PROMISE TRAINING CENTRE

LEARNER ATTENDANCE POLICY AND PROCEDURE

PURPOSE

Promise Training Centre aim to support learner retention and achievement by raising levels of attendance and improving punctuality

Safeguard learners by monitoring attendance and patterns of absence

Ensure a consistent approach to attendance and punctuality

At Promise Training Centre we expect all learners to have 100% attendance in order that they can maximise their time in class and achieve their learning aim(s). This policy aims to assist all learners to take responsibility for their full attendance which will enhance their learning experience, develop their personal and employability skills and thus raise the standard of achievement, retention and progression.

LEARNER ENTITLEMENT

Learners whose attendance and/or punctuality causes concern should be assisted and supported to improve. However, if a learner attendance's and/or punctuality fails to improve substantially corrective action may occur.

Learners are entitled to lessons that start and end promptly and it is the responsibility of the Managers to ensure that classes are covered at all times (even in the absence of a tutor due to sickness or annual leave).

Promise Training will endeavour to ensure that any unavoidable changes the learners are notified (where possible) in advance.

LEARNERS WITH SPECIAL CIRCUMSTANCES

If a learner has a disability or an on-going medical condition that directly affects their attendance or ability to arrive on time, this should have been identified at the Initial interview stage and any support or reasonable adjustments made should be agreed with the appropriate manager only.

Promise Training will support any adjustments or actions that ensures that the learner is not penalised or discriminated in any way. Any corrective measured will b reviewed periodically during the learners learning programme and may be adjusted or changed depending upon their circumstances.

RESPONSIBILITIES

Learners are expected to:

- Ensure that they attend all lessons on time, arriving before the start of the class properly equipped and prepared
- Take responsibility for their own time-keeping and attendance
- Arrange non-urgent doctors, dentist and optician appointments outside Promise Training lesson hours
- Inform their tutor of any planned absences
- To contact the training centre (telephone number appropriate to centre) and inform them if they are going to be late
- Inform their tutor if they need to go home due to illness or emergency, the tutor will record their absence on the register
- If the learner is not attend for one week to provide a written note to explain their absence
- If the learner is away from lessons for more than one week to catch up on any work that has been missed

Tutors/Administrators are expected to:

- Start and finish classes on time
- Administrators are to inform learners of Promise Training Attendance and Punctuality Policy and Procedure during Induction and then tutors are to remind them during their course
- All staff are to inform learners that Promise Training centre will not tolerate poor attendance and punctuality and ensure that this message is communicated
- To record attendance accurately, including absence and lateness on the registers at the start of the lesson, any learner that arrives 10 minutes late will be marked on the register as late
- Assist learners whose attendance and punctuality is of concern to identify the difficulty and support them to set targets and actions to improve. Ensure that any attendance and punctuality concerns are discussed with learners during their 1:1 reviews
- Promoting good punctuality and attendance through their own behaviour and teaching standards.
- Advise Managers where after intervention learners' attendance and/or punctuality has failed to improve.
- Should a pattern of non-attendance emerge, the tutor should follow this up at the earliest opportunity with the student, recording any information on ……

Managers are expected to:

- Monitor and report on the attendance and punctuality of their cohort of learners
- Contact learners, where attendance is a concern and/or learner is likely to be withdrawn because of their poor attendance
- Invoke the formal stage of the behaviour process for learners who are persistently absent and/or late and after intervention/support have failed to improve.
- Ensure that all staff are aware of this policy and in turn make learners aware of it during induction.
- Promise Training will set annual targets for attendance rates across all provision.

Absences

Promise Training Centre realises that are going to be some non and authorised absences, this list is not exhaustive, but all learners are to be informed that this is evidence required for such absences

Reason for Absence	**Evidence**
Serious illness, recovery from operation or recuperation following illness	Hospital card/doctors letter. If under 18 a letter from parent/carer to explain nature of illness
Known medical condition	This should be discussed with Team Leader. Medical proof will be required
Hospital appointments	Hospital letter
Emergency doctor / dentist appointments, and any follow-up appointments	Appointment card, letter or note is required or text message
Jury Service	The official letter of notification is required in advance
Attendance at the funeral of a family member or close friend	Will be authorised if notified in advance. Letter from parent/enabler is under 18
Recognised religious holiday for the religion to which the learner belongs	Must be notified in advance
Care of family member where learner has formal caring responsibility	Must be notified in advance

Absence as a consequence of disability or other equality reason	This will be authorised if it meets the requirements of legislation and is a reasonable adjustment
Driving test and theory test	Will be authorised if notified in advance with the official appointment letter/email

The following reasons for absence are not acceptable and will not be authorised:

- Routine dentist, doctor or optician appointments (proof still required)
- Holidays
- Work
- Leisure activities
- Birthdays or similar celebrations
- Driving lessons
- Regular transport delays
- Shopping
- Babysitting or looking after siblings
- Waiting at home for arrival of delivery/service
- Visiting friends/ relatives

How attendance is recorded

A register is taken for every lesson in the Centre including tutorials. Tutors mark a register and the data is stored on our information system (one drive).

Registers have 8 marks to report attendance as set out below:

- / for present
- O for absent (unauthorised)
- L for late (after the tutor has begun the lesson)
- E for an authorised absence
- T for learner transfer
- V for work experience
- W for withdrawal
- Blank box- refers to students who have been non started

What if attendance is poor?

If attendance rates are unsatisfactory students can expect this to be followed up by their tutor initially and senior staff if required, for example Curriculum Manager. If students have worries or personal problems that are affecting their attendance, please discuss these with the class Tutor. Poor attendance may be dealt with as part of the Student Disciplinary Policy and may result in a final written warning or exclusion. If a student is absent without sufficient evidence.

If absences are excessive, and it is judged that it is not possible for the learner to catch up on missed work or achieve the assessment outcomes of the course, Promise Training reserves the right to notify the jobcentre and their benefit maybe suspended or the right to withdraw learners from their course, which could result in the leaner not being allowed to enrol again.

If learners are absent from lessons for two continuous weeks without notification the jobcentre advisor will be notified in writing and they will have to attend a jobcentre interview to explain their absence, this could result in suspended or benefit being stopped.

If learners do not inform the Promise Training Centre of their absence they can expect:

Teacher contacts the student (call and text)

If a learner is unresponsive after at least 3 attempts of contact on 3 consecutive days tutor needs to notify admin and management.

If no response or contact has been made for 2 weeks, the learner will be withdrawn from the programme. The job centre will be notified.

Teacher-student discussion upon the learner return (information recorded on 'poor attendance record sheet')

Failure to improve

Repeated offense actions and improvements discussed. Information logged on 'poor attendance record sheet. Student warned verbally.

Failure to improve

Meeting with Curriculum Manager. Warning letter issued. Job Centre notified.

Failure to improve

Meeting with Centre Manager. Action plan reviewed.

Failure to improve

Senior Management meeting

Student withdrawal

FEES

Learners are informed at their Induction, about course fees (no payment necessary), the named organisation funding their programme. This information feeds into the candidate questionnaire that all learners complete upon completion of their course.

All courses at PTC are government funded and therefore free for learners, this is based on eligibility criteria. Eligibility for a concession is checked at the enrolment.

To be eligible learners must:

- ☐ Be 19 or over on 31st August 2022
- ☐ Meet residency eligibility
- ☐ Be entitled or in receipt of a benefit, or an unwaged dependent of a person in receipt of one of the following:
  - o Universal Credit
  - o Income Support
  - o Jobseekers allowance
  - o Housing Benefit
  - o Employment and Support Allowance (ESA)

Any learner officially recognised as an Asylum Seeker with over six month's residency may also be eligible.

All evidence must be provided in the form of a benefit letter or a letter of authority from a relevant institution.

Low Wage

Students may be fully funded who are employed or self employed and would normally be co-funded and meet the following conditions:

- A learner must be aged 19 or older on 31 August within the 2022 to 2023 funding year

· They are eligible for co-funding and

· Students funded by the GLA must earn less than the London Living Wage as an annual gross salary on their start date of the qualification- £21,157 pa

All evidence must be provided in the form of a wage slip (within 3months of learning start date) or employment contract, self employed students need to provide proof of earning for ex. Tax self- assessment form

Non-Funded students

This part of the policy relates to learners who are not entitled to mainstream government funding and do not fulfil the eligibility criteria as set above, this is reviewed on a regular basis in order to conform to statutory requirements.

These learners fit into two main categories:

- Those who have been recruited from non-EEA countries and have travelled to the UK on a student visa in order to study

- Those who live in the UK but do not fulfil funding criteria

Applicants aged 16-18

For provision for applicants aged 16-24 years, we have a duty of care towards all our students, employees and visitors. In the case of students joining before their 18th birthday this duty is enhanced as such students are regarded as children under UK law.

In admitting students under the age of 18, we must ensure that all appropriate legal obligations are recognised and discharged. Students enrolling before their 18th birthday will be required to provide proof of parental or guardian approval through completion of the relevant form: please see the Safeguarding Under 18s and Adults at Risk Policy and Procedure.

Each applicant will therefore be assessed on his or her merits in the light of available information.

Data Protection

All information held by Promise Training Centre and will be treated in confidence, in line with the Data Protection Act, 1998, and applications will not be discussed with third parties, unless authorisation has been granted by applicants.

This policy will be reviewed every two years and will not change during an academic year.