

## Calderdale College

|                          |   |
|--------------------------|---|
| Policy Title & Reference | <b>Attendance Policy and Procedures</b>                   |
| Issue Date               | <b>September 2015</b>                                     |
| Author                   | <b>Assistant Principal Student Services &amp; Quality</b> |
| Approved By              | <b>CLMT 23<sup>rd</sup> September 2015</b>                |
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### **Aim / Scope:**

This Policy applies to all Study Programme students at Calderdale College. Where relevant the Policy should be applied to other college cohorts as determined by the course team.

It is acknowledged that the following factors contribute to improving Students' retention and achievement:

- Setting high expectations and standards for attendance and punctuality from the start of the student's programme
- Students knowing their own attendance levels with regular review and monitoring by the college
- Identifying and supporting 'at risk' students as soon as warning signs appear
- Having a well-known and coherent infrastructure of support in place including Tutorials, Additional Learning Support and internal and external welfare support.
- Delivering well-structured and managed course programmes, integrating 1:1 progress reviews, group tutorials, Additional Learning Support, the development of ILPs and enrichment activities.
- Having a clear and fair Student Code of Success and Positive Behaviour and Disciplinary Process which incorporate robust systems for monitoring attendance and punctuality, following up absences promptly and firmly and consistently applying appropriate rewards systems.

### **1. Overview**

This policy outlines the College's system for monitoring attendance and lateness and clarifies the principles underpinning this system. It should be read in conjunction with the College's Student Code of Success.

As retention, achievement and student attendance are inextricably linked, the College expects all Students to attend all planned and programmed sessions included within their learning programme. The components of a programme may include theory and practical sessions, tutorials, GCSE, functional skill classes, work placements, work-related learning and timetabled non-accredited learning.

Students are required to make a commitment to attend all components of their programme at the start of their course (the 'Learning Agreement').

The College will apply consistent and rigorous procedures to monitor student attendance and will offer appropriate support to facilitate and encourage Students to comply with the college and course attendance targets.

The session register is the formal auditable document used by the College to record attendance and punctuality. The College will ensure that this record is consistently marked and accurate. Tutors/assessors must complete a register for every timetabled session.

Students who fail to respond positively to attendance monitoring will be deemed to have breached the College's Code of Success and ultimately, risk being removed from their programme of study at the College.

## 2. Targets

The College sets annual retention and attendance targets which are closely monitored at college, curriculum area and course level. Attendance targets also apply to individual components of a Study Programme.

Within each curriculum area the Curriculum Managers and Assistant Curriculum Managers will agree realistic and challenging targets for attendance and punctuality for each course, which when aggregated will meet the College's overall attendance target. Attendance targets should not be set below the College targets stated below.

The College Leadership and Management Team will monitor attendance through exception reporting on a monthly basis, and CMs, ACMs and Progress Coaches are responsible for improving attendance measures when they fall below the agreed target.

### 2015-16 Targets

|                      | 14-16  | 16-18    | 19 +, adult and HE | Overall  |
|----------------------|--------|----------|--------------------|----------|
| Attendance           | >= 95% | >= 90%   | >= 85 %            | >= 88%   |
| Punctuality          | 95%    | 95%      | 95%                | 95%      |
| Authorised absence   | < 5%   | < 5%     | < 5%               | < 5%     |
| Unauthorised absence | 0%     | Under 2% | Under 2%           | Under 2% |

## 3. The principles underpinning the attendance and punctuality policy:

All sessions are planned to maximise the development of each student and prepare each student for success in terms of the end qualification(s), progression and employability. Each session is an essential part of the learning programme and to miss any of them, or any part of them, will undermine the effectiveness of the programme and have a negative effect on student achievement.

Missing or being late to a delivery session can be disruptive for the whole programme group. Missing or being late to a session without good reason is therefore disrespectful to both staff and fellow Students.

#### **4. Attendance and Punctuality defined**

##### **4.1 In Attendance: student 'present'**

A student is marked in attendance if they are present at the time of registration and remain in that session until its conclusion, as determined by the class tutor/training coordinator.

##### **4.2 Student 'absent'**

A student is marked 'absent' when he/she does not attend any part of the scheduled session.

##### **4.3 Punctuality**

The College will set and maintain a high standard for punctuality to prepare students for employment. Students who are consistently late for class will be subject to improvement measures, which may if not met may lead to their removal from the course. Students who have exceptional circumstances which may result in regular lateness must discuss this with their Progress Coach, Course Tutor or Training Coordinator.

##### **4.4 Lateness**

A student is late (and marked 'late' on the register) if he/she arrives more than 10 minutes after the scheduled start of the session. Wherever possible, a student should be allowed to enter the session, without disrupting the session. A Late Slip must be completed by the student and handed to the tutor/assessor at the end of the session. If possible, the tutor/assessor should discuss the reason for absence with the student and a note entered on ProMonitor (where used). If time does not permit this, a note should be entered onto ProMonitor (where used) as soon as possible and the reason for lateness will be addressed by the Progress Coach or member of staff as relevant.

##### **4.5 Authorised absence**

This is absence that has been discussed with and agreed by the tutor/training coordinator or progress coach at least 12 hours in advance of the absence according to the criteria set out in *Appendix A*

##### **4.6 Notified absence**

This is an absence on the day of attendance where the student contacts the College to explain why they are not able to attend the session/sessions that day, for example illness.

##### **4.7 Unauthorised absence**

This is an absence which does not fall within the criteria detailed in *Appendix A*.

##### **4.8 Virtual Learning**

This is where a meaningful learning activity takes place outside the formal classroom setting. The member of staff responsible for the session when this mark is used will be required to keep evidence that meaningful learning activities have taken place.

##### **4.9 Other Register marks**

There are specific register marks for Students out on work placements, Students who have completed the course early and Students for whom 'attendance is not necessary'.  
(See Appendix: Register Marks B)

#### **Contract for Improved Behaviour – Study Programme Students**

A Contract for Improved Behaviour is a signed agreement between a Progress Coach/Course Tutor and a student to improve attendance and/or punctuality. SMART targets will be set which are frequently monitored by the Progress Coach or Course Tutor. For Study Programme students, the Contract for Improved Behaviour will be recorded as a ***Learner Meeting Agreement*** in ProMonitor.

#### **Reflective Break – Study Programme Students**

A Reflective Break is a period out of study for a student which allows them to reconsider their attendance and approach to their studies. Students on a Reflective Break will be required to attend sessions with Progress Coaches and Learning Support to refocus their approach to College. The maximum period for a Reflective Break is two college weeks. Note, this should not be confused with a student suspension due to disciplinary reasons.

## **5. Attendance and Punctuality Procedures and Guidelines for staff**

### **5.1 Programme timetables**

Programme timetable will be established prior to the start of a programme to facilitate the production and use of registers as soon as the programme begins. Subsequent timetable changes will be minimised and recorded in the standard way to ensure that registers are always up to date

### **5.2 Marking of Registers**

All curriculum and support staff are required to mark and keep up to date registers. Non-compliance with these procedures will be taken seriously by the College. It is the responsibility of the Curriculum Managers to ensure that all tutors/assessors are made aware of register marks and trained in the use of the electronic register system.

All session registers should be completed during or immediately after each session. In circumstances where, by virtue of the activity being undertaken, this is not practicable, registers will be completed by the end of that day.

In circumstances where the scheduled tutor/assessor is absent the substitute tutor has the responsibility for ensuring a paper register is completed and passed to Data Services for entry. In exceptional circumstances where there is no substitute tutor or supervisor then the class will be cancelled and the register marked with the 'cancelled session' mark 'X'.

In circumstances where access to the electronic register is not possible the tutor will use a temporary paper register and transfer the information to the electronic record by the end of the day.

### **5.3 Responding to Student Absence and Lateness**

Absence or lateness will always be challenged by session tutors/assessors and should be reported by the session tutor to the Progress Coach/Training Co-ordinator/School or Employer as soon as possible on the day the absence or lateness occurs. The College will ensure that Progress Coaches/Training Officers/Schools and Employers are able to track the attendance of their Students on a daily basis through the ProMonitor/EBS system.

For Study Programme students, any absence will be followed-up by the end of the day by the Progress Coaches based on the information held on ProMonitor/EBS. Students will be expected to explain in person the reason for absence, and authorisation for absence will be limited to specific situations. *Appendix A*.

Authorised Absences must be agreed by the Progress Coach, Course Tutor or Training Co-ordinator and be authorised through EBS. *See Appendix E*: This is to ensure that there are agreed and thorough procedures for tracking authorised absences, which support and encourage student accountability for attendance.

If, in the 2 weeks following the above meeting with their Progress Coach, Course Tutor or Training Co-ordinator the student's attendance or punctuality does not improve, the student will be notified that they will be placed on the 'at risk' register.

For part time, professional and WBL students it is the responsibility of the Course Tutor or Training Officer

At this and at each subsequent stage, if the student is aged under 18, the Progress /Subject Tutor or Training Co-ordinator will notify the Students' nominated parent/guardian. For

those sponsored by an employer, the employer will be notified, irrespective of the age of the student.

#### 5.4 Students 'at –risk' through poor attendance

If the student does not respond to the Progress Coach/Subject Tutor/Training Co-ordinator's support and advice in (5.7) and (5.8), the student will be discussed at the next course team meeting and, if agreed, the student will be placed on a **Contract for Improved Behaviour or Reflective Break**.

Once a **Contract for Improved Behaviour or Reflective Break** is issued for attendance and punctuality problems, a student will be supported by a Progress Coach, Course Tutor or Training Co-ordinator who will work with the Student to improve the attendance and punctuality of the student.

If a student issued with a **Contract for Improved Behaviour or Reflective Break** does not respond by reaching the College's agreed minimum attendance target over a four-week period, then the student will be deemed to have breached the Student Code for Success and/or Learning Agreement and may be asked to leave the course due to failure to maintain satisfactory attendance and academic progress. This is a requirement of statutory funding.

#### 5.5 Students who continually fail to maintain satisfactory attendance

A student will be withdrawn from their course if he/she:

- Is absent at any time of the year for four consecutive weeks without authorisation
- Does not respond positively to the process of the **Contract for Improved Behaviour or Reflective Break** and reaches the stage where his/her attendance cannot reach a level where the student will complete and achieve the qualification.

A student withdrawn through excessive absence which makes it highly unlikely for the student to achieve their planned learning goals within a reasonable timescale must be referred to Student Services for IAG as to their next steps. Student Service and the Quality Unit will also monitor the consistent and fairness of student withdrawals due to excessive absence.

Students who fail to maintain satisfactory attendance do not need to be taken through the Positive Behaviour and Disciplinary Policy to withdraw them from their college course.

#### 5.6 Student absence reporting

For Study Programme Students, please refer to Appendix G

For other college cohorts, this will be agreed by the course team or training coordinator and communicated to the students.

#### 5.7 Students who have difficulty maintaining regular attendance and punctuality due to a medical condition or disability

Students who report a medical condition or disability that is likely to impact on regular and/or punctual attendance should be treated with sensitivity appropriate to their individual circumstances. A record should be held of the condition on the students file or ProMonitor. Information should be communicated to all staff who work with the student by the Progress Coach or course tutor as to the adjustments required.

## **6. Measures by which the success of this policy can be evaluated**

- Annual targets for attendance, punctuality and authorised/unauthorised absence are met;
- Progress Coaches achieve agreed student attendance targets
- Curriculum areas and course teams can evidence year-on-year improvement in attendance and punctuality
- High levels of attendance and punctuality when measured against relevant benchmarks;
- Timely action to support Students with below acceptable levels of attendance and punctuality
- Improved student success
- Staff compliance with the policy evidenced through quality audit

## **7. How will the policy be communicated to users?**

- Dissemination through CLMT, LSG, Grapevine and the intranet
- Annual report reviewing the policy for effectiveness.
- Staff induction
- Shared with Students and stakeholders as part of induction
- Student posters
- Student contact cards – customized for each progress coach

## **8. Impact Assessment**

This policy document has been reviewed by the Equality, Diversity and Inclusion Coordinator to ensure that it does not negatively impact upon any individual with any protected characteristic. All College policies seek to actively promote inclusion of all students.

This policy includes rigorous measures to ensure fairness for all and without barriers. It ensures both the student's right to learn and staff's right to work in a safe, secure and respectful environment are met regardless of any protected characteristic.

### **Approving body for this policy:**

CLMT

### **How often will this policy be reviewed?**

Annually

## Appendix A

### Clarification of Authorised, Notified and Unauthorised Absence

| Authorised Absences:   | Notified Absences:  | Unauthorised absences:  |
|--|---|---|
| <p><b>1. Absences which can be foreseen in advance and must be communicated to the College at least 24 hours in advance of the session attendance.</b></p> <ul style="list-style-type: none"> <li>● medical appointment which cannot be arranged outside College hours</li> <li>● particular need to look after a family member or other person for whom the Student has carer responsibilities – this should not however be on a regular basis</li> <li>● Religious observance (see table published each year)</li> <li>● Visit to a HEI to attend an open day or interview</li> <li>● Appointment with a support worker – CK Careers, Guidance or other external agency – wherever possible these appointments will be arranged outside scheduled classes/sessions</li> <li>● Attendance at a funeral</li> <li>● Compassionate leave</li> <li>● Attendance at a probation meeting</li> <li>● Severe disruption to a Student's mode of transport</li> <li>● Driving test</li> </ul> | <p><b>2. Absences which cannot be foreseen in advance</b></p> <p>Where an absence cannot be genuinely foreseen in advance i.e. illness, the students should nevertheless make arrangements to inform College as soon as possible on the day in question they will be absent from College. <b>When a student fails to do this, the absence will be treated as unauthorised.</b> The only exception to this is where the student can give a strong and valid reason why they were not able to contact College.</p> <p>The following are reasons for absence which would tend to be acceptable, <b>provided College has been notified on the day in question:</b></p> <ul style="list-style-type: none"> <li>● Emergency situation involving a family member or person for whom the student has caring responsibilities e.g. sudden/severe illness (this is only acceptable as a one-off and not regular grounds for authorising absence)</li> <li>● Transport problems, where these were not known in advance and no alternative is easily available</li> </ul> | <p><b>3. Absences which will always count as a unauthorised absence (negative) and cannot be overridden.</b></p> <ul style="list-style-type: none"> <li>● holidays during term time</li> <li>● part or full-time work which is not part of the student's programme of study</li> <li>● leisure activities</li> <li>● birthdays or similar occasions</li> <li>● babysitting younger siblings – see authorised care responsibility</li> <li>● shopping</li> <li>● driving lessons</li> <li>● any further unjustified reason for failing to attend timetabled sessions at College</li> </ul> |

**Appendix B: CALDERDALE COLLEGE AUTHORISED REGISTER MARKS  
THESE ARE THE ONLY MARKS THAT CAN BE USED**

| Mark                 | Meaning                    | Further Explanation   |
|----------------------|----------------------------|---|
| /                    | Present                    | <b>Positive</b> Counts towards possible attendance and actual attendance.   |
| O                    | Absent                     | <b>Negative</b> Counts towards possible but not actual attendance   |
| X                    | Cancelled class            | <b>Neutral</b> mark does not count towards attendance. This should only be used when the class is cancelled by the tutor or college e.g. adverse weather  |
| E<br>(PCs can amend) | Work Experience            | <b>Neutral</b> mark does not count towards attendance. For Study Programme students this recorded and tracked through PM.   |
| R<br>(PCs can amend) | Residential / Trip         | <b>Neutral</b> mark does not count towards attendance. A separate residential register should be completed.   |
| H                    | Religious Festival         | <b>Neutral</b> mark does not count towards attendance.  |
| L                    | Late > 10                  | <b>Positive</b> Counts for attendance but not punctuality   |
| V<br>(PCs can amend) | Virtual Learning           | <b>Positive</b> Counts as possible or actual attendance. This is where a meaningful learning activity takes place outside the formal classroom setting. Tutors using this mark will be required to keep evidence that meaningful learning activities have taken place.                                |
| S                    | Supported Student          | <b>Positive</b> Mark where a Study Support Assistant is present   |
| U                    | Supported Student Late >10 | <b>Positive</b> Counts for attendance but not punctuality   |
| F                    | Finished /Early Completed  | <b>Neutral</b> Used when the Student has completed unit/course early.   |
| T                    | Transferred                | <b>Neutral</b> Used when the Student has transferred  |
| A<br>(PCs can amend) | Authorised Absence         | <b>Negative</b> Counts towards possible but <u>not actual Attendance</u> . If the student has contacted the college 24 hours before the absence and will be shown in their ProMonitor record. The Tutor/Progress Coach needs to authorise and record on EBS registers which will feed into ProMonitor |
| G<br>(PCs can amend) | Notified Absence           | <b>Negative</b> Counts towards possible but <u>not actual Attendance</u> . If the student has contacted the college on the day of the absence will be shown in their ProMonitor record. The Tutor/Progress Coach needs to authorise and record on EBS registers which will feed into ProMonitor       |

**Tutor, Training Coordinator and Support registers protocols:**

- All students to receive a register mark according to the agreed codes
- Registers to be completed at/for every session; if this is not possible, registers must be completed by the end of the day.



- **Appendix C**

**Study Programme Attendance Monitoring – Roles and Responsibilities**

**Students**

- (1) Telephones the designated Progress Coach (Study Programme Students) or for other students contacts the Curriculum Support Office
  - (2) Texts the Progress Coach (Study Programme Students)
  - (3) Emails [steadmin@calderdale.ac.uk](mailto:steadmin@calderdale.ac.uk)
- All details will be provided for students on a Contact Card

**Tutors / Learning Support**

To mark registers accurately at the time of the class: electronic registers to be used; where this is not possible a paper-based register should be taken with register marks input within 24 hours of the class

**Curriculum Support Office (CSO):**

- Call divert from Progress Coach phones when they are not able to receive calls
- Receive telephone calls and voice messages and record the information on ProMonitor
- Print and send Attendance Postcards to students who are not maintaining satisfactory levels of attendance and punctuality

**Progress Coach Responsibilities:**

- Monitor student's attendance through ProMonitor to address absenteeism informally or through the tutorial system.
- Liaise with the Curriculum Office to ensure a copy of the timetable and summary of the Attendance Policy is sent to parents/guardian/carers of Students under 18.
- Ensure students are familiar with the Calderdale College Attendance Policy.
- Authorise absences using EBS Agent
- Progress Coaches can authorise absences for Study Programme (16-18 students). Tutors for other provision types will need to speak to Data Services with evidence/valid reason for the authorised absence.
- To support programme and cross-college measures to monitor and improve 16- 18 student attendance
- To request attendance postcards from the CSO to remind students about attendance
- Set mobile phone call divert when not able to receive calls

**Curriculum Manager/ ACM responsibilities:**

Curriculum Area Managers and ACMs will regularly analyse the attendance and punctuality reports for their programmes. Attendance and punctuality will be discussed at each Course Team Meeting with agreed actions to address areas for concern.

## **Appendix F**

### **Non-attendance Follow-up processes for Study Programme Students 2015-16**

1. Progress Coaches visit sessions from 0900 to check for student absences and contact the student immediately
2. Student not present in class, tutor/assessor informs Progress Coach who contacts the student
3. Daily absence exception report produced for each Progress Coach
4. Student returns to college – Return to Study tutorial with Progress Coach?
5. For Students who are not contactable or who do not return to college within 5 college days, postcards will be sent by the Curriculum Support Office.
6. If the student is absent from College more than 2 weeks with no contact, a letter will be sent informing them if they do not contact the College/return to college they may be withdrawn from the programme.
7. If student does not attend and contact the College for 3 weeks or more, ACM completes WD form which is signed-off by CM