

TrainPlus Attendance/Progress Procedure

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Effective from	13/03/2024	Next review date	March 2025
Policy applicable to	ALL EMPLOYEES and FREELANCE STAFF and LEARNERS		
Record of Changes	<ul style="list-style-type: none"> • Added Action Plan Form. • Updated Annex 1, Annex 2, and Annex 3 forms. • Added Section 7. • Renamed Procedure from, “Attendance Procedure” to “Attendance/Progress Procedure”. 		

Attendance/Progress Procedure (Students)

1. This procedure is designed to provide all members of staff with clear and explicit guidance regarding the practices adopted to ensure the systematic, consistent, and fair implementation of the Student Attendance and Progress Policy.
2. This Policy relates to issues concerning attendance and progress and is completely separate from the Student Disciplinary Procedure.
3. Tutors /Assessors are responsible for ensuring that all students are familiar with the Student Attendance/Progress Policy and Procedure and are made fully aware that unsatisfactory attendance/progress may result in the withdrawal of their funding and/or their place on the course.
4. All those involved in the student attendance and progress procedure are responsible for ensuring that a series of specific actions are carried out throughout the academic year. The actions pertaining to particular individuals are described below.
 - 4.1 It is the responsibility of the student to undertake the following actions:
 - On the first day of any absence, the student or someone on their behalf will phone their tutor/assessor or TrainPlus Head Office.
 - On the first day back after absence, the student will notify their tutor/assessor or TrainPlus Head Office of their return.
 - If the student knows in advance that they need to be absent, they will notify their tutor/assessor or TrainPlus Head Office by email/text/phone.
 - If a student decides that they are going to withdraw from their course, they will immediately inform TrainPlus head office and complete an Exit Form.
 - 4.2 It is the responsibility of the tutor to undertake the following actions:
 - The tutor will inform Head Office as quickly as possible of any information known to them which is pertinent to a student's attendance or progress by completing the notification of absence/progress form located in Appendix 1 and by discussion within their monthly monitoring meeting.

4.3 It is the responsibility of Head Office Staff to undertake the following action:

- Head Office staff will ensure that all absences reported by phone calls from students are promptly forwarded to tutors / assessors by email, if the absence is for a scheduled lesson on that day, then Head Office Staff must notify the tutor by phone.
- Head Office staff will monitor attendance and progress on a four-weekly basis and identify students whose attendance/progress gives cause for concern and communicate this to tutors / assessors.
- Head Office will reconcile Absence Forms and Medical certificates with student absences.
- Head Office Staff will issue, receive, and process Student Absence and Progress Forms.

5. Student attendance is monitored on a four-weekly basis. If a student's attendance falls below 90% in a four-week period without submission of the appropriate documentation (a Notification of Absence/Progress Form), Stage 1 of the Student Attendance and Progress Procedure will be implemented.

6. If a student's progress falls 20% below the expected target and no intervention plan has been requested, Stage 1 of the Student Attendance and Progress Procedure will be implemented.

7. **Stage 1**

The specific actions which those involved in the student attendance procedure are responsible for carrying out at Stage 1 of the procedure are described below.

7.1 It is the responsibility of Head Office Staff to undertake the following actions:

- On a four-weekly basis, Head Office will prepare Stage 1 letters to send to students whose attendance has fallen below 90% of possible class attendances without acceptable authorisation or certification.
- On a four-weekly basis, Head Office will prepare Stage 1 letters to send to students whose progress (Combination of Yellow and Green Progress on Smart Assessor) falls 20% below the expected target.

- On receipt of the Notification of Absence/Progress form, Head Office will suspend or monitor the student's attendance/progress until the expected end date stated within the form.
- Head Office will provide advice or assistance as appropriate if requested to do so by students.

7.2 It is the responsibility of **the student** to undertake the following actions:

- On receipt of the Stage 1 letter, the student will be required to make an immediate and sustained improvement in her/his attendance/progress.
- The student may seek advice or support from their tutor or Head Office.

7.3 It is the responsibility of the tutor / assessor to undertake the following action:

- The tutor / assessor will provide advice or assistance as appropriate if /requested to do so by students.

8. **Stage 2**

The specific actions which those involved in the Student Attendance Procedure are responsible for carrying out at Stage 2 of the procedure are described below.

8.1 It is the responsibility of Head Office Staff to undertake the following actions:

- On a four-weekly basis, Head Office Staff will prepare Stage 2 letters to send to students whose attendance remained unsatisfactory or have fallen below the acceptable level for the second time.
- On a four-weekly basis, Head Office Staff will prepare Stage 2 letters to send to students whose progress remained unsatisfactory or have fallen below the acceptable level for the second time.
- All lack of progress is to be addressed within contracts meetings between the Director and the tutor/assessor.

8.2 It is the responsibility of the student to undertake the following actions:

- On receipt of the Stage 2 letter, the student will contact Head Office within three working days to arrange an interview with the tutor / assessor.

- During the interview with the tutor / assessor, the student will agree an action plan to improve his/her attendance/progress, adherence to which his/her place on the course will be dependent.

8.3 It is the responsibility of the tutor / assessor to undertake the following actions:

- Within two weeks of being notified by Head Office of the students who have been sent Stage 2 letters, the tutor / assessor will conduct interviews with the students and agree action plans, based on adherence to which the students will be allowed to remain on the course.
- The assessor must forward the completed Stage 2 Interview and Action Plan forms to Head Office within the two week period or students' funding will be suspended and Stage 3 of the Procedure implemented.

9. Failure to comply with the agreed action or further unsatisfactory attendance will result in implementation of Stage 3 of the Student Attendance and Progress Procedure.

10. **Stage 3**

Those involved in the Student Attendance and Progress Procedure are responsible for carrying out the following Stage 3 procedure below.

10.1 It is the responsibility of Head Office Staff to undertake the following actions:

Head Office will notify tutors / assessors of students:

- who have failed to contact Head Office to arrange an interview.
- whose attendance/progress has remained unsatisfactory despite a Stage 2 letter or interview.
- whose attendance/progress has fallen below the acceptable level for the third time; or
- for whom the completed Stage 2 Interview and Action Plan form has not been returned by the tutor / assessor to Head Office.
- Student Funding will terminate to students to whom one of the outcomes described above applies.

10.2 It is the responsibility of the tutor / assessor to undertake the following action:

- The tutor / assessor will arrange for Head Office to send a letter withdrawing her/his place on the course when notified by Head Office that a student has failed to contact them to arrange an interview, whose attendance/progress has remained unsatisfactory despite a Stage 2 interview or whose attendance/progress has fallen below the acceptable level for the third time.
- If the tutor / assessor has received a withdrawal request from the student, the Student Exit Record Form is to be completed and signed by the student and tutor / assessor, and then the Head Office is to be notified of completion.

10.3 It is the responsibility of Head Office Staff to undertake the following action:

- When notified by the tutor / assessor, Head Office will send out a letter to the student formally notifying him/her that his/her place on the course has been withdrawn.

11. If the student fails to comply with the actions detailed in the Stage 2 letter or if his/her attendance/progress again falls below acceptable standards at any time, Stage 3 of the Student Attendance Procedure is implemented.

12. A student has the right to appeal at any stage in the process. Appeals must be made in writing within five working days of a Stage 1 or Stage 2 letter to Head Office. The appeal will be considered by the Director of Training, whose decision will be final.

Appendix 1

Notification of Absence/Progress Form

Please hand in to your Tutor / Assessor. If you wish to ensure that your absence is noted on your central file, please send a copy to TrainPlus Head Office within **one week** of the end of your period of absence. Alternatively, the Notification of Absence/Progress Form can be completed with your Tutor / Assessor on Smart Assessor.

First Name:		Surname:	
Course:			
Absence Start Date:			
Absence Expected End Date:			
Reason for absence/lack of progress:			
Temporary Suspension required (Yes/No):			
Absence Support/Caution Letter requested (Yes/No):			

Learner Signed: _____

Date: _____

Assessor Signed: _____

Date: _____

Appendix 2

Action Plan Form

Once the action plan has been agreed between the student and the assessor, the assessor must notify the Head Office within the two-week period or the students' funding will be suspended and stage 3 of the procedure implemented.

First Name:		Surname:	
Course:			
Reason Action Plan Raised:			
Actions Agreed:	Start Date:	Expected End Date:	
Does the student require support from TrainPlus via intervention (Yes/No):			
Interventions Planned:			

Learner Signed: _____

Date: _____

Assessor Signed: _____

Date: _____

Appendix 3

Student Exit Record Form

First Name:		Surname:	
Course:			
When was your last date of Attendance:			
Is this a Transfer (Yes/No):			
If yes, please specify course:			
Who have you previously discussed leaving with (Indicate all):	Parents: <input type="checkbox"/>	Tutor on current course: <input type="checkbox"/>	Employer <input type="checkbox"/>
	Friends <input type="checkbox"/>	Student Services: <input type="checkbox"/>	Other <input type="checkbox"/>
If Other, please state:			
What were the contributing factors:	Academic/Training Provider:		
	Lack of support from Tutor <input type="checkbox"/>		
	Poor course organisation/change to logistics <input type="checkbox"/>		
	High workload <input type="checkbox"/>		
	Poor quality training <input type="checkbox"/>		
	Learning fewer skills than expected <input type="checkbox"/>		
	Other <input type="checkbox"/>		
	Employment/Employer:		
	Lack of support from Employer <input type="checkbox"/>		
	Lack of adequate time off to study <input type="checkbox"/>		
	Apprenticeship being stopped/cancelled <input type="checkbox"/>		
	High workload <input type="checkbox"/>		
	Job/Career change <input type="checkbox"/>		
	Unemployment <input type="checkbox"/>		
	Other <input type="checkbox"/>		
	Personal:		
	Mismatch between expectations and experience <input type="checkbox"/>		
	Loss of interest/motivation <input type="checkbox"/>		
	Mental health issues <input type="checkbox"/>		
	Caring responsibilities <input type="checkbox"/>		
Other <input type="checkbox"/>			
Financial:			
Low pay <input type="checkbox"/>			
Other <input type="checkbox"/>			
If Other, please state:			

Would you recommend TrainPlus to others (Yes/No):	
What are you planning to do next:	
Do you have any other comments:	

Student Signed: _____ **Date:** _____

Assessor Signed: _____ **Date:** _____