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Learner Attendance and Punctuality Policy

Introduction

Ixion, part of Shaw Trust believes in fairness, equality, and opportunity, putting care into developing and progressing careers.

Ixion cares about people, makes a difference, and is inclusive, collaborative, and honest. Attendance refers to the scheduled time spent on learning programmes, which may be classroom-based or online learning; workshops; tutorials; assessment; work placements; or an activity as described in the learner's individual learning plan. For learners to be able to engage successfully in their learning and achieve, it is important that they attend regularly and punctually.

This policy sets out the following expectations to maximise retention and achievement for learners enrolled on our programmes:

- Learners must take responsibility for attending/to attend their course and achieve at least **90%** attendance. Teacher/assessors and staff will seek to support their attendance, learning and achievement.
- There is a clear positive correlation between attendance and achievement.
- Good attendance demonstrates respect to staff and other learners.
- Where learner support is identified and arranged, learners are expected to avail themselves of this support.
- Punctuality is an important life skill, and all learners are expected to arrive before the start of any taught sessions and in enough time for the session to start on time. The same principle applies to any work placements.
- Learners must give advance notice of appointments that clash with timetabled sessions or work placements so that any required arrangements for the coverage of the sessions can be made.
- Learners must report sickness absence to the tutor / teacher/assessors in advance of the session.

This policy applies to all learners, and we expect all staff, including subcontractors, to read, understand and adhere to this policy. Attendance and punctuality are key skills necessary for the workplace, and so developing and refining these skills for learners not only gives the best chance of success on the programme of learning but also ensures workplace readiness.

This policy should be used in conjunction with the following documents, policies, and procedures:

- Shaw Trust/Ixion Safeguarding Policy
- Shaw Trust/Ixion Health and Safety Policy

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Policy Statement

The aim of this policy is to:

- Ensure a consistent approach for all learners with regards to the monitoring of attendance and punctuality, so that learners understand their commitment to the programme they are enrolled on.
- Support the safeguarding and wellbeing of learners, ensuring their best possible outcome.
- Enable staff to effectively support their learners/caseload and to offer early intervention if required, improving retention and progression outcomes for all.
- Ensure effective systems are in place with a central record which not only complies with funding requirements but also allows for information to be accessed if required, such as in a safeguarding investigation, for example.
- Set out and maintain expectations and responsibilities for learner attendance to maximise learners' potential through the development of skills, knowledge, and employability.

Scope

- This policy applies to all learners enrolled on Ixion Learning and Skills provision and contracts.
- It is the learner's responsibility to attend all workshops and classes associated with their programme of learning, and to inform their tutors/teaching assessor at the earliest possible opportunity and no later than 9am on the day of sessions if they are unable to attend.
- Absence and lateness must be monitored by tutor / teacher/assessors and overseen by contract managers with support from the Safeguarding Officers.

Definitions

- Good attendance is defined as **90%** or above, however all learners should aim for **100%** attendance whether this be virtual, or classroom based. Attendance relates to the contractual requirements which will be made clear at Induction stage.
- Acceptable reasons for absence may include but are not limited to sickness, bereavement, attending court, appointments which are unable to be rescheduled, religious events and other unavoidable events such as adverse weather and transport disruptions. In these cases, the learner should notify the tutor/teaching assessor in advance, or by the latest 9am on the day of the absence if unexpected.
- Unacceptable reasons for non-attendance may include but are not limited to holidays, birthdays, and recreational activities such as shopping.
- Learners hold responsibility for their own attendance, and this is outlined at the beginning of the programme through the learner handbook and at induction.
- Staff across Ixion hold responsibility for upholding this policy. For example, when promoting and marketing programmes. Marketing, Learner Recruitment Officers,

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and Business Development staff should accurately portray the requirements of the learner on programme prior to enrolment.

- Staff involved in enrolment have a duty to make clear attendance-related expectations at this final stage of commitment to the programme of learning.
- Tutor / teacher/assessors will monitor and keep records of attendance, supported by Contract Managers, Job Coaches, and the Safeguarding Officers.

Roles and Responsibilities

Tutor / Teacher/Assessors should:

- Inform their learners about the attendance requirements as part of their induction.
- Deliver a well-designed Learner Induction that motivates and enthuses learners to attend their full programme hours.
- All registers should be completed within forty-five minutes of the class starting.
- Ensure that all learners are accurately recorded on the course register/e-register.
- Adults: Follow up any unexplained absences by telephone or email to support a quick return to learning or work placement as soon as is practically possible.
- Unexplained absence of young people under the age of eighteen and those aged up to twenty-five, with EHCPs, the tutor / teacher/assessor will contact the parent/carers/guardian within an hour of the session start time or will complete a Safeguarding report so the Safeguarding Officers can follow up.
- Support learners to catch up with missed work or re-engage with their learning once they are back on programme.
- Support learners to access learner and learning support to support attendance and success.
- Report any concerns or underlying problems that may account for a learner's continual absence to Senior Management
- Promote and acknowledge good attendance with learners at all appropriate opportunities.
- Provide learners who withdraw from their programme with information and advice on other learning opportunities.
- Attendance will be recorded and tracked on OneFile where appropriate.

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Learners should:

- Arrive on time.
- Inform their tutor / teacher/assessor or work placement in advance of any known absence.
- Attend every/all teaching and work placement session unless they have an authorised absence.
- Report an absence as soon as possible if they are unable to attend.
- Let the tutor / teacher/assessor know if attendance at any online sessions is affected by lack of access to IT/ WIFI/data/ home study space.

Managers should:

- Ensure attendance requirements for all programmes are clearly laid out in the learner handbook, at induction and during on programme learning.
- Monitor registers on a regular basis.
- Monitor attendance levels and patterns on courses within their area of responsibility.
- Take steps to ensure that any attendance issues are addressed urgently.
- Collect and collate attendance data on a regular basis appropriate to the programme.
- Provide learners with individual timetables where their health and/or well-being prevents full attendance. For young people under the age of eighteen and those aged up to twenty-five with EHCPs, the parents/carers/guardians will be consulted and informed of progress on a regular basis.

Recording Attendance and Punctuality

It is crucial that all contracts and programmes of learning have accurate and efficient attendance monitoring systems in place. This is important from a safeguarding perspective, as well as for the purpose of enhancing progression and retention outcomes for all learners. Ixion has a duty of care to all learners and any trends in absence which are identified will be followed up to ensure all learners are fully supported.

- All staff will work closely with learners and workplace managers to address poor levels of attendance and punctuality through:
- Monitoring of attendance and punctuality records as required.
- 1:1 meetings between the tutor / teacher/assessor and learner
- For apprentices, a three-way meeting with the employer, learner, and teacher/assessor, to agree an action improvement plan.

Persistent lateness and attendance issues may be subject to a disciplinary process dependent upon the contract area.

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Monitoring Attendance and Punctuality

- If attendance and punctuality falls below expected standards, then it is the role of the tutor/teaching assessor and relevant contract team manager to follow this up with the learner.
- This could be to check whether there is a barrier to their learning, such as but not limited to - internet access or childcare responsibilities.
- If persistent non-attendance continues, then the learner's commitment and place on the programme of learning is to be assessed by the contract manager.

16-18 Learners

- Learners under the age of eighteen are classed as minors, and so there is an additional responsibility of safeguarding involved.
- Where non-attendance raises cause for concern, there is a legal requirement to notify parents/carers.
- Concerns about the attendance of learners who are under the age of eighteen must be raised with the safeguarding team through completing a safeguarding referral through Ixion's Safeguarding Reporting Tool (SRT) to allow the safeguarding team to investigate and ensure the learner is safe.

SEND Learners

- SEND learners are classed as vulnerable young people/adults and therefore we hold additional safeguarding responsibilities.
- For every SEND learner there must be an agreement in place, with the tutor / teacher/assessor /employer, with regards to the process they will follow if/when they are not able to attend their work placement or course.
- This should be clear with timings for both learner and parent/carer and contain methods of contact (email/telephone call/text).
- In conjunction with this, learners must be provided with guidance on using transport to and from training/teaching venue and or workplace.
- There must be an agreed arrangement between the parent/carer and tutor / teacher/assessor/employer if learners are using public transport. Where a learner fails to attend by a specific time, action must be taken to safeguard learners.
- Alongside this, there must be a process agreed for every learner, if a learner is taken ill, injured or has an accident whilst under the care of the training provider/employer

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Appendix B - Change Control Log

Version	Details of amendments/change	Formal approval required	Approved by	Date of approval
2.	<i>Updated policy for 2026. New format Change of owner</i>	Yes		

We will maintain and review this document at least every two years and provide an update of any changes made.”