ATTENDANCE POLICY
2023/2024

Policy Cover Sheet

Please fill in the following details:

Policy Name	Attendance Policy
Version Number	V4
Policy Owner	Maria Gregory
Release Date	02/09/23
Policy valid for	1 year

Documents included:

Completed Checklist (below)	X
Policy text	X
Filled in EIA	X

Where should this policy be shared? All policies will be shared on the HUB.

The HUB	X
Net Consent	X
Website	

Policy Checklist

Have you completed the following tasks?

Used the Microsoft Accessibility Checker	Y
Used formatted headings	Y
Used Arial 12pt font	Y
Included numbered paragraphs	Y
Included page numbers	Y
Included alternative text for all images which accurately describe what's in the picture	Y
Checked for gender neutral language e.g. remove dinner ladies, workers, he/she and replaced with servers, contractors, they.	Y
Used the full phrase instead of the acronym at least the first time	Y
Used the spelling and grammar check	Y
Gained feedback from colleagues to ensure the policy is clear and accurate	Y
Included any legal, social or organisational changes since the last policy review	Y
Reviewed the connected policies to ensure they are still active	Y
Filled in the change log	Y
Listened to the policy using the accessible reader	
Reviewed the policy flowchart	
Informed the EDI Manager of upcoming policy deadlines	Y

Sign Off: To be filled in by the named person only

	Name	Date
SLT		
Corporation (if required)		
Trade Union		
EIA		

Change log

Version number	Changes description	Major changes? Y/N	Initiator	Rationale	Date of completion	New version number
V1	Update to new template		Due date on Sept 22	Due every 12 months		V1
V2	Update – change to 1.2,2.2,2.4,2.5,3.7,3.15 Word changes	N			16/09/22	V2
V3	Update to changes of attendance process and withdrawal process appendix 1 and 2. Removal of COVID register mark from appendix 3. Update to include the changes to Keeping children safe in education 2023 policy. Changes to process for T@H	N			30/08/23	V3
V4	Inclusion of D mark and removal of Q mark	N			10/11/23	V4

CONTENTS

1. INTRODUCTION

1.1

The College has an expectation that learners attend all their lessons. Attendance refers to the scheduled time spent on college programmes, and this can be categorised as classroom lessons, seminars, workshops, work placement, online sessions, PACE (Progress, Achievement, Careers and Employability) tutorial and DST (Directed Study Time) sessions as specified on the learner's learning agreement or individual learning plan.

1.2

Regular and consistent attendance is expected and is critical to any learner's success and achievement of their learning goals. The College expects all its learners to recognise that good attendance and punctuality will maximise achievement and enhance not only their learning experience but develop their employability skills and prepare our learners for the world of work and career pathways.

1.3

The college understands that some students find it harder than others to attend and that securing good attendance cannot be seen in isolation. Being absent from education for prolonged periods and/or on repeat occasions can act as a vital warning sign to a range of safeguarding issues including neglect, child sexual and child criminal exploitation College is committed to working with students, families and wider partner agencies to put the right support in place. The college has an effective response and practices supporting a strong cross college approach to ensure that learner needs are identified, and the right support is put in place.

2. SCOPE

2.1

To help ensure high productivity in the workplace, high expectations of both attendance and punctuality, which will be required by all employers. Therefore, we need our staff to set and enforce high expectations for learners' attendance and punctuality.

2.2

The Retention and Improvement team will work with curriculum staff and curriculum support teams to support learners to attend college, to make progress and succeed. Each department has a named Retention and Improvement Officer (RIO) to support both the learners and the staff to improve attendance.

2.3

REGISTERS

THE REGISTER IS A CONTROLLED LEGAL DOCUMENT
- Registers are a key source of evidence for a learner's programme
- Learner attendance is closely linked to successful learner outcomes
- To provide crucial early indicators of learners who may be 'at risk,' or where there may be undisclosed safeguarding or child protection issues.
- The college has a responsibility to know whereabouts of learners when at college and a duty of care for 16-18 and young adults in certain safeguarding and/or criminal cases
- To enable learners to receive payment of some types of financial support, including the learner bursary.
- To be the source of evidence used to authorise payment of overtime and hourly paid staff
- To enable the college to claim funding accurately and to provide evidence for audit.

2.4

To enable accurate and timely attendance monitoring, all registers should be marked promptly and accurately. All registers must be marked on e-registers system (EBS) at the start of the timetabled lesson to capture information. This is audited on a weekly basis and reported to SLT.

2.5

Exceptions to this must be authorised by the Programme Manager. Examples of exceptions are: - specific requirements for the use of paper registers or registers marked outside the timetabled slot. Registers must still be marked within the allocated week.

2.6

Attendance and register audits will take place as part of department reviews, teaching, learning and assessment reviews, informal walk-throughs and MIS (Management Information Systems) data clinics. Staff have a responsibility to immediately report issues, problems or concerns with taking registers to the appropriate department and/ or Programme Manager.

2.7

Register marks can be reviewed at the end of the session to ensure accurate recording of any late attendance.

NON-COMPLIANCE AND RECORDING OF FALSE INFORMATION MAY RESULT IN DISCIPLINARY ACTION.

2.8

<u>REGULATIONS</u>

[16 to 19 funding: information for 2023 to 2024 - GOV.UK (www.gov.uk)](https://www.gov.uk)

3. AIM

3.1

The college sets a baseline target for attendance and punctuality. This target is reviewed annually as part of policy revision. The College targets for 2023-2024 are:

90% attendance

98% punctuality

3.2

All staff should aim to achieve these baseline targets. Attendance which falls below the college target will be identified as "at risk" automatically in Pro-Monitor. The Retention and Improvement Officer (RIO) will raise the issue with learners to improve their attendance and set relevant SMART targets recorded on Pro-Monitor for that learner.

3.3

RIO's (Retention and Improvement Officers) will support attendance through a range of different mechanisms and interventions such as classroom sweeps, home visits, learner's 1:1 meeting, using non-attendance reports and attending multi-agency meetings where appropriate.

3.4

In the first instance, none attendance should be managed by the RIO and actions should be put in place to address this. Any pastoral or welfare concerns should be referred to the Pastoral Welfare Officers (PWO) based in the Wellbeing Hub. For learners that fall under the Pastoral and Welfare team, attendance monitoring, tracking, recording and interventions will be completed by the relevant PWO/SO.

3.5

The policy should be applied fairly and consistently but in doing so it will account for the specific needs of individual students and their families who may have specific barriers to attendance. Any mitigating circumstances affecting attendance and adjustments will be agreed by the Pastoral, Welfare and Safeguarding Manager or the Deputy Safeguarding Officer and recorded on the learners ILP (INDIVIDUAL LEARNING PLAN) and communicated back to the RIO, Progress Tutor and Programme Manager.

3.6

The importance of maintaining good attendance will be outlined and reinforced at appropriate times; such as in the Welcome Week, curriculum reviews, tutorial sessions and during lessons. The attendance policy will be published on the staff HUB via Net-consent.

3.7

Attendance rates will be discussed with learners during their tutorial 1-1 meeting and within an individual progress review meeting and can be accessed via Pro-Monitor by all relevant staff.

3.8

The Parental Portal will inform parents/guardians of learner attendance and punctuality. This is in addition to discussions at parent evenings and formal reports shared with parents.

3.9

Attendance data is available to all staff. Course and curriculum area attendance and punctuality will be RAG rated in comparison to the college targets. RAG ratings will be:

RAG Rating	Attendance	Punctuality
Green	>90%	>98%
Amber	83% - 89%	95% - 97%
Red	<83%	<95%

3.10

Absence related to learners' disabilities (EHCP/LLDD) will need to be discussed and agreed on an individual basis and will be reported as authorised absence where applicable. The Centre Director in discussion with the Programme Manager and Pastoral, Welfare and Safeguarding Manager will discuss and agree on reasonable adjustments to be made for Safeguarded, LAC and Vulnerable learners.

3.11

For the most vulnerable groups, regular attendance is an important protective factor and the best opportunity for needs to be identified and support provided. Safeguarding along with securing good attendance is everyone's responsibility and cannot be seen in isolation. All staff have a part to play and effective practice for identification of absences and for improvement of attendance must be a concerted effort across all teaching and support staff.

This policy considers the needs of those students and families who have specific barriers, addresses the associations between regular absences and attendance concerns and takes into consideration the sensitivity of some of the reasons for absence.

3.12

Students and Apprentices with a Social Worker or who have had Children's Social Care involvement and Looked After and Care Experienced Children, including students who have Special Guardianship, Residency Orders or in a Private Fostering Arrangement and Care Leavers may have specific and complex circumstances which impact on attendance. The college is committed to ensuring that care experienced young people are fully supported to participate and be successful in education. All staff should act in the best's interests of the young person and alert Pastoral, Welfare and Safeguarding team when difficulties arise. Specific responsibilities:

- Safeguarding Officer (SO)/Pastoral Support Officer (PWO) is responsible for monitoring and intervening when attendance issues are identified. SO/PWO will liaise with Social Worker and Foster Carers/care homes.
- When difficulties are identified SO/PWO and Program Manager are responsible for ensuring all reasonable adjustments have been made and put in place to keep the young person on program
- SO/PWO will attend and report attendance concerns in Personal Education Plan (PEP) Meetings and at LAC Reviews.
- Designated Person for Looked After Children will report attendance weekly to Virtual Headteachers via the electronic system
- Every available means should be exhausted before any decision is made regarding the loss of place on the course and this should be agreed by Safeguarding and Wellbeing Manager.

3.13

Absence for reasons of religious observance will be treated as special leave. A maximum of 2 days special leave per calendar year for this reason will be authorised.

3.14

Rewards/incentives for excellent attendance have been reviewed for academic year 2023/2024 with the following being introduced to complement the existing strategies:
A postcard will be signed by a member of the executive team congratulating all learners who have 100% positive attendance every term.
All learners who receive a postcard will be entered into a prize draw each term on both campuses for the opportunity to win a prize.
Recognition for the most improved attendance - so that any person who makes a significant improvement who may have faced barriers can be recognised.
Incentives to reward excellent attendance e.g., 100% across whole programme.
More rewards and incentives will be added throughout the year.

3.15

Learners must have excellent attendance across the **whole programme** to participate in any external visits or trips.

3.16.

The College intends to base its policy on positive behaviour, reward and praise with high expectations set for every learner. The main principles of which are:
All sessions will start on time
All staff and learners to be prepared and ready for every session
No class should be disrupted due to staff absence
Punctuality and full attendance to be measured alongside performance and quality of provision
Where classes are timetabled back-to-back, tutors should endeavour to provide a prompt start, planning for sessions to finish no sooner than 5 minutes before the end
Good attendance and punctuality will be **celebrated at every opportunity** and where possible linked to employability and the PACE tutorial programme

3.17

Apprenticeships – Training@Hopwood

Apprentices who attend either on *day release/block release* on the college campuses are required to attend all scheduled lessons and one-to-one meetings and to be punctual in doing so. Apprentices expecting prolonged non-attendance should contact their Work-Based Tutor (WBT) to discuss reasons for absence and to discuss alternative study arrangement. In some instances, an apprentice may be put on a break in learning depending on circumstances. All registers must be marked on e-registers system (EBS) at the start of the timetabled lesson to capture information for the Employer Services Support Assistant to follow the daily procedure specified below. An apprentice will receive a Z mark on the register if they do not attend on their specific time/day due to work commitments.

The Employer Services Support Assistant from Training@Hopwood will follow this process daily:

- Go into the attendance report on the dashboard on the Hub
- Click on non-attenders by date or non-attendance in last 7 hours
- Communicate with the Work-Based Tutor (WBT) to let them know - The WBT will ring the employer and apprentice to find out the reason.
- Log communications on Pro-Monitor
- When an employer requires the apprentices to remain in work due to work commitments and results in them not attending college, the register is to be marked with a Z code which will be a 'not expected' and therefore a neutral mark

Every 2 weeks, the Quality and Compliance Manager will monitor this attendance information by apprentice and sector to identify issues and implement sanctions accordingly. Individual apprentices' attendance will be discussed at progress review meetings (completed every 10 weeks) by the Work-Based Tutor, the apprentice and their employer and targets will be set for improvements if necessary, however earlier interventions will occur if poor attendance is highlighted.

If an apprentice receives an absent mark on any of their registers, an email will automatically be sent to the employer to make them aware of the apprentice(s)'s absence. There are 4 stages to address an apprentice's poor attendance (less than 90%);

Stage 1

Work-Based Tutor (WBT) to meet with apprentice and employer to discuss attendance and any barriers to attendance. Targets set and a follow up meeting agreed to review targets. Meeting to be logged as 1:1 on ProMonitor along with SMART targets

Stage 2

If no improvements have been made, Work-Based Tutor (WBT) to organise verbal warning attendance disciplinary meeting with Programme Manager, apprentice, parent/carer (if under 18 years of age), employer and any other staff where relevant. Attendance targets agreed and uploaded to ProMonitor by the Work-Based Tutor.

Stage 3

Work-Based Tutor (WBT) to organise written warning attendance disciplinary meeting with the Director of Apprenticeships, Programme Manager, apprentice, parent/carer (if under 18 years of age), employer and any other staff who are relevant to this apprentice. Attendance targets agreed and uploaded to ProMonitor by the Work-Based Tutor, including the recording of the meeting. If the apprentice and employer does not attend the arrange meeting, the 'At risk' letter will be sent, which will give them 5 working days to contact the college to discuss the next steps for the apprentice.

Stage 4

If no improvements/contact, the Work-Based Tutor (WBT) will escalate to the Centre Director of Apprenticeships who will arrange an attendance disciplinary panel with SLT (Senior Leadership Team), Centre Director, apprentice, parent/carer (if under 18 years of age), employer and any other staff who are relevant to this learner. This may result in withdrawal. SLT member to produce report of meeting and outcomes. Work-Based Tutor to record on apprentices' ProMonitor and Employer Services Support Assistant to send letter with outcome of meeting to apprentice or parent/carer and employer.

Should no improvements be made following the stage 4 meeting, the Work-Based Tutor will contact the SLT chair. SLT will review the attendance records and ProMonitor and decide about withdrawal. If agreed, the SLT chair will write to the apprentice or parent/carer and the employer explaining the reasons for the withdrawal and the apprentice will be withdrawn from their apprenticeship.

4. ROLES AND RESPONSIBILITIES
4.1

Each RIO will be assigned to an area or areas within the college, which can be at either campus. Assigned areas will be shared through the HUB.

5. PROCEDURE

5.1

Attendance Procedure

Pre 43rd Day process

- Progressing learners whose attendance has been below 90% in the previous academic year will start the new academic year on an attendance agreement contract. Learners will have regular supportive 1:1 meetings with their RIO and look at any barriers to attendance. If progressing learners' attendance does not improve, learners will be highlighted and discussed at the at-risk meeting. RIO will then arrange a meeting with the Centre Director, learner and NOK invited and targets to improve agreed. Attendance will continue to be monitored and if there are no improvements after the Centre Director meeting, RIO to refer to Senior RIO where a further meeting will be arranged with SLT, learner and NOK.
- For new learners, whose attendance drops below 90%, stage 1 attendance letter will be sent out to the NOK and the persistent unauthorised absence process will be followed.

Authorised Absence and Reported Absence

Learner requests authorised absence with a member of staff providing evidence, member of staff records on ILP and copies relevant staff in to update register for the day/s

OR

Learner texts/emails/phones before 8.30 RIO pre-populates any connected register with 'S' for sick or 'A' for authorised absence, this is recorded on ILP and copied to relevant staff.

To ensure this process is successfully implemented

- Registers **MUST** be marked within the session

The PM (Programme Managers) **MUST** organise and oversee a weekly at-risk meeting with all relevant people in attendance. Within this meeting all learners with poor attendance or at risk for any other reasons will be discussed and actioned

Ad Hoc Unauthorised Absence

If a learner receives an absent mark on any of their registers, a text will go out to the learners and NOK (if under 18 or EHCP (Educational Health Care Plans). This will enable us to quickly action the learners that are just missing odd sessions.

Before any interventions, the RIO must check if the learner is a LAC or Safeguarded learner and if so, must refer them to the Pastoral and Welfare team to address attendance and action any appropriate interventions.

RIO's will chase daily unauthorised attendance identified by the daily text report by either going into the learners next timetabled session or checking the register to make sure the learner has attended their next session.

If this does not address the issue, the RIO will use various interventions (phone calls, letters, texts or emails), if after three interventions and the learner continues to miss odd sessions, the next stage of the attendance process will be implemented.

If a staff member contacts the learner, this **MUST** be recorded on ProMonitor under comments and then absence general. The RIO will monitor this and record as an intervention where needed.

<div align="center">

Persistent Unauthorised Absence

</div>

Before any interventions, the RIO must check if the learner is a LAC or Safeguarded learner and if so, must refer them to the Pastoral and Welfare team to address attendance and action any appropriate interventions.

Stage 1

RIO to send an attendance letter outlining attendance. RIO to meet with learner and discuss attendance and any barriers to attendance. Targets set and a follow up meeting agreed to review targets. Meeting to be logged as 1:1 on ILP along with SMART targets.

Stage 2

RIO to organise verbal warning attendance disciplinary meeting with PM, student, parent/carer and any other staff where relevant. Attendance targets agreed and uploaded to ProMonitor by the RIO, including the recording of the meeting.

Stage 3

RIO to organise written warning attendance disciplinary meeting with CD, learner, parent/carer and any other staff who are relevant to this learner. Attendance targets agreed and uploaded to ProMonitor by the RIO, including the recording of the meeting. If the learner and parent/carer does not attend the arrange meeting, the 'At risk' letter will be sent, which will give them 5 working days to contact the college to discuss the next steps for the learner.

Stage 4

If no improvements/contact the RIO will escalate to Senior RIO who will arrange an attendance disciplinary panel with SLT (Senior Leadership Team), Senior RIO, learner, parent/carer and any other staff who are relevant to this learner. This may result in withdrawal. SLT member to produce report of meeting and outcomes. Senior RIO to record on learners ProMonitor and SCS to send letter with outcome of meeting to learner or parent/guardian.

Should no improvements be made following the stage 4 meeting, the RIO will contact the SLT chair. SLT will review the attendance records and ProMonitor and decide about withdrawal. If agreed the SLT chair will write to both the parent and the learner explaining the reasons for the withdrawal and deactivate the learner ID card with SCS. This will be sent to Admin in Student services to be sent out.

Every learner will be treated on an individual basis.

The learner does have the right to appeal and can appeal in writing by emailing administration within 5 days of receiving the letter, following the college appeals procedure.

* A stage 4 meeting cannot be arranged for EHCP learners. Learner is to be referred to Learning Support Coordinator to address attendance.

All interventions must be recorded on ProMonitor

5.2

SEVERE WEATHER CONDITIONS

The College recognises that its staff and learners may face difficulty from time to time attending college during periods of severe weather or when there are disruptions to public transport and/or the college private bus routes. Whilst the College is obviously committed to safeguarding the health and safety of its learners and employees, it must ensure that disruption to learning and college business remains minimal.

In extreme circumstances such as adverse weather conditions, Senior Management may decide to close the campus at the beginning or during the working day, or late on the preceding day. In this event, a message will be sent out to ALL STAFF by email and placed on the home pages of the College web site, Staff HUB, Its Learning VLE, the Hopwood Life App and via college social media channels.

The decision to close will be taken after consultation with the Senior Leadership Team, Facilities staff and Student College Services and following careful consideration around learner welfare, safety on campus and main travel routes to and from college.

If the call to close campus is made at the beginning of the day, this will normally be before 7am at which time communication channels will be updated accordingly.
Updates about the planned re-opening of the college campuses will also be placed on the home page of the web site, Its Learning VLE and via college social media channels.

Some staff engaged in what are deemed to be essential services (e.g., Facilities, Animal Care and some laboratory areas) may be *asked/required* to work during the closure if safe to do so.

In the event of campus closure, staff should access college systems remotely to enable home working where possible. Learners should access Its Learning VLE remotely to continue their studies. Where applicable, registers should be marked based on learner's remote engagement.

6. PUNCTUALITY

6.1

The college's approach to managing lateness is:

- Always acknowledge lateness
- Bring the learner into the class as quickly as possible without interrupting the flow of the lesson
- As soon as practicable, at an appropriate point in the lesson, privately discuss the reason for the lateness with the learner, and determine whether the reason is legitimate
- A learner is considered late if they arrive 5 mins later than planned start time
- Ensure all late arrivals are recorded accurately on the e-register 'L' - late mark if arriving less than 5 mins from the start of lesson and should be recorded on ProMonitor, with how many minutes they are late

7. MONITORING AND EVALUATION

7.1

The attendance policy will be published on the staff HUB, Its Learning VLE and via Net-consent.

The attendance dashboard will use this as a management tool to monitor attendance on a continuous basis including the following;

- League tables of attendance for each department
- At risk meetings including all the key people
- Management meeting

Quality processes – Department Reviews

8. DOCUMENTS ASSOCIATED WITH THIS POLICY

8.1

- Retention Policy & Procedure
- Teaching, Learning & Assessment Policy
- English and maths Strategy
- Safeguarding and Child Protection Policy and Procedure
- EDI Policy
- Inclusion Policy
- LAC Policy
- Positive Behaviour Policy
- Keeping Children Safe in Education 2023

9. APPENDIX 1 – FLOWCHART OF ABSENCE PROCEDURE

Pre 43rd Day	Authorised Absence and Reported Absence	Ad Hoc Unauthorised Absence	Persistent Unauthorised Absence
Progressing learners Progressing learners whose attendance has been below 90% in the previous academic year will start the new academic year on an attendance agreement contract. Learner will have regular supportive 1:1 meetings with their RIO and look at any barriers to attendance. If progressing learners' attendance does not improve, learner will be highlighted and discussed at the at-risk meeting. RIO will then arrange a meeting with the Centre Director, learner and NOK invited and targets to improve agreed. Attendance will continue to be monitored and if no improvements after Centre Director meeting, RIO to refer to Senior RIO where a further meeting will be arranged with SLT, learner and NOK. Should no improvements be made following the SLT meeting, the RIO will contact the SLT chair. SLT will review the attendance records and ProMonitor and decide about withdrawal. If agreed the SLT chair will write to both the parent and the learner explaining the reasons for the withdrawal and deactivate the learner ID card with SCS.	**Authorised Absence and Reported Absence** Learner requests authorised absence with a member of staff providing evidence, member of staff records on ILP and copies relevant staff in to, update register for the day/s **OR** Learner texts/emails/phones before 8:30 RIO pre-populates any connected register with 'S' for sick or 'A' for authorised absence, this is recorded on ILP	**Ad Hoc Unauthorised Absence** If a learner receives an absent mark on any of their registers in the morning, a text will go out to the learners and NOK (if under 18 or EHCP) This will be the same in the afternoon. This will enable us to quickly action the learners that are just missing odd sessions. **Before any interventions, the RIO must check if the learner is a LAC or Safeguarded learner and if so, must refer them to the Pastoral and Welfare team to address attendance and actions any appropriate interventions.** RIO's will chase daily unauthorised attendance identified by	**Persistent Unauthorised Absence** **Stage 1** RIO to send an attendance letter outlining attendance. RIO to meet with learner and discuss attendance and any barriers to attendance. Targets set and a follow up meeting agreed to review targets. Meeting to be logged as 1:1 on ILP along with SMART targets. **Stage 2** RIO to organise verbal warning attendance disciplinary meeting with PM, student, parent/carer and any other staff where relevant. Attendance targets agreed and uploaded to ProMonitor by the RIO, including the recording of the meeting. **Stage 3** RIO to organise written warning attendance disciplinary meeting with CD, learner, parent/carer and any other staff who are relevant to this learner. Attendance targets agreed and uploaded to ProMonitor by the RIO, including the recording of the meeting. If the learner and parent/carer does not attend the arrange meeting, the 'At risk' letter will be sent, which will give them 5 working days to contact the college to discuss the next steps for the learner. **Stage 4** If no improvements/contact the RIO will escalate to Senior RIO who will arrange an attendance disciplinary panel with SLT (Senior Leadership

This will be sent to Admin in Student services to be sent out. Every learner will be treated on an individual basis. The learner does have the right to appeal and can appeal in writing by emailing administration within 5 days of receiving the letter, following the college appeals procedure. **New learners** For new learners whose attendance drops below 90%, stage 1 attendance letter will be sent out to the NOK. Persistent unauthorised absence process will be followed.	and copied to relevant staff. RIO to clarify with NOK when a learner has 3 periods of sick absence **To ensure this process is successfully implemented** Registers **MUST** be marked within the session The PM **MUST** organise and oversee a weekly at-risk meeting with all relevant people in attendance. Within this meeting all learners with poor attendance or at risk for any other reasons will be discussed and actioned by the relevant person.	the daily text report or absence in last 7 hours report by either going into the learners next timetabled session or checking the register to make sure the learner has attended their next session. If this does not address the issue, the RIO will use various interventions (phone calls, letter, text or emails), if after three interventions and the learner continues to miss odd sessions, they will move onto Stage 2 of the 'Persistent Unauthorised Absence' process. If a staff member contacts the learner, this MUST be recorded on ProMonitor under comments and then absence general. The RIO will monitor this and record as telephone call or intervention where needed.	Team), Senior RIO, learner, parent/carer and any other staff who are relevant to this learner. This may result in withdrawal. SLT member to produce report of meeting and outcomes. Senior RIO to record on learners ProMonitor and SCS to send letter with outcome of meeting to learner or parent/guardian. Should no improvements be made following the stage 4 meeting, the RIO will contact the SLT chair. SLT will review the attendance records and ProMonitor and decide about withdrawal. If agreed the SLT chair will write to both the parent and the learner explaining the reasons for the withdrawal and deactivate the learner ID card with SCS. This will be sent to Admin in Student services to be sent out. Every learner will be treated on an individual basis. The learner does have the right to appeal and can appeal in writing by emailing administration within 5 days of receiving the letter, following the college appeals procedure. *** Stage 4 meeting cannot be arranged for EHCP learners. Learner to be referred to Learning Support Coordinator to address attendance.**

10. APPENDIX 2 – FLOWCHART OF WITHDRAWAL PROCEDURE

College decision to withdraw	Learner decision to withdraw
• Learner to be discussed at the at-risk meeting • **For Safeguarded or Cared for Children – PWO/SGO will inform learner and any external agencies.** • **For learners with an EHCP – the LSC/LSM will inform the LA and allied external agencies.** • Next of kin must be informed of withdrawal before withdrawal is submitted on EBS OnTrack	• Learner has informed a member of staff they wish to be withdrawn from their programme. Staff member to log actions on ProMonitor using learner comment withdrawal drop down (this is to include factual information e.g. reason for withdrawal, destination, any further actions to be taken). • This includes adult learners on English and Math	Link to enrolment drop down box must be populated • **PM, RIO and PWO to be included in comment**
• Programme Manager to log actions on ProMonitor using learner comment – withdrawal drop down (this is to include factual information e.g. reason for withdrawal, destination, any further actions to be taken. • RIO to add a follow up comment when letter has been requested and card to be deactivated to SCS team. • Link to enrolment drop down box must be populated. • **RIO and PWO to be included in comment.**	• For 16-18-year-old learners– RIO to contact next of kin for confirmation of withdrawal and gather any information required (reason for withdrawal, destination). • If any pastoral or welfare issues are raised the RIO is to refer this over to the PWO. PWO to address and refer back to RIO if no safeguarding concerns. • Next of kin must be informed of withdrawal before withdrawal is submitted on EBS OnTrack
• Programme Manager to submit withdrawal on EBS OnTrack, next of kin has been informed box must ticked for withdrawal to be processed, Programme Manager to check this has been actioned. • Programme Manager to submit withdrawal on EBS OnTrack. This is to be logged on ILP as a withdrawal comment copying in RIO, any other relevant staff and the Careers team if referral is required. • RIO to email administration requesting withdrawal letter to be sent and for I.D badge to be deactivated, this to be logged as a follow up comment to Programme Manager's withdrawal comment (this must be actioned on the same day as withdrawal).	• Programme Manager to submit withdrawal on EBS OnTrack. This is to be logged on ILP as a withdrawal comment copying in RIO, any other relevant staff and the Careers team if referral is required. next of kin has been informed box must ticked for withdrawal to be processed, Programme Manager to check this has been actioned. • RIO to email administration requesting withdrawal letter to be sent and for I.D badge to be deactivated, this to be logged as a follow up comment to Programme Manager's withdrawal comment.
• RIO to log destination on learner ILP.	• RIO to log destination on learner ILP
• When a referral to careers takes place, positive steps will receive a weekly withdrawal/NEET report from MIS	• When a referral to careers takes place, positive steps will receive a weekly withdrawal/NEET report from MIS
• **The learner does have the right to appeal and can appeal in writing by emailing administration within 5 days of receiving the letter, following the college appeals procedure.**	• Withdrawal process to be completed within 5 working days of when decision made to withdraw • Withdrawals to be processed by the 42nd day, any learner withdrawn after this will be a fail • All withdrawals will be agreed by SLT once populated on EBS OnTrack • Once withdrawal has been agreed by SLT on EBS OnTrack MIS will withdraw learner from Maths and/or English where required (full study programme learners only)

• ***The college may continue to generate funding for reasonable student absence of up to 4 weeks as long as the student continues in learning after the absence. If a learner does not return to learning after 4 weeks (28 days) the learner must be withdrawn***

11.   APPENDIX 3 – VALID REGISTER CODES & GUIDANCE

Category: Present

Mark	Explanation	Bursary	Notes
/	Present- On Site	Positive	Learner is engaged in any learning activities on campus
P	Present- Off Site	Positive	Learner is engaged in any learning activities off campus including virtual/blended learning and trips/visits (Excluding Work Experience / Work Placement)
E	Exam	Positive	Scheduled examination
W	Work Experience/Work Placement	Positive	Learner is engaged in planned work experience or placement activity with an external employer
L	Late	Positive	Learner is late (record how many minutes the learner is late by)
D	Late due to Bus	Positive	The D mark can be used when a learner informs a tutor that they are late due to problems with a bus. This can only be used for a session that starts **between 9.00am to 9.15am.** In all other circumstances the L mark should be used. E.g. a learner is late to a 10.00am class due to a bus issue you should mark the register with an "L".

Category: Authorised Absence

Mark	Explanation	Bursary	Notes
A	Authorised Absence	N/A	See table 'Examples of Authorised/Unauthorised Absence'

Category: Unauthorised Absence

Mark	Explanation	Bursary	Notes
H	Holiday	Negative	Long holidays should not be taken in term time, even for religious reasons (e.g., 5 days plus)
O	Absence	Negative	
S	Illness/Sick	Negative	Learner has reported a sick absence; therefore, a medical certificate will be required after 5 days

Category: Not Expected

Mark	Explanation	Bursary	Notes
-	Not Expected	N/A	Learner is on incorrect register pending group change or transfer of qualification (max 2 weeks). Once the transfer/group change has been actioned MIS will remove the not expected marks from the old registers and re-issue the new registers to the Tutors for marking.
C	Lesson Cancelled	N/A	Staff illness, college closure or assignment working
X	Suspended	N/A	Learner has been suspended pending disciplinary action
R	Religious Observance	N/A	Maximum 2 days per year
Z	Apprentice not attended college	N/A	This mark should only be used for apprentices connected to Training@Hopwood, who haven't attended on their specific day Evidenced on ILP

Examples of Authorised/Unauthorised Absence
(This list is not necessarily exhaustive)

Authorised absence	Unauthorised Absence
- Hospital appointment - Bereavement - Funeral - Driving test - Probation meeting - Meeting with external agency (agreed by Pastoral Welfare Team) - Court appearance - Visit to open days (limited to first 2) - Justified and unavoidable travel problems - Sickness as evidence by a doctor's note	- Any appointment which could be made out of college time e.g., optician, non-emergency doctors' appointment - Workers visiting home - Caring for other family members except in an emergency and as a one off, unless the learner is a registered carer – at the discretion of prior information being provided to RIO - No money for travel - refer to Student and College Services - Unjustified or avoidable travel issues - Driving lesson - Reasons listed above as authorised absence where prior notification has not been given to the college, but could have been

Please note: A medical certificate must be produced for all absences that are longer than 5 'working' days. The certificate should be kept on the learner's personal file for reference

To report an absence the learner must ensure they are following the absence reporting procedure as below. This information will be shared with all learners during the first week in college and can also in their handbook:

If a learner cannot attend a session, they should notify the college of their absence using one of the following methods by 8:30am:

- Text:**07860055296** with name, student number and reason for absence
- Email: attend@hopwood.ac.uk
- **Freephone: 0800 917 4745**