



Learner Attendance Management Policy

Key Information	
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ELT Post Responsible for Update and Monitoring	Vice Principal – Innovation, Curriculum and Quality
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I Aim/Scope

- 1.1. The College is committed to achieving a high level of learner attendance because it is vitally important for the attainment, life chances and employment prospects of our young people.
- 1.2. Attendance at all lessons and activities, as directed by the College, are critical in helping learners achieve their full potential. The College expects all its learners to recognise that good attendance and punctuality will maximise achievement and enhance not only the learning experience but develop learners' employability skills and prepare learners for the world of work.
- 1.3. This policy should also be read in conjunction with the Safeguarding Policy and Fitness to Study policy which all provide supportive mechanisms for success. This policy will not discriminate, either directly or indirectly, against any individual on grounds of sex, race, ethnicity, sexual orientation, marital status, religion or belief, age, disability, or any other personal characteristic.
- 1.4. All staff are responsible for the task of monitoring, challenging, and tackling poor attendance. All staff are responsible for their individual learner i.e., the lecturer, the Personal Development Tutor (PDT), the Assistant Directors, Curriculum Support staff and College Managers.
- 1.5. The term learner is used throughout this policy and any applying appendices, the term incorporates FE learners, adult learners, A Level learners and apprentices. Higher Education (HE) learners should HE policies.
- 1.6. This policy will not discriminate either directly or indirectly against any individual on the grounds of gender, race, ethnicity or nationality, sexual orientation, marital status, religion or belief, age, disability, socio-economic status or any other personal characteristic.

2 Expectations and Responsibilities

- 2.1 All learners are expected to attend all lessons within their Study Programme including College organised events and learning activities, work experience placements, tutorials, English and Maths lessons.
- 2.2 It is the responsibility of the learner to inform the College of any known reasons for absence in advance. Failure to do so can result in the absence being permanently unauthorised.
- 2.3 It is the responsibility of the learner to inform the College on each day of illness. All absences due to illness should be reported before 9:00 a.m. via the College Absence App.
- 2.4 It is the responsibility of the parent/carer to inform the College of any extended period of absence using the College absence telephone line.
- 2.5 Parents/carers are encouraged to contact the PDT if they are aware of any factors that may impact on their child's ability to attend College. The College will provide appropriate help and support, in conjunction with the parent/carer, to minimise any disruption to learning.
- 2.6 To enable rigorous monitoring of attendance, it is the responsibility of the lecturer to ensure all registers are completed within the first ten minutes of a lesson. This is a requirement for safeguarding and allows the College to send communication texts and emails to the learner and to parent/carer.
- 2.7 It is a legal requirement that all College staff accurately record learner attendance/absence. It is the responsibility of all staff to communicate attendance concerns with the learner and parent/carer in a timely manner.

3 Registers

- 3.1 It is a legal requirement that all staff to accurately mark registers. Registers are a controlled legal document and ensure that learners are safe in College.
- 3.2 To enable accurate and timely attendance monitoring, all registers should be marked promptly and accurately. All registers must be marked at the start of the timetabled lesson to capture information. Learners new to the class must be added as provisional learners.

- 3.3 Any exceptions to register marking must be authorised by MIS or ELT. Examples of exceptions are; specific requirements for the use of paper registers, exam days or where registers are marked outside the timetabled lesson for a trip or visit.
- 3.4 Staff have a responsibility to immediately report issues with taking registers to their Assistant Director.
- 3.5 Register marks should be reviewed at the end of the session to ensure accurate recording of any late register marks. Non-compliance and recording of false information may result in disciplinary action.

4 Attendance Reporting

- 4.1 All learners are expected to maintain excellent levels of attendance. In cases where an absence is unavoidable, the learner must notify the College using the College Absence App. Providing the absence is due to a valid reason, the absence will be, authorised with supporting evidence where required.
- 4.2 Absence authorisation is anticipated to be by exception for individual learners. Where a learner reports an absence on the College Absence App, the Progress and Engagement Officer will evaluate the learners' circumstances with the PDT and Assistant Director and/or Personal Development Manager.
- 4.3 Parents and carers wishing to report an absence are advised to call the College absence line. Providing the absence is due to a valid reason, authorisation can take place without any further need for evidence.

5 Reason for Absence

- 5.1 Any learner who is taking part in a College residential, educational visit organised by the College, attending a College examination or on work experience will be marked on the register accordingly. The learner is not required to submit a request for authorised absence.
- 5.2 Where the correct reporting procedure has been followed the following reasons for absence will be recorded as authorised.

Reason	Evidence Required	Person
Family bereavement / Close family funeral	Yes	Learner Parent/carer
Caring responsibility	Yes	Parent/Carer
Disability related illness	Yes / Disclosed Need	Learner Parent/carer
Jury Service	Yes	Learner
Probation / Court Appearance	Yes	Learner
Religious Holiday	Max 2 a year	Learner
Medical appointment	Yes, provided is non-moveable and learner can provide evidence	Parent/Carer
Representing the College at Event or Meeting	No	Learner
University Interview – Pre-agreed	Yes	Learner
Meeting with External Agency - pre agreed	Yes, provided is non-moveable and learner can provide evidence	Learner Parent/carer / External
Visit to Open Day	Yes	Learner
Driving test	Yes	Learner

(Table 1: Reasons for authorised absence)

- 5.3 Any absence because of disability will be reviewed by the PDT and/or the Inclusive Learning Advisor (ILA) to ensure appropriate mitigations and support are in place.
- 5.4 In exceptional circumstance, an absence not listed in *table 1* may be authorised by the Assistant Principal or ELT (e.g., significant weather disruption, suspensions or safeguarding) details must be recorded on ProMonitor and the PDT informed.
- 5.5 The following reasons **are not considered** valid for the purposes of attendance monitoring. This list is not exhaustive:

- Holidays during term time
- Sickness
- Covid
- Job commitments / working
- Leisure activities
- Family and other celebrations
- Babysitting
- No money for travel
- Shopping
- Caring for others (not caring responsibility)
- Driving lessons
- Employer's busy period
- Working from home / self-study
- Worker visiting home
- Any appointments that can be made outside College time e.g., dentist or opticians

6 Recording and Monitoring Lateness

- 6.1 Learners are expected to arrive promptly for all classes. Learners who arrive more than five minutes after the start of a lesson must be marked as late. Persistent lateness must be challenged in the first instance by the teacher, and if necessary, dealt with through the attendance escalation procedure.
- 6.2 It is the responsibility of all learners to plan a suitable amount of travelling time. For example, if travelling by bus they should ensure that they are at the identified pick-up point at least 5 minutes before the service is due.
- 6.3 If the College bus does not arrive on time the learner should initially contact the transport company to confirm if the service is running or late (*contact details on bus pass*) preferably before leaving the pick-up point.
- 6.4 Learners should attend lessons as soon as they arrive on campus. Not attending the start time will result in the learner receiving a 'late' mark on the register.
- 6.5 Learners who arrive after the register has been completed must ensure the lecturer changes the register mark from absent to a late mark before leaving the classroom.
- 6.6 Attendance texts will be sent to learners and parents where a learner is absent from lessons.

7 Absence Reporting and Management

- 7.1 Please refer to *table 1* for the classification of authorised absence. Any reason other than those listed in the table will not be a valid reason for absence, they will not be authorised but instead recorded as notified.
- 7.2 The Progress and Engagement Coordinator will closely monitor notified absences and will liaise with the PDT and Be Safe team to ensure all absences are genuine and to confirm there is no known safeguarding risk.
- 7.3 Learners who do not report or notify the College of an absence will receive a text message reminding them to attend their next lesson. A copy will also be sent to the parent/carer.
- 7.4 PDTs will make daily phone calls to learners who fail to attend their 9am lesson and have not notified the College of their absence. This is a supportive measure for safeguarding and to ensure learners attend the next possible session, e.g., the afternoon lesson. The PDT will record the reason for absence on ProMonitor.
- 7.5 The Progress and Engagement Coordinator will closely monitor all notified and authorised absences and contact learners or parents/carers if appropriate. PDTs will also be alerted to learner absences.
- 7.6 Any learner who regularly does not contact the College to report an absence will be contacted at home and their parents/carer advised of the absence concerns.
- 7.7 Learners and parents/ carers can view a learner's attendance on Parent Portal.
- 7.8 Learners with persistent poor attendance will be reviewed at weekly At-Risk meetings with the PDT, Assistant Director and Learning Support. Supportive actions, attendance interventions and SMART targets

will be discussed before agreeing to escalate attendance concerns through the attendance escalation procedure. Learners must be given the opportunity to improve attendance with realistic time scales.

- 7.9 The Progress and Engagement Coordinator, the PDT team and the Be Safe team will use ProMonitor to record appropriate information relating to learner absences. Where safeguarding concerns are identified these will be recorded within CPOMs software and reported via the 'Be Safe form'.
- 7.10 All information will be used to identify learners at risk of leaving College or failing the course.
- 7.11 Subject lecturers will contact learners who fail to attend their lessons. Lecturers should continue to complete ProMonitor to record the impact of the absence and actions taken to support the learner. It is important that subject lecturers work closely with the Personal Development Team to challenge learner punctuality and/or attendance.
- 7.12 Attendance is a Key Performance Indicator for the College. The PDT, Personal Development Team Leaders, Personal Development Manager and Assistant Principal Learner Services will monitor attendance data on a daily and weekly basis. Where concerns are identified within Curriculum, the Assistant Director and PDTs will meet weekly during the 'At Risk' meetings and identify actions to resolve attendance concerns. It is the responsibility of the PDT Team and Personal Development Manager to ensure that At-Risk meetings are effective and actions are taken to address poor attendance quickly with the learner and parent/carer.

8 Absence During the College Day

- 7.1 Should a learner need to leave for exceptional circumstances within the College day, they should notify their PDT, the Progress and Engagement Coordinator or Assistant Director before leaving the premises. Parent/carer should be notified before the learner leaves the premises and take the necessary steps to ensure the safety and wellbeing of the learner. This should be recorded on ProMonitor.
- 7.2 Lectures are responsible for following up on non-attendance in lessons. Dedicated times at the end of the College day are reserved for lectures to contact parents/carers directly to ensure learners are encouraged to attend and to communicate missed learning content.
- 7.3 Lecturing staff should be curious and challenge patterns of non-attendance and escalate to the PDT and Assistant Director for further action.

9 Managing Poor Attendance

- 9.1 At Cheshire College South and West all learners are **expected** to have attendance of at least 90% (target) with aspirational attendance 93% and above. Learners with attendance below 90% will be closely monitored and learners with attendance below 88% will be considered to have low or poor attendance.
- 9.2 The College is keen to ensure all learners are supported to attend all lessons and will do all it can to understand the reasons for non or poor attendance.
- 9.3 It is the responsibility of the PDT team, the PDT Team Leaders and Personal Development Manager closely monitor attendance and to meet with the learner when attendance concerns are identified.
- 9.4 Should a learner's attendance become a concern the PDT will hold a 1:1 meeting where they will discuss the reasons for poor attendance. Learners will be encouraged to discuss the challenges they are facing and to explore strategies to support improved attendance. Attendance SMART targets will be set for the learner and communicated to parent/carer.
- 9.5 Relevant information from the 1:1 meeting will be shared with the curriculum teams so that the learner can be supported to engage with learning.
- 9.6 When meeting with the learner, the PDT will carefully consider the learners fitness to study. Where fitness to study concerns are identified a referral by the Assistant Director should be made to the Safeguarding, Behaviour and Welfare Manager who will lead a fuller review under the Fitness to Study Policy.
- 9.7 The PDT will continue to closely monitor attendance and support all learners identified as having poor attendance through daily monitoring, reports and through the weekly At-Risk meetings.

9.8 Where attendance does not improve, the PDT can consider initiating the formal College attendance escalation procedures. The PDT Team Leader or PDT Manager will review learner progress and records, ensuring clear parental engagement has been made prior to the PDT initiating the College attendance escalation procedures.

9.9 If contact cannot be established with the learner or parent/carer, the PDT should contact the Team Leader or Be Safe Team for an accompanied home visit.

10 Supporting a Learner After a Period of Absence

10.1 The College is committed to supporting the learner on their return to College to ensure that they have not been disadvantaged by their absence.

10.2 This support may require the learner to attend on their study day or at a designated time until all missed work is completed.

10.3 Materials and activities available to support the above will be made available, often on the College's Virtual Learning Environment or through other means where appropriate.

10.4 Regular monitoring and 1:1 meetings with the PDT or tutor will take place until the learner and lecturers are confident sufficient progress has been made. The Academic Coach can also support with catch-up learning.

10.5 Learner progress and actions will be recorded on ProMonitor.

11 Attendance Management

11.1 In the first instance, absence should be managed by the PDT and class tutors. Any mitigating circumstances affecting attendance and adjustments will be agreed by the Assistant Principal Learner Services.

11.2 Where learners' attendance does not improve, the attendance escalation process can be used.

11.3 Where a learner exhausts the attendance escalation process, the Assistant Director will request that the Assistant Principal determines the outcome for the learner. This could lead to a withdrawal for attendance or an exclusion for non-attendance.

11.4 At any point in the process, the Assistant Director can refer the learner for fitness to study. Reasonable adjustments should be made for learners with EHC plans.

11.5 If the learner and/ or parent/carer fail to attend the meeting, the meeting may still take place in their absence.