

# Skills and Training Services (STS)

## Local Operating Procedure

### Attendance and Punctuality Policy

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#### Approval

Name	Job Role	Date	Signature
Mike Hampton	Quality Improvement and Audit Manager	21/09/2023	<i>M. Hampton</i>

#### Change Control

Any requested changes to this document should be emailed to: [mike.hampton@serco.com](mailto:mike.hampton@serco.com)

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## Introduction

The term “learner,” within this policy, is used to describe all learners and apprentices involved with Skills and Training Services, this also includes those learners enrolled with subcontractors.

The curriculum has been designed to ensure that the required number of teaching and support sessions (including coach visits) are in place to enable learners/apprentices to achieve in a timely manner. Where attendance to these sessions is not met, this impacts not only the learner/apprentice that was absent but can also have a negative impact on planned learning activities for the wider cohort.

All learners/apprentices and employers must demonstrate commitment to the learning programmes being enrolled on. This policy is discussed with learners/apprentices and employers at enrolment/induction stage of all learning programmes.

All learners/apprentices should aim to achieve 100% attendance of all learning and support sessions booked.

All learners/apprentices should aim to achieve 100% punctuality of all learning and support sessions, so not to negatively impact/interrupt the learning of others and ensure no learning is missed. Skills and Training Services will monitor the attendance and punctuality of all learners/apprentices and escalate concerns, as deemed appropriate – as outlined in this policy.

This policy links directly with the Behaviours, Disciplinary and Expectations Policy and must be read in conjunction with each other.

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## Scope

This policy covers all planned learning and support sessions, including:

- Workshops
- 1-2-1 directed learning sessions
- Group directed learning sessions
- Planned independent study agreed
- Coach visits/progress reviews
- Any other planned and agreed activities

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## Learner Responsibilities

Ensure 100% attendance and punctuality to all planned learning and support sessions (as defined in section 2).

Notify the tutor/coach in advance of the planned session (on the day of the session or before) - if you know you will be absent or late, with a reasonable reason. Reasonable reasons may include (not exhaustive):

- Pre-arranged medical/dental appointments
- Family emergencies
- Sickness
- Pre-arranged annual leave from work

- Pre-arranged urgent meetings or responsibilities at work, that cannot be changed or not attended

On occasions where you are late for a session, you must minimise disruption to the rest of the learners/apprentices.

Understand that non-attendance will impact the ability to achieve chosen course, which will impact progression in their career/aspirations.

Understand that persistent non-attendance may result in being withdrawn from the chosen course.

Agree an alternative session with tutor/coach (within five working days of the date missed) to complete any learning outcomes missed. See catch up session (section 6) below.

Read this policy and confirm understanding via induction onto the programme.

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### **Employer Responsibilities**

Ensure 100% attendance and punctuality to all planned learning and support sessions by employees enrolled as learners/apprentices with Skills and Training Services.

Notify the tutor/coach in advance of the planned session (on the day of the session or before) - if you know any learners/apprentices will be absent or late, with a reasonable reason. Reasonable reasons may include (not exhaustive):

- Pre-arranged medical/dental appointments
- Family emergencies
- Sickness
- Pre-arranged annual leave from work
- Pre-arranged urgent meetings or responsibilities at work, that cannot be changed or not attended

Understand that non-attendance will impact the ability for the learners/apprentices to achieve chosen course, which will impact progression in their career/aspirations.

Understand that persistent non-attendance of learners/apprentices may result in being withdrawn from the chosen course.

Support the learners/apprentices to rearrange and complete the missed session (within five working days of the date missed). See catch up session section below.

Read this policy and confirm understanding via induction onto the programme.

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### **Staff Responsibilities, including Subcontractors/Partner Providers**

Ensure attendance registers/logs are completed at all learning and support interactions with learners, which is signed by all parties.

Ensure all attendance, non-attendance and punctuality are reported in the Skills and Training Services MIS on the day, so data is received in real time.

Arrive on time to all sessions.

Report any trends in non-attendance and punctuality to Skills and Training Services management.

Report any 'unauthorised' non-attendance to the employer (where applicable).

Report any concerns with wellbeing and/or safeguarding related to non-attendance and/or punctuality to the Safeguarding Team. Also, to report to the employer, where appropriate.

Tutor/coach must report any learners that are at risk of disengagement to the Programme Lead who will need to ensure that the learner is added to the 'At Risk' Register. The Programme Lead will inform the employer (where appropriate) of the concerns and work with them to put an action plan in place to get the Learner back engaged with their programme.

Agree an alternative session with the learner (within five working days of the date missed) to complete any learning outcomes missed. See catch up session section below.

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### **Catch Up Sessions**

Any non-attended sessions must be rebooked and completed within 5 working days of the original session.

All learning outcomes must be covered and achieved from the original session, including the same amount of Guided Learning Hours (GLH).

All catch up sessions must be documented in the same way as all other sessions on the standard Skills and Training Services issued/agreed attendance records.

All sections above in this policy also apply to the catch-up sessions.

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### **Monitoring**

Skills and Training Services Quality Team will monitor attendance and punctuality on a weekly basis.

Any concerns will be raised with the tutor/coach in the first instance, then escalated to Skills and Training Services management where concerns are raised.

For employer-sponsored learners, the employer will also be contacted to discuss the non-attendance/concerns raised.

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### **At Risk Register**

Learners that show a trend in non-attendance and/or punctuality concern will be recorded on the 'At Risk' Register.

The 'At Risk' Register is maintained by the Skills and Training Services Quality Team who will monitor the learners' progress more closely.

In the first instance the tutor/coach should have a conversation with the learner to ascertain the reasons for non-attendance/punctuality concern and agree an action plan.

Where the concerns raised are related to a safeguarding or wellbeing issue, this must be escalated to the Skills and Training Services Safeguarding Team to implement the Safeguarding Policy and processes.

Where the learner is employer-sponsored, a meeting should be arranged by the tutor/coach with the employer to discuss any concerns (ideally in agreement with the learner, being mindful of sensitive information), to gain additional support from the employer to get back on track.

Where a learner does not improve attendance following the above interventions, further disciplinary action may be required, which can ultimately lead to removal from the programme of study.

Learners on the 'At Risk' Register will be reported to Skills and Training Services Leaders and Governors monthly.