TITLE		REF	VERSION
Student Attendance, Punctuality and Absence Management Procedure		LSPRO011	1.0

DEPARTMENT	Student Services		
DATE	February 2022	**REVIEW DATE**	February 2023

STUDENT ATTENDANCE AND ABSENCE MANAGEMENT PROCEDURES

Overarching Principles

1. All staff will promote positive attendance as a key strategy towards achievement.
2. We will develop positive professional relationships which foster a shared commitment to positive attendance.
3. From the initial stages of IAG and application, positive attendance will be emphasised.
4. Staff lead by example, providing a positive role model of attendance and punctuality.
5. Low or decreasing levels of attendance are clear indicators that students are at risk of disengaging from their courses or that they have other barriers preventing them from fully engaging.
6. We are committed to quickly identifying attendance issues quickly and delivering appropriate interventions to try and address these.
7. We will learn from the experiences of learners with low attendance and use their feedback to contribute to quality improvements.
8. Analysis of attendance will be a management focus and an indicator to monitor performance.
9. Processes and procedures to manage attendance will be most successful when they are part of a whole organisation approach to supporting students' welfare.
10. We will ensure services such as counselling, retention support and student welfare is in place to support the diverse needs of students.

Procedure Statement

This procedure is for students and staff and indicates how absence is notified, recorded, and followed up.

1. Activate Learning expects students to attend all lessons, online and on-campus. If a student is unable to attend, their absence should be notified to us in advance, where possible, or at the latest before the commencement of the session they can't attend. Absences should be reported to the 'absence line'.
2. Lecturers are required to maintain accurate registers for every session they conduct, to complete them and submit them on the day of the session using ProMonitor.

Allowable reasons for authorised absence

When an absence is foreseen, absence can be authorised for the following reasons:

1. A medical appointment that cannot be arranged outside college hours.

2. A special religious holiday.

3. A university/college open day or university/college/careers or job interview.

4. An emergency needs to look after a family member or other person for whom the student has a

caring responsibility.

5. Attendance at a probation meeting.

6. Agreed participation in a campus community activity, including representing the course or college in inspection or sporting event.

7. Bereavement and attendance at a funeral - close relative or friend.

8. Severe disruption to transport (strike action/severe weather/serious road accident)

9. Driving test

10. Jury service

Process for students and parents

Students and/or parents (if the student is under 18 on 31 August of the academic year of study) inform the college of absence by:

1. Phoning the attendance line on 0800 612 6008
2. Telling or emailing the teacher or tutor

Process for Contact Centre Advisers

1. Calls received by Contact Centre Advisers should record the reason on the ProMonotor register, detailing the time, day and location.
2. If any reason provided relates to a confidential, personal or sensitive issue, this should be emailed to the Tutor and/or Progress Coach.

Lecturer procedure for recording attendance

1. The lecturer (including substitute) completes and submits the electronic register **during** or **immediately after** each session using the register marks listed in Appendix C.
   i. If this is not practicable (such as in the case of fieldwork) registers are completed and submitted electronically by the end of that day.
   ii. If there is no immediate access to the electronic register, the teacher uses a temporary paper register and completes and submits the electronic register by the end of the day.
   iii. If there is no substitute teacher or supervisor, then the class will be cancelled, and the register marked with the 'cancelled class's mark 'X'
2. Absence or lateness will always be challenged by session teachers and should be reported by the teacher (via the Faculty Co-Ordinator) to the student's Personal Tutor/Training Assessor / school or employer as soon as possible on the day the absence or lateness occurs.
3. If a student is engaging in learning outside of classroom e.g., work placement, trip, on-line learning a 'P' should be recorded on the register and full details of any non-work experience activity should also be recorded in ProMonitor. A 'P' mark is not included in the calculation of hours for a student.
4. Students on work experience should be recorded with a 'P' on their classroom register if there is a clash. The actual hours for work experience should be recorded on the work experience tracker and evidenced in the work experience diary as per the guidance on recording work experience activities located on SharePoint. A 'P' mark is not included in the calculation of hours for a student.

Staff Procedure for managing absence

One-off unauthorised absence

1. The lecturer monitors attendance during the lesson whether online or on-campus, completes the register and notifies the faculty co-ordinator of any concerns with attendance immediately by email or note so follow up can happen without delay.
2. The faculty co-ordinator monitors faculty attendance alongside collating any emails or notes from teachers.
3. The faculty co-ordinator triages the absent students and decides what action to take:

   i. Personally call the student or parent on the day of the absence to discuss the absence and re-iterate expectations around attendance.
   ii. Send list of students to Group Administration team to contact the students and/or parents/carers (if the student is under 18 on 31st August of the academic year of study) by text asking them to call and explain the absence so this can be relayed to the faculty team.
   iii. No action as the absence will be followed up in an alternative way.
   iv. Sends a notification to Activate Apprenticeships in the case of an apprentice not attending.
   v. If in providing a reason for absence the student makes a safeguarding disclosure, this should be referred to the safeguarding team immediately.

4. All discussions relating to absence should be recorded in Pro-Monitor 'learner conversations'.

5. On the student's return, the lecturer sets and agrees clear targets for future attendance and outlines the consequence of non-compliance.

6. The lecturer updates ProMonitor with the outcome of the discussion along with the agreed targets set.

Any subsequent unauthorised absence

1. The lecturer monitors attendance on an ongoing basis using attendance reports and the notes in ProMonitor. The lecturer addresses concerns as early as possible with the students and/or parents/carers (if the student is under 18 on 31st August of the academic year of study) and with the tutor or progress coach.
2. The lecturer or tutor/coach take action immediately if there is an obvious solution to the attendance issue e.g. the student requires access funds for a travel pass.
3. The lecturer and tutor or progress coach may decide to make a referral to the Retention Panels for interventions from another team. Referrals are made via logging a retention panel intervention on the 'support plan' section on Promonitor.

Definitions

1. **'In Attendance' and student 'present':** A student is marked in attendance if they are present at the time of registration and remain in that session until its conclusion, as determined by the class teacher/supervisor.

2. **Student 'absent':** A student is marked 'absent' when he/she does not attend any part of the scheduled session.

3. **Lateness:** A student is late (and marked 'late' on the register) if he/she arrives after the scheduled start of the session.

4. **Authorised absence:** This is absence that has been discussed with and agreed by the student's tutor, subject tutor or training assessor prior to the absence occurring and falling within the criteria set out in *Appendix A*

5. **Unauthorised Absence:** This is an absence which does not fall within the criteria detailed in *Appendix A* and includes categories of absence detailed in *Appendix B.* Notification of an absence does not automatically mean the absence is authorised.

6. **Other register marks:** There are specific register marks for students out on work placements, students who have prematurely completed the course and students for whom 'attendance is not necessary'.*(See Appendix C: Register marks)*

Appendix A - Authorised Absence

If a student wishes an absence to be recorded as 'authorised absence' and claim their 16-19 Bursary /

19+ Bursary/ 24+ Advanced Learning Loan Bursary he/she must inform their teacher **prior** to

the event and provide the evidence indicated in the table below.

Reasons for Authorised Absence	Evidence required
A medical appointment that cannot be arranged outside college hours.	Appointment card or letter.
A special religious holiday	Letter from parent/carer or student (if living apart from parent or guardian)
A university/college open day or university/college/careers or job interview.	Letter from parent/carer, university or employer or Careers Adviser.
An emergency need to look after a family member or other person for whom the Student has a **caring responsibility**.	Letter from parent/carer or relevant social service. Personal tutor authorisation.
Attendance at a probation meeting.	Appointment letter
Participation in a Community-Campus activity, including representing the course or college in inspections/agreed Student involvement events and sporting activities.	Personal Tutor authorisation.

Bereavement and attendance at a funeral - close relative or friend.	Parent/carer letter
Severe disruption to transport (strike action/severe weather/serious road accident)	Confirmation from Advice and Admissions.
Driving test	Appointment card/letter
Jury service	Notification letter
Severe weather conditions that cause the closure of the college or recommendation that Student's from certain regions do not travel to the college.	Tutor authorisation

Appendix B - Unauthorised Absence

Unauthorised Absence reasons

Activate Learning does not authorise absence for the following examples:

1. Sickness

2. Holidays

3. Part-time or full-time work which is not part of the student's course

4. Medical appointments which can be arranged outside the scheduled programme time

5. Leisure activities

6. Birthdays or similar celebrations

7. Child-minding or looking after people for whom the student is not identified as a carer

8. Shopping

9. Driving lessons

Appendix C - Register Marks

Att Code	Attendance Description	Definition
/	Present at Class	Attended class / session.

A	Authorised Absence	Where absence has been agreed / negotiated.
C	Early Completer	Where student has completed course early and 'Completion form' has been completed.
L	Late to Class	Registers should be marked at the commencement of the class. Anyone arriving after that time should be marked as late. Record number of minutes late on electronic registers.
M	Move Tutor Group	Where student has moved to a different group for the same course. Indicate group student is to be moved to in register 'notes'.
N	Not due In	Student is not due to attend session, includes absences for exams. If student is undertaking activities outside of the class, please use the 'P' mark on the register. A 'N' mark is not included in the calculation of hours for a student.
O	Absent from Class	Absence from class where not previously agreed / negotiated.
P	Placement/Visit/Learning outside of class	Student is engaging in learning outside of classroom e.g. work placement, trip, on-line learning. Full details of any non-work experience activity should also be recorded in ProMonitor. For work experience, follow the guidance on recording work experience activities. A 'P' mark is not included in the calculation of hours for a student.
S	Suspected COVID sickness	Student has COVID symptoms that have not yet been confirmed as COVID – once COVID is confirmed start using V, if student has a negative test but is still off sick start using O
T	Transfer	Student has transferred to a different course (different course code) and 'Transfer form' has been completed.
V	Confirmed COVID sickness	Student has had a positive COVID test.
W	Withdrawn	Student has withdrawn from course and 'Withdrawal form' has been completed.
X	Cancelled Class	Class was cancelled. A 'X' mark is not included in the calculation of hours for a student.
Y	COVID Shielding	Student is required to shield for COVID reasons.
Z	COVID Household/Bubble isolation	Student is required to isolate for COVID reasons.