

# Attendance Policy & Procedures

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for a  
better  
tomorrow

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## Purpose and Explanation of the Policy

The Attendance Policy has been developed as part of Get Set UK's commitment to providing a supportive learning environment which enables all learners to achieve their full potential.

Good attendance and punctuality, along with good engagement levels and completing work on time and to a reasonable standard - is fundamental to the achievement and success of all learners.

Attendance is a key component in Learner achievement, progression, and preparation for employment. Regular attendance and academic attainment are intricately linked. Learners who actively participate in their learning by attending their scheduled sessions regularly are more likely to:

- Enjoy a rewarding experience in which their knowledge, skills and behaviours are developed.
- Successfully complete their Training and obtain a certificate.
- Improve opportunities and chances for educational and professional progression routes.

Get Set UK expects learners to attend all scheduled sessions and activities to successfully complete their course, and to fully engage in their learning by completing tasks within the time set by their Learning Development Mentor (LDM)/Trainers. Employers have high expectations for attendance and punctuality in the workplace. We similarly have high expectations for our learners in relation to their attendance, punctuality, and engagement.

Every training activity requires a commitment to attend ALL parts of the programme on offer fully and punctually. Any learner unable to fulfil this commitment may be requested to leave the training programme.

We recognise that certain extenuating circumstances can impact on a learner's ability to attend and engage, for example:

- Significant illness
- Emotional trauma
- Recent bereavement of a close family member/friend
- Terminal illness of a close family member
- Tragic circumstances which directly affect the candidate e.g., severe accident
- Domestic crisis

We will treat all genuine instances of non-attendance and engagement in such circumstances in a reasonable manner, and will seek to support the learner concerned, as far as is possible, to ensure that they can re-join their training programme at a more appropriate time.

It is our policy that all learners are expected to attend and be on time for ALL sessions and scheduled activities. Attendance and engagement, which falls below appropriate standards, where there are no extenuating circumstances, is not acceptable, and will be dealt with as described in this policy.

Get Set UK and TLB will record, monitor, and report on the attendance and engagement of all learners and will maintain attendance records in accordance with the obligations to Employers, other organisations, and bodies, including Ofsted, The Department of Education and Skills and ESFA.

Records of verbal and written communications with learners with regards to attendance and engagement will be kept identifying patterns of non-attendance and non-engagement, and these records will be used to support us in management of learner attendance and punctuality.

At the commencement of the Training, we will inform all learners of the identity of the trainer/LDM for their course with responsibility for monitoring attendance.

## Learner Responsibilities

Learners are expected to:

- Attend on time for all sessions.
- If learners arrive late to a session, the onus is on the learner to ensure that their attendance is recorded. (Please note, the determination of whether a learner arriving late for a session will be allowed to enter and participate is at the trainers/LDM's discretion)
- Report any absence due to illness or other reason to your trainer/LDM.
- Avoid unnecessary absences.
- Medical and other personal appointments, except in the case of emergency, should be scheduled for outside of timetabled sessions.
- Complete assessments/ homework in the time set by your trainer/LDM.

## Staff Responsibilities:

All staff are responsible for ensuring good attendance, punctuality, and engagement of their learners and for dealing with attendance, punctuality, and engagement issues whenever they occur. There are some specific responsibilities attached to staff; these are outlined below:

- Ensure that all learners are provided with clear information about start and finish times of sessions, location of sessions and expectations around attendance, punctuality, and engagement.
- Accurately completing the register on the day of attendance, noting in the register any absences and lateness.
- Promoting good punctuality and attendance through their own behaviour and teaching standards.

## Notification of Absence

The following procedure applies in respect of notifying Get Set UK and TLB of any absence, both planned and unplanned.

- Provide prior notification to the trainer/LDM in the event of foreseen absences.

- Contact the trainer/LDM on email provided or Enrolment Officer on contract number given during enrolment as soon as possible in the case of unforeseen absences no later than 9.30am on the day of the absence.

## **Actions to deal with non-attendance or non-engagement:**

Where a learner's attendance or engagement is unsatisfactory, one or more of the following actions may be taken:

- The Enrolment Officers/trainer/LDM will contact the learner (and for Apprenticeships the employer) to explain their unsatisfactory attendance and discuss actions to improve attendance and engagement.
- Learners may be invited by management to discuss how their attendance will be improved and any support that they may require to achieve this.
- Management can terminate the learner's training based on attendance.