Attendance and Punctuality Policy

Policy Statement

Best Practice Training & Development believes that excellent attendance is vital to learner success. We are committed to providing learning suitable to meet the needs of all learners in line with best practice and the needs of employers and stakeholders.

For learners to be able to engage successfully in their learning and achieve, it is important that they attend regularly and stay to the end of their course. Best Practice Training & Development is committed to effective management of attendance in order to enhance both retention and achievement.

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

All learners are expected to attend all of their scheduled learning activities, unless prior agreement has been made and agreed with their tutor. Best Practice Training & Development recognises that allowance should be made for particular personal circumstances, including limited mobility or required attendance at religious events or festivals. We recognise that each case of absenteeism is different and will work with learners on an individual basis to best address their individual needs.

Responsibilities

Learners

- Learners are expected to be punctual and attend all sessions in order to maximise good outcomes from their course and to avoid disruption to the teaching and learning of themselves and other learners.

- Learners are expected to inform their tutor and/or Best Practice in advance of any known future absence or expected late attendance and the reasons for it.

- Where absence has not been previously informed, learners are expected to report their absence as early as possible on their first day of absence by calling the main office number (01923 225225). Best Practice will then inform the tutor of absence.

- Learners will be automatically withdrawn from a course in the event that no notification or acceptable reason for absence is given on two or more occasions, or it is evident that their poor attendance means they will be unable to achieve their learning outcomes.

- Learners will be allowed an opportunity to transfer to another course. This opportunity will be withdrawn if the learner has unauthorised absence on two or more occasions.

Tutors

All tutors are expected to monitor attendance on their courses and record attendance and absence in the course register every time a class or other learning activity takes place. Tutors will also inform all learners of their obligation to attend regularly as part of learner induction and throughout the course and that unauthorised absence will be reported to JCP (or any other referring organisation). In addition, tutors should take the following actions in connection with any learner who is absent from any session:

- Use all available means to contact learners immediately upon notification or following a no-show to ascertain the reason for absence and encourage their return

- Report unauthorised absence or no-shows to Jobcentre Plus (or the referring organisation).

- Offer and provide support to the learner from one or more of the following options:
  - Schedule One-to-one individual support and/or catch-up session(s)
  - Offer opportunity to attend another workshop/training session
  - Offer online learning resources and support
  - Referral for learning support if relevant
  - Provide Information, advice and guidance, including possible transfer to an alternative course of study or training

- Record all actions taken to support a learner who is absent or has a poor attendance record in the relevant learner documentation and course file

- Inform Best Practice of learner withdrawal using relevant paperwork

- Inform Best Practice and escalate immediately any safeguarding or risk concerns related to learner absence or disrupted attendance.

Evaluating Attendance and Punctuality

Attendance monitoring and punctuality will be monitored through our standard Learner Progress Monitoring and Learner Management Systems (PICS). Learner attendance and retention is reported through Best Practice quality and performance systems. In all cases, underperformance is supported through action planning and further progress review.

Area Managers will actively monitor attendance on all courses within their area of responsibility and take appropriate actions to maximise learner attendance and retention.

Review and monitoring

Overall responsibility for the operation of this policy lies with the Managing Director and this policy will be monitored on an annual basis.

Date of Policy - 27.08.2019

Review date - 27.08.2020