

TrainPlus Attendance Procedure

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Policy applicable to	ALL EMPLOYEES and FREELANCE STAFF and LEARNERS		
Record of Changes	Added Action Plan Form		

Attendance 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 Policy.
2. The Student Attendance Policy relates only to issues concerning attendance and is completely separate from the Student Disciplinary Procedure.
4. Tutors /Assessors are responsible for ensuring that all students are familiar with the Student Attendance Policy and Procedure and are made fully aware that unsatisfactory attendance may result in the withdrawal of their funding and/or their place on the course.
5. All those involved in the student attendance 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.
 - 5.1 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 complete and hand in an Absence Form to their tutor.
 - 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.
 - 5.2 It is the responsibility of the tutor to undertake the following actions:
 - The tutor will inform Head Office by email as quickly as possible of any information known to them which is pertinent to a student's attendance.
 - 5.3 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 on a four-weekly basis and identify students whose attendance 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 Forms.

6. 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 (an Absence Form), Stage 1 of the Student Attendance 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 is 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 80% of possible class attendances without acceptable authorisation or certification.
- 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.
- 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. If the student fails to comply with the actions detailed in the Stage 1 letter or if his/her attendance again falls below acceptable standards at any time, Stage 2 of the Student Attendance Procedure is implemented.
9. **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.
 - 9.1 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.
 - 9.2 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, adherence to which his/her place on the course will be dependent.
 - 9.3 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.
10. Failure to comply with the agreed action or further unsatisfactory attendance will result in implementation of Stage 3 of the Student Attendance Procedure.

11. **Stage 3**

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

11.1 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 within three working days to arrange an interview.
- whose attendance has remained unsatisfactory despite a Stage 2 interview.
- whose attendance 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.

11.2 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 within three working days to arrange an interview, whose attendance has remained unsatisfactory despite a Stage 2 interview or whose attendance has fallen below the acceptable level for the third time.

11.3 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.

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 interview to Head Office. The appeal will be considered by the Director of Training, whose decision will be final.

Appendix 1

Notification of Absence 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.

Full Name	
Course	
Year of study	
Period of absence (please give EXACT dates)	
Reason for absence:	

Signed:

Date:

If you are sending a copy of this form to any other members of staff, in addition to your tutor / assessor, please list their names below.

For Office use only:

Date Received:

Appendix 2

Action Plan Form

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

Full Name	
Course	
Year of study	
Date	
Action Plan:	

Signed:

Date:

If you are sending a copy of this form to any other members of staff, in addition to your tutor / assessor, please list their names below.

For Office use only:

Date Received:

Appendix 3

Student Exit Record Form

Student name

Course

Level

1 2 3 4 5

Method of Recording of Information

Interview Personal knowledge Other (Specify)

Q1. Is this a transfer?

Yes No

If yes

Transfer to (Specify course)

Elsewhere –specify.

Q2. Who have you previously discussed leaving with? (indicate all)

Parents Tutor on current course Tutor on other course Tutor from other University

Friends Student Services Specify Other - please state

Q3. What reasons have led you to withdraw from the course?

Q4. Was the main factor?

Academic Personal Financial Got a job Other - please state

Q5. Were the contributing factors?

Academic Personal Financial Got a job None Other - please state

Q6. Was TrainPlus your first choice of Training Provider?

Yes No

Q7. Was it your first choice of subject?

Yes No

Q8. Was it your first choice of course?

Yes No

Q9. Would you recommend TrainPlus to others?

Yes No No Opinion

Q10. What are you planning to do next?

Q11. Do you have any other comments?

Q12. What was your last date of last attendance?

Student Signature and Date

Interviewee Signature and Date