to LTQT;
- Issues identified through LTQT are discussed, actioned and followed up through 1-1 meetings between Faculty Directors and Senior Tutors;
- Standard letters will be generated from electronic registers and recommendation from Senior Tutors/Heads of School (see appendices);
- The Faculty Administrator will receive a report on Friday mornings and issue relevant letters – Senior Tutors must inform the Faculty Administrator if there is a valid reason for the letter not to be sent;
- After issuing letters expressing concern and offers of support, unexplained non-attendance will automatically result in withdrawal from the course after a four week period has elapsed.

Reviewed/Approved/Updated	By	Date
Updated by	Jo Williams	4 August 2016
Review Date		1 September 2017
Approved by CE		
Approved by Corporation		

APPENDIX 1

LETTER 1

Dear

I see from the registers that you have been absent from College for a week. We have tried to contact you, but without success. (**Where applicable:** Your attendance had been excellent up to that point and I would like to congratulate you on that).

I am concerned to know that everything is alright and you are still enjoying your course. We very much want you to continue with our programme and to achieve your qualifications. Attending College is obviously very important if you are to achieve success.

If you are not well or away from College for some other reason, I would be grateful if you could let me know. It may be that you are not happy on the course and if this is the case, then I would like to talk with you about this and discuss your options.

As you know, the College has a range of support services available and it may be that we could put you in touch with these. Equally, if you are unavoidably away from College, it may be that we could make notes and work available through Moodle so that you can continue to work from home.

We have missed seeing you at College and I would be very grateful if you could telephone or e-mail me as soon as possible on _____ to let me know what is happening.

Many Thanks.

Yours sincerely

Personal Coach

APPENDIX 2

LETTER 2

Dear

This is just a reminder that you have now been away from College for two weeks without making contact. We have tried to telephone you and I wrote to you last week asking you to get in touch.

I am very concerned as to why you have not been in touch and may be able to offer you help and support in dealing with any issues.

I would ask, therefore, that you please telephone or email me on _____ as soon as possible.

I look forward to hearing from you.

Yours sincerely

Personal Coach

APPENDIX 3

LETTER 3

Dear

It is now three weeks since you were last in College and we continue to hear nothing from you, despite our telephone calls and letters.

You should know that if you are absent for a further week without any explanation, we shall have to withdraw you from your course. This is a requirement of our funding body. Consequently, if you do not make contact with us, I shall have no option to withdraw you, reluctant as I am to do this.

I would, therefore, strongly urge you to contact me as soon as you can on _____. It would be a great shame if you were to be withdrawn without us having the chance to talk things through with you. As I have said, on earlier occasions, the College has a great many support mechanisms available to you. It also has a Student Services function which would help you to discuss the full range of options with you.

I look forward to hearing from you.

Yours sincerely

Personal Coach

APPENDIX 4

LETTER 4

Dear

Further to my letter of _____, I write to confirm that, as we have not heard from you for a period of four weeks, I have had no option but to withdraw you from your course.

Please feel free to contact the college at any time if you would like any advice or support in the future.

I regret this outcome and would like to wish you well for the future.

Yours sincerely

Personal Coach