


# ATTENDANCE POLICY AND PROCEDURE

Policy Review					
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Sarah Bray	Head of iZone	SMT Corporation 	6/6/24 11/7/24	Annually April	Y

Document Control – Revision History (Policies only)					
Author/Owner	Summary of Changes	Date	Date last reviewed by SED	Version	Recommend to SED Y/N
Jennie Ballam	Minor amendment	13.04.16	-		Y
Stephen Pyle	Amended to reflect new attendance monitoring systems	25.06.18	13.05.16		N
Susie Peart	Amended to remove historic data, and out of date information.	23.06.21	13.06.16		N
Donna Short/Sarah Bray	Major change to process	31/3/23		v1	
Sian Deasy	Small amendments in line with OU feedback, including adding UKVI requirements, clearer signposting to Fitness to Study, and definition of where a YCUC student's attendance would cause 'concern'.	22.06.23		v1.1	
Sarah Bray	Updated in relation to Internal Audit 2022/23 requirements	1/3/24		v2	

Initial Equality Impact Screening			
<b>Has anyone else been consulted on this policy and/or procedure?</b>			
<b>What evidence has been used for this impact screening (e.g. related policies, publications)?</b>			
<b>Declaration (please tick one statement and indicate any negative impacts)</b>			
<input checked="" type="checkbox"/>	I am satisfied that an initial screening has been carried out on this Policy and/or Procedure and a full Equality Impact Assessment is not required. There are no specific negative impacts on any of the Protected Characteristics groups.		
<input type="checkbox"/>	I recommend that an Equality Impact Assessment is required by the Equality and Diversity group, as possible negative impacts have been identified for one or more of the Protected Characteristics groups as follows:		
	<input type="checkbox"/>	Age	
	<input type="checkbox"/>	Disability	
	<input type="checkbox"/>	Gender Reassignment	
	<input type="checkbox"/>	Race	
	<input type="checkbox"/>	Religion or belief	
	<input type="checkbox"/>	Sex	
	<input type="checkbox"/>	Sexual orientation	
	<input type="checkbox"/>	Marriage & civil partnership	
	<input type="checkbox"/>	Pregnancy & maternity	
<b>Completed by:</b>		<b>Position:</b>	<b>Date:</b>
Reviewed by Equality & Diversity Group: YES/NO		If Yes: Date:	
I confirm that any recommended amendments have been made			

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## **1. PURPOSE**

- 1.1 The college is committed to providing outstanding education and training to enable students to meet their full potential and to pursue their chosen career aspirations.
- 1.2 The College maximises students' learning opportunities by:
  - 1.1.1 Setting high expectations for students' attendance and punctuality at all timetabled sessions. It is expected that student attendance is 100% of all timetabled sessions.
  - 1.1.2 Working in partnership with students and, where applicable, their parents/carers and employers, to ensure high attendance and punctuality.
  - 1.1.3 Appropriately monitoring and accurately recording attendance.
  - 1.1.4 Providing support and taking action to improve attendance and punctuality where learners are not meeting the expected level of attendance.
- 1.3 Study Programme Managers (SPMs) will monitor, review, and intervene where students' attendance rates do not meet the minimum attendance requirements.
- 1.4 Attendance concerns will be recorded using Pro monitor attendance/punctuality comments.

## **2. SCOPE**

- 2.1 This policy applies to all learners attending the college regardless of age, mode of attendance and/or type of programme and is supported by the Attendance Officer and the iZone team.
- 2.2 Where a learner is unable to meet the attendance expectations of their programme due to a genuine health, wellbeing, or fitness to study concern, they should discuss their concerns with their Study Programme Manager (SPM) or Programme Leader (PL) in the first instance, and refer to the Health, Wellbeing, and Fitness to Study Policy which sits alongside the Attendance Policy and Procedure, and outlines the College's approach to make reasonable adjustments to support engagement with study, where appropriate.

## **3. RESPONSIBILITY AND AUTHORITY**

- 3.1 The Vice Principal Quality of Education has ultimate responsibility for attendance.
- 3.2 The monitoring and implementation of process is supported by the Curriculum Assistant Principals, the iZone Manager and Curriculum Area Managers (CAMs) and Study Programme Managers (SPMs).

- 3.3 Management Information Services (MIS) provide accurate attendance data for curriculum via the College Dashboard and provide a range of absence reporting tools for use by Curriculum areas. These are accessible through ProWeb reporting.
- 3.4 Responsibility for actioning learner attendance sits with the SPM.
- 3.5 Monitoring and chasing of attendance sit with the iZone team who record absence through ProMonitor. When further intervention is required the iZone team record Attendance Cause for Concerns on ProMonitor which are monitored and actioned by SPMs.

#### **4. ATTENDANCE PROCEDURES**

4.1 The procedures that learners, the College, and its staff are responsible for following to maintain strong attendance, monitor ongoing attendance, and intervene where attendance falls below expected standards, are outlined below. These procedures apply to all learners, studying at Yeovil College except for those on Yeovil College University Centre validated programmes, who should instead follow the provisions outlined in Appendix 1.

#### **4.2 LEARNERS' RESPONSIBILITIES**

4.2.1 All Learners regardless of what programme they study, and mode of attendance are expected to attend 100% of all timetabled sessions including English and Maths. Learners can access their timetables via their Pro Portal platform.

4.2.2 If a learner is going to be absent from College, they or their listed contact must contact iZone ([izone@yeovil.ac.uk](mailto:izone@yeovil.ac.uk)) or by telephone 01935 423921 before the start of their first lesson. Learners are expected to give the following information. Name, programme, reason for absence, and expected return date. All absences, regardless of reason, are recorded as absences on the College system.

#### **4.3 THE COLLEGE'S RESPONSIBILITIES**

4.3.1 Automated absence emails are generated daily at 6.30pm and sent to the registered parent/carer email address held on the MIS System for all 16-18 learners and 19+ learners with an Educational Health Care Plan, detailing all sessions marked absent that day.

4.3.2 19+ learners (excluding those with an EHCP) will receive automated email the day after they have been absent from a session. If a 19+ learners' attendance is

consistently absence, then the SPMs will instigate supportive intervention for the learner.

- 4.3.3 Automated emails are sent to SPMs where a parent/guardian email address is not available at 4.30pm, with any absences for a learner not previously processed through iZone.
- 4.3.4 The Attendance officer runs a daily report to check the Full-time Learner ILPs to see if attendance or punctuality comment has been added that day by teaching staff.
- 4.3.5 If a learner or parent/guardian contacts The Attendance Officer in the iZone with an absence, The Attendance Officer will request a due back date. Due back dates are recorded in Promonitor ILP comments. All due back dates are monitored by the Attendance Officer and the iZone team who follow up with calls to the listed contact if the learner has not returned by the due date.
- 4.3.6 If a learner does not return after two due back dates are missed, the Attendance Officer or iZone team and raise a Cause for Concern which is referred to the Study Programme manager for follow up and further action.
- 4.3.7 If a learner does return on due back date, the Attendance Officer to tick the Complete tick box on the ProMonitor comment and close off the comment.

#### **4.4 TEACHING STAFF AND SPM RESPONSIBILITIES**

- 4.4.1 All teaching staff must complete all registers within 15 minutes of the timetabled session start time.
- 4.4.2 If a lecturer receives any form of communication from the learner or learner's parent/guardian regarding absence, the staff member will add an Attendance/Punctuality comment to a learners ILP when received.
- 4.4.3 SPMs will action Causes for Concern raised by iZone and update the Learner ILP to reflect any discussion action and meetings that have been held to resolve the concern. When a member of staff has completed an action, they will complete the comment by ticking the complete box on ProMonitor.

4.4.4 When attendance falls below 85%, SPMs are required to take appropriate action to encourage a resolution, the return of the learner and improvement in attendance. This could be by instigating the Health, Wellbeing, and Fitness to Study policy or the learner disciplinary policy. Significant attendance concerns about any learner must be reported to the Curriculum Area Manager for the area for escalation to the Senior Management Team.

4.4.5 When attendance falls below 70% the Attendance Officer / iZone team member instigates an intervention meeting with the listed contact and the learner where possible. During this meeting the Attendance officer / iZone team member review the reasons for the poor attendance and agree appropriate actions and support to improve the overall attendance of the learner. The meeting notes are recorded in the student meeting section of the learners ILP. The attendance for the learner is then reviewed by the Attendance Officer within 4 weeks of the meeting to measure impact of the intervention, and plan further intervention if required.

#### **4.5 CURRICULUM MANAGER RESPONSIBILITIES**

4.5.1 Curriculum Area Managers (CAMs) monitor the attendance of their programmes weekly using the College Dashboard and learner MIS reports, ensuring concerns escalated to them are actioned and recorded on Pro monitor. Concerns about learner attendance must be reported to their Senior Manager and action is instigated to minimise the number of absences learners have. CAMs are responsible for ensuring SPMs appropriately action student absence and use ProMonitor to record any actions or comments.

4.5.2 Senior management review attendance at departmental meetings and escalate concerns to curriculum managers and review and agree appropriate actions. The monitoring of attendance is also reviewed through the College corporation committee meetings to ensure leaders and managers are appropriately challenged.

#### **5. UK VISAS AND IMMIGRATION (UKVI) REQUIREMENTS**

5.1 Any student studying under the provisions of a Student Visa must take responsibility for ensuring that they comply with the terms of their student visa and regulations as defined or amended by the UKVI whilst studying at the College.

5.2 The College is required to withdraw sponsorship of a student's visa if they do not comply with Home Office/UKVI rules<sup>1</sup>, including but not limited to:

- 5.2.1 A student's overall attendance is not deemed to be acceptable.
- 5.2.2 A student's registration has been terminated, or a student withdraws or commences a break in study
- 5.2.3 A student successfully completes their programme of study in a shorter period than originally planned

## **6. RELATED POLICIES, PROCEDURES<sup>2</sup>, DOCUMENTS, DEFINITIONS**

- 6.1 HE Student Terms & Conditions
- 6.2 Learner Disciplinary Policy
- 6.3 Health, Wellbeing, and Fitness to Study Policy
- 6.4 HE Withdrawal and Temporary Suspension of Studies Policy
- 6.5 UK Visas and Immigration Guidance<sup>3</sup>
- 6.6 Equality Act (2010)

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<sup>1</sup> <https://www.gov.uk/student-visa>

<sup>2</sup> College policies and procedures available at [www.yeovil.ac.uk/policies-reports](http://www.yeovil.ac.uk/policies-reports)

<sup>3</sup> <https://www.gov.uk/student-visa>

## **Appendix 1 – Yeovil College University Centre (YCUC) Students**

Please Note - the procedures outlined in this appendix apply to YCUC students, in place of the procedures outlined in 4.2 - 4.5 of the main Attendance Policy and Procedure. YCUC students should be aware that other elements of the Attendance Policy and Procedure (including sections 1, 2, 3, 5 and 6) are still applicable to them.

### **1. Students' Responsibilities**

- 1.1 Students are expected to attend 100% of all timetabled sessions on time.
- 1.2 As per the HE Student Terms & Conditions: "You must fulfil the academic requirements of your programme [including] attendance at examinations and attendance at lectures, seminars and any other such teaching sessions provided by the College and partner universities in line with the Attendance Policy and Procedure."
- 1.3 If students will be absent for any reason, they should inform their Programme Leader (PL) with as much notice as possible.
- 1.4 All students' absence will be recorded as an 'absence' in the College systems, regardless of the reasons for the absence.

### **2. Lecturers' Responsibilities**

- 2.1 Complete registers for all sessions within 15 minutes of the timetabled session start time, marking the student present, absent or late.
- 2.2 Issue an attendance cause for concern on the student's ILP via ProMonitor for all unexplained absences.

### **3. Programme Leaders' Responsibilities**

- 3.1 Monitor cause for concern notifications on ProMonitor and follow up as appropriate, ensuring they are marked as complete and follow up comments are added.
- 3.2 Attendance levels for the Study Programme are aggregated over all timetabled sessions up to the current point in the academic year. Attendance levels are indicated on the learner's badge on ProMonitor and this is automatically pulled in from ProSolution registers:

Excellent (Green) 95% and above

High (Black/Green) 90 % – 94%

Low (Amber) 80 % -89%

Very low (Red) 79% and below



- 3.3 Programme Leaders should liaise with the student as soon as attendance becomes a concern, using the causes for concern comments and attendance badge as an indicator. Attendance would likely become a concern in circumstances such as those outlined below:
- 3.3.1 If a student had any unexplained absences,
  - 3.3.2 If a student's attendance was 'low' (80%-89%) or 'very low' (79% or lower) in line with thresholds outlined above (unless a Fitness to Study Plan was in place to modify expected attendance thresholds accordingly),
  - 3.3.3 If a student had missed three or more consecutive weeks of study,
  - 3.3.4 If a student had frequent intermittent absence or lateness, even if it was not 'low' or 'very low' in line with the thresholds above (for example, a student was frequently absent for one particular lesson or timetabled session during the week, even if their attendance elsewhere on the programme was good).
- 3.4 Programme Leaders should also inform the YCUC Coordination Officer if a student has 'very low' attendance, has not attended for a period of three consecutive weeks, or has a clear trend of frequent intermittent absence or lateness (even if this does not trigger the 'very low' threshold), and request that an Attendance Warning Letter is sent. To be clear, Attendance Warning Letters can be issued in response to both prolonged absence and frequent intermittent absence, whether explained or otherwise.
- 3.5 The YCUC office will periodically send Programme Leaders reports on student attendance to review, to identify where students' attendance may be a concern and attendance warning letters may need to be issued.

#### **4. Attendance Warning Letters**

- 4.1 A three-letter rule is operated for YCUC learners whose attendance is not satisfactory. Attendance Warning Letters are issued by the YCUC office when a Programme Leader notifies that attendance is a concern.
- 4.2 **Letter 1** – Is issued when a student's attendance is 'very low', where a student has not attended for a period of three consecutive weeks, or where a student has a clear trend of frequent intermittent absence or lateness (even if this does not trigger the 'very low' threshold). This letter is an initial warning, that is broadly supportive in tone, and reminds the student to discuss with their Programme Leader if there is an underlying issue causing the low attendance which the College can support with.

4.3 **Letter 2** – Is issued if a student’s attendance does not sufficiently improve following the issue of Attendance Letter 1. It makes clear that a student must meet with their Programme Leader to discuss their attendance and put in place an action plan in order to improve their attendance, which would include any supportive measures a student might be able to access to improve their attendance.

4.4 **Letter 3** – Is issued if a student’s attendance fails to sufficiently improve the issue of Letter 2, and notifies the student that they will be withdrawn from their course owing to low attendance.

## **5. Absence Due To Ill Health**

5.1 Where a student’s low attendance is poor owing to ill health (whether physical or mental), it may be more appropriate to use the College’s Health, Wellbeing, and Fitness to Study Policy, rather than the Three-Letter Rule. In these cases, the Programme Leader should inform the Head of Higher Education and Adult Learning that they have a case of low attendance which they are managing through Fitness to Study.

5.2 If, whilst the Three-Letter Rule process is being undertaken, it emerges that absence is related to ill health, it may be most appropriate to pause the Three Letter Rule and instead move to Fitness to Study.

## **6. Curriculum Managers’ Responsibilities**

6.1 To monitor attendance of all learners for whole curriculum area using Reports and Data Dashboard.

6.2 Investigate issues and instigate appropriate interventions to positively impact poor attendance, manage attendance data and utilise disciplinary procedures if necessary.

6.3 To support the Programme Leader in following the Disciplinary or Fitness to Study procedure.