

Hartlepool Jobs and Skills Service



Attendance & Punctuality Policy

Author: Hartlepool Jobs & Skills Service

Approved By: Scott Campbell, Service Manager

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Hartlepool Jobs & Skills
CIL, Burbank Street
Hartlepool
TS24 7NY

www.hartlepooljobsandskills.com
01429 868616



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1. PURPOSE

The Attendance and Punctuality Policy and Procedure is intended to be a positive way of monitoring learners' progress whilst in the Hartlepool Jobs & Skills Service or its Subcontracted Provision. The Service recognises the link between good attendance, punctuality, and learners' progress.

Our ambition is to prepare all of its learners to progress positively, such as into sustained education, employment, training, apprenticeships, internships and higher education. The provision we deliver must encourage good attendance and punctuality, which are vital requirements of employers.

This policy and procedure is intended to provide all learners, staff and subcontractors with an understanding of the high expectations of the Service concerning attendance and punctuality and the support available to individuals to improve in these areas, where applicable.

2. ACCOUNTABILITY

Learners are responsible for ensuring good attendance and punctuality when accessing their relevant course(s).

The learner is also responsible for providing accurate contact information and informing their Tutor/Assessor of any changes to their circumstances that may harm their attendance and punctuality.

Hartlepool Jobs & Skills Service Tutors and Assessors are responsible for ensuring that registers are marked promptly and accurately and punctuality and attendance rates against each learner are effectively recorded. Tutors and Assessors are responsible for submitting marked registers through Tribal after the course session is completed and ensuring that their course commences on time.

3. STATEMENT OF INTENT

The attendance and punctuality target for 2024/25 for all courses delivered or that are subcontracted is:

Attendance Target	100%
Punctuality Target	100%

4. PROCEDURE FOR MONITORING ATTENDANCE & PUNCTUALITY

Setting a clear standard and expectation of attendance and punctuality throughout the academic year is extremely important to ensure a consistent message is applied and communicated to all learners, staff and subcontractors.

The procedure for monitoring attendance and punctuality is as follows:

- a) Outstanding attendance and punctuality is highlighted to all learners within their standardised induction.
- b) Tutor/Assessors will record attendance and punctuality in every session through the Tribal MIS System.
- c) Marked registers will be submitted immediately after each course session through Tribal.
- d) If any learner's attendance and punctuality rate goes below 100%, the Tutor/Assessor must speak with the learner and then alert their Line Manager, and the remedial actions taken by the Tutor/Assessor must be recorded within their Monthly Review.
- e) Additional support will be offered to relevant learners as outlined and recorded in their Individual Learning Plans. This information must be filed within all individuals' Learner Files.
- f) The data within the marked registers will be collated, and a weekly update will be issued to the Management Team, including an Attendance & Punctuality Report showing the rates for all courses through Tribal.

5. SUPPORT FOR LEARNERS

There may be occasions when, due to a change in an individual learner's circumstances, their attendance and punctuality rates fall below these minimum standards. Hartlepool Jobs & Skills Service and its subcontractors have a duty of care and a safeguarding responsibility to investigate why a learner's poor attendance and punctuality may be becoming a frequent occurrence.

Where a learner's punctuality and attendance rates put the individual at risk of non-achievement of their course, the steps outlined in paragraph 4 must be followed. There is a plethora of support services available for all learners, including for those with habitual poor punctuality and attendance rates, including access to:

- Additional learning support, i.e. 1:1 in-classroom support, 1:1 Tuition time, specific alternative language support and adaptive resources within the classroom
- Learner Support, including Childcare, travel costs

- Enhanced Careers Education Information Advice and Guidance (CEIAG) sessions to review progress and ensure an individual learner's current course remains pertinent
- A detailed review of the current Individual Learning Plan (ILP) to identify if there are any barriers to SMART Targets being achieved.
- A meeting to discuss a potential learner transfer to a more suitable allotted time and venue, if applicable.
- Pastoral Support Advisers, which includes signposting to specialist services such as mental health provision, housing advice and drug and alcohol advice.

6. ACTIONS TO RECTIFY ATTENDANCE AND PUNCTUALITY

The Service is wholly committed to supporting learners to succeed in their learning and to have outstanding punctuality and attendance throughout the academic year. Where a learner's punctuality and/or attendance is identified as a potential concern or issue, it is the responsibility of the Tutor/Assessor to immediately raise this with the learner and inform their relevant Tutor Co-ordinator so that remedial actions and support can be agreed.

Learners will be referred to the relevant support measures outlined in Section 5 where there are concerns. Suppose a learner's punctuality and/or attendance does not improve, despite the interventions offered by the Service. In that case, it may be necessary to proceed with disciplinary measures. If this is to occur, the Tutor/Assessor must work with the Tutor Co-ordinator and Lead Officer - Skills and adhere to the Learner Discipline Policy.