



# Skills and Training Services (STS)

## Local Operating Procedure

### Attendance and Punctuality Policy

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#### Version Control Sheet

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V1.2	10/10/2024	Annual Update

#### Approval

Name	Job Role	Date	Signature
Mike Hampton	Quality Improvement and Audit Manager	10/10/2024	<i>M. Hampton</i>

#### Change Control

Any requested changes to this document should be emailed to: [mike.hampton@serco.com](mailto:mike.hampton@serco.com)

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## **Introduction**

The term “learner,” within this policy, is used to describe all learners and apprentices involved with Skills and Training Services (STS), this also includes those learners enrolled with subcontractors.

The curriculum has been designed to ensure that the required number of teaching and support sessions (including coach visits) are in place to enable learners/apprentices to achieve in a timely manner. Where attendance to these sessions is not met, this impacts not only the learner that was absent but can also have a negative impact on planned learning activities for the wider cohort.

All learners and employers must demonstrate commitment to the learning programmes being enrolled on. This policy is discussed with learners/apprentices and employers at enrolment/induction stage of all learning programmes.

All learners should aim to achieve 100% attendance of all learning and support sessions booked.

All learners should aim to achieve 100% punctuality of all learning and support sessions, so not to negatively impact/interrupt the learning of others and ensure no learning is missed.

STS will monitor the attendance and punctuality of all learners/apprentices and escalate concerns, as deemed appropriate – as outlined in this policy.

This policy links directly with the Behaviours, Disciplinary and Expectations Policy and must be read in conjunction with each other.

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## **Scope**

This policy covers all planned learning and support sessions, including:

- Workshops
- 1-2-1 directed learning sessions.
- Group directed learning sessions.
- Planned independent study agreed.
- Coach visits/progress reviews.
- Any other planned and agreed activities.

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### **Learner Responsibilities**

- Ensure 100% attendance and punctuality to all planned learning and support sessions (as defined in section 2).
- Notify the tutor/coach in advance of the planned session (on the day of the session or before) - if you know you will be absent or late, with a reasonable reason. Reasonable reasons may include (not exhaustive):
  - Pre-arranged medical/dental appointments
  - Family emergencies
  - Sickness
  - Pre-arranged annual leave from work
  - Pre-arranged urgent meetings or responsibilities at work, which cannot be changed or not attended.
- On occasions where you are late for a session, you must minimise disruption to the rest of the learners.
- Understand that non-attendance may impact the ability to achieve chosen course, which may impact progression in career/aspirations.
- Understand that persistent non-attendance may result in being withdrawn from the chosen course.

For all 1-2-1 planned sessions agree an alternative session within 5 working days to complete any learning outcomes missed.

For all group learning sessions complete work set by tutor by agreed deadline. Discuss with the coach or tutor any clarification points required.

- Read this policy and confirm understanding via induction onto the programme.

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### **Employer Responsibilities**

- Ensure 100% attendance and punctuality to all planned learning and support sessions by employees enrolled as learners with STS.
- Notify the tutor/coach in advance of the planned session (on the day of the session or before) - if you know any learners/apprentices will be absent or late, with a reasonable reason. Reasonable reasons may include (not exhaustive):
  - Pre-arranged medical/dental appointments
  - Family emergencies
  - Sickness
  - Pre-arranged annual leave from work
  - Pre-arranged urgent meetings or responsibilities at work, which cannot be changed or not attended.
- Understand that non-attendance may impact the ability for the learners to achieve chosen course, which may impact progression in their career/aspirations.

- Understand that persistent non-attendance of learners may result in being withdrawn from the chosen course.
  - Support the learners to complete missed work set by the tutor and rearrange 1-2-1 sessions within 5 working days.
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### **Staff Responsibilities**

- Ensure attendance registers are completed on the day of all learning sessions.
  - Ensure all attendance, non-attendance and punctuality are reported in the STS MIS on the day, so data is received in real time.
  - Arrive on at least 10 minutes prior to the start time of all sessions.
  - Report any 'unauthorised' non-attendance to the employer (where applicable) on the day of absence.
    - For remote sessions managers to monitor non-attendance and contact employers on the morning of the absence.
    - For face-to-face sessions, tutors complete the register within the first 30 minutes of the session. Managers to monitor attendance and contact employers of the morning of the absence.
  - Report any concerns with wellbeing and/or safeguarding related to non-attendance and/or punctuality to the Safeguarding Team. Also, to report to the employer, where appropriate.
  - Tutor/coach must report any learners that are at risk of disengagement to the Apprenticeship Manager or Adults Manager. Coaches are to update the risk status in MIS The Apprenticeship Manager/Adults Manager will inform the employer (where appropriate) of the concerns and work with them to put an action plan in place to get the Learner back engaged with their programme.
  - For all 1-2-1 planned sessions agree an alternative session with the learner, within 5 working days to complete any learning outcomes missed.
  - For all group learning sessions, provide the learners with the work to be completed by an agreed deadline.
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### **Monitoring**

- STS management and continuous improvement team will monitor attendance and punctuality on a routine basis.
- Any concerns will be raised with the tutor/coach in the first instance, then escalated to STS management where concerns are raised.
- Where a learner does not improve attendance following the above interventions, further action may be required, which can ultimately lead to removal from the programme of study.