

## 1. OUTLINE

Successful learning outcomes are more likely to be achieved where there is a strong record of attendance in learning. Accordingly, intervention in instances of poor attendance, with the intention of securing improved attendance, may be a key factor in maximising the potential for successful completion of learning outcomes. This practice standard sets out the approach to be taken in recording and monitoring attendance and the actions to be taken in the event of poor attendance.

## 2. APPENDICES

2.1 N/A

## 3. COMPLETION OF REGISTERS

3.1 Tutors will complete attendance registers each week and ensure that admin staff have access to them.

- On-site registers will be retained in Reception.
- Outreach courses to be returned at each half term but un-notified absences reported to admin for follow up if needed.

3.2 Tutors should use the following codes:

/	= present
O	= not present (and not previously notified)
K	= known absence (notified)
T	= transferred to another course
L	= Left this course – no achievement
F	= completed early
--	= late starter

3.3 Administrators will check each course register on a weekly basis and ~~follow-up unknown~~ **inform the Lead Tutor of** absences of 3 weeks or more **for Community courses, and each week for qualification courses.** Discrepancies between the paper register and the MIS system will be investigated and attendance recorded each half term.

## 4. FOLLOW UP ACTIONS TO BE TAKEN WITH ABSENTEES

4.1 Notified absences should be noted on the register and reasons added to absence record on the reverse, by whoever gets the message (Admin or Tutor). If tutor is notified during or after the class by email, the message should be forwarded straight to: [adultlearning@rutland.gov.uk](mailto:adultlearning@rutland.gov.uk)

4.2 Further clarification will be sought from the tutor by the lead tutor to establish reasons for absences.

4.3 Absentees 'not notified' for 3 weeks or more may lose their place on the course, without refund, unless their circumstances are covered under the Refunds Policy.

4.4 Tutors will follow up each absence with appropriate support and teaching materials to allow the learner to stay on target for their learning outcomes. **These may be delivered to the learner via post, email or online learning platform as appropriate.**

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## 5. MONITORING

5.1 Attendance and completion of registers will be monitored in the following ways:

- Registers checked weekly by admin
- Reconciled with MIS system half termly
- MIS based registers updated half termly
- ~~Attendance spreadsheet reviewed with the IAG Officer at supervision.~~
- ~~Attendance spreadsheet will show live attendance data~~
- Registers will be reviewed as part of the audit of course files

## 6. ACTIONS IN THE EVENT OF WITHDRAWALS

6.1 Tutors or administrative staff (as appropriate) to notify learner-informed withdrawals to the Lead Tutor.

6.2 Lead Tutor to make decisions on absence or behaviour-related withdrawals.

6.3 An administrator will contact the learner to find the employment status if required.

- By Phone - 2 attempts
- By email – if unsuccessful by phone, and preferred
- By post – if unable to contact, or if preferred

## 7. ACTIONS IN THE EVENT OF UNSATISFACTORY ATTENDANCE

7.1 Where intervention is triggered, either as a result of 3 consecutive un-notified absences or where cumulative attendance is <80% **for qualification courses**, contact will be made with the learner, by the lead tutor, in accordance with the Learning Agreement.

7.2 Depending on the circumstances thereby established, the following outcomes may apply:

- Learner provides credible reasons for absences and is permitted to continue, with a verbal commitment to improved attendance
- Learner cannot provide appropriate reasons for absence but wishes to continue, and signs a declaration to the effect that attendance will improve by a set date, with automatic removal from course if this is not achieved. Where appropriate, employer is informed.
- Learner cannot provide appropriate reasons for absence or sufficient indication of intention to improve commitment and attendance. Learner is removed from course.

7.3 Where learners are removed from courses for reasons of poor attendance, any course fees are non-refundable as set out in the learner agreement. ~~Details should be added to the Early Withdrawals spreadsheet and a withdrawal questionnaire sent by admin.~~

### Review History

Date	Reason for Review	Next Scheduled Review
July 2013	V1.0 produced	July 2014
December 2013	Reformat to standardised RALS policy style	July 2014
Sep 14	Annual Review	Aug 16
Aug 16	Review	Aug 18
<u>Apr 18</u>	<u>Review for GDPR</u>	<u>Aug 20</u>

Practice Standard Owner: IAG Officer