

# Attendance and Punctuality Policy v2.0

Employment, Skills, and Training (EST)

## Version Control Sheet:

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|--------------------|----------------------------------------|
| Document Title     | Attendance and Punctuality Policy v2.0 |
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| Doc version/status | V2.0                                   |
| Date issued        | 01/08/2025                             |
| Review Date        | 31/07/2026                             |
| Division           | Citizen Services                       |
| Intended Audience  | Internal and External                  |

## Version History:

| Version | Date       | Summary of changes                  |
|---------|------------|-------------------------------------|
| V1      | 21/09/2023 | First issued                        |
| V1.1    | 17/10/2023 | Rebranding only, no content changes |
| V1.2    | 10/10/2024 | Annual update                       |
| V2.0    | 01/08/2025 | Annual update and format update     |

## 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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## 1. Acronyms & Definitions

| Acronym/Term | Definition                                  |
|--------------|---------------------------------------------|
| EST          | Employment, Skills, and Training            |
| MIS          | Information Management System i.e. PICS/BUD |
|              |                                             |
|              |                                             |

## 2. Introduction

### 2.1 Purpose

The term “learner,” within this policy, is used to describe all learners and apprentices involved with Employment, Skills, and Training (EST) 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. EST 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.

### 2.2 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.

### 3. Learner Responsibilities

Learners must:

- ✓ 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. It is the expectation that learners make every effort to attend all sessions.
- ✓ 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. It is your responsibility to catch up on any work/sessions missed - this could be support by discussion with your coach.

### 4. Employer Responsibilities

Employers must:

- ✓ Ensure 100% attendance and punctuality to all planned learning and support sessions by employees enrolled as learners with EST.
- ✓ 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. It is the expectation that learners make every effort to attend all sessions.
- ✓ 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/sessions.

### 5. EST Responsibilities

EST staff must:

- ✓ Ensure all attendance, non-attendance and punctuality are reported in the EST Management Information System (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 Strategic Account Manager, who would then notify 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.
- ✓ Report any learners that are at risk of disengagement to the Apprenticeship Manager or Training Manager. Coaches are to update the risk status of the learner within in MIS. The Apprenticeship Manager/Training 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.

## 6. Monitoring and Disciplinary Procedures

EST 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 EST management where concerns are raised. Where a learner does not improve attendance following the above interventions, further action may be required, which can lead to removal from the programme of study.

Where a learner has failed to attend, without good reason/prior approval, the disciplinary procedure as stated within the Behaviours, Disciplinary and Expectations Policy (Section 5) will be implemented – starting from Informal Stage. Where a learner has failed to attend, without good reason/prior approval, **on 3 consecutive occasions**, this will automatically be escalated to Stage 3 of the Disciplinary Procedures within the Behaviours, Disciplinary and Expectations Policy (Section 5), which could result in withdrawal from the programme.