

City Gateway

Learner Attendance and Punctuality Policy 2023/24

Reviewed by (name)	Review date	Next review
Hannah Pilkington	21/01/20	21/01/21
Mark Pike	3 rd December 2021	July 2022
Mark Pike	July 2022	July 2023
Mark Pike	February 2023	July 2023
Mark Pike	July 2023	July 2024
Mark Pike	January 2024	July 2024

This policy will be reviewed on an annual basis

Attendance and Punctuality Policy

At City Gateway we are ambitious and optimistic for our learners' futures, and we want you to reach your full potential. We therefore require excellent attendance and punctuality from you as this is essential for success in employment, further education, or training, and are critical factors in being considered job ready.

It is an expectation that you:

1. Understand your timetable and know when you must attend.
2. Ring the absence hotline 07432 732434 if you are going to be absent or late. If you leave a message or voice mail remember to say;
 - your name
 - the class you will be missing,
 - the reason why you are unable to attend / running late.
 - When you expect to be back to City GatewayAlternatively email attendance@citygateway.org.uk
3. If on Work experience / Employer based Apprenticeship ring your employer and advise them, and follow their reporting procedures remembering to provide;
 - your name
 - the reason why you are unable to attend / running late.
 - When you expect to be back in the workplace
 - If on your day release day for apprenticeship you should contact your tutor.
4. If you cannot contact your employer then speak to any member of the coaching team or your assessor.
 - Understand that if on a paid apprenticeship any absence from work or college may result in loss of pay/bursary.
5. Aspire to meet the 95% or above attendance target.
6. Recognise the importance of excellent attendance and punctuality to support your learning and progression.
7. Make personal appointments outside of lesson or work hours.
8. Follow the individual tutor or coach's direction about when to enter the classroom if you are unavoidably late, recognising that your lateness is disruptive to others.
9. Do not forget your door pass as this is part of our security processes.

If you do not meet City Gateway's attendance and punctuality expectations the following processes will be put in place:

1. A coach shall try and contact the learner if the learner has not made contact with City Gateway to explain absence / lateness.
2. Home visits shall be undertaken if attendance is poor or inconsistent, to ascertain reasons for this. **See Appendix A**
3. Contact shall also be made with legal guardian / carer
4. An initial meeting with your Coach and/or Course tutor where you will discuss any barriers to excellent attendance and punctuality – clear targets will be set.
5. A verbal warning from the Coach and / or Tutor if targets are not met.- **See Appendix B**
6. A formal 1st written warning if the agreed attendance and punctuality targets are not met.
7. A Final/2nd written warning if the agreed attendance and punctuality targets are still not met.
8. Dismissal from the course if you still fail to meet the required attendance and punctuality targets that have been set for you.
9. Automatic dismissal from the course will occur if attendance and/or punctuality is poor within the six-week probationary period unless there are extenuating circumstances.

What is Authorised Absence?

This shall be recorded on the register as above and will impact your overall attendance.

- A medical appointment which cannot be arranged outside timetabled hours.
- An appointment at the job centre which cannot be moved
- A job interview or visit your next college, training provider or potential employer
- A probation meeting or court hearing date
- A funeral of a close relative (immediate family)
- Severe problems with transport i.e. severe weather, train strike etc
- A driving test
- Period of sickness supported by self-certification or a GP Fit Note.
- A religious holiday (where the learner practises the religion)
- Jury service
- Moving house
- Care of a relative where the learner is the registered carer.

An authorised absence in general, **MUST** be supported with proof (i.e. letter, appointment card etc) and agreed with the course tutor and / or coach, in advance.

Lateness to City Gateway will be recorded in the register.

What is Unauthorised Absence?

This shall be recorded on the register as above and will impact your overall attendance.

- Sickness- not notified.

- Absenteeism without authorisation.
- Leaving early from lessons and / or before the end of your planned timetable.
- Family issue that was not notified to City Gateway.

Please note: We recognise that sometimes you will experience unexpected problems that make it impossible for you to attend regularly and study effectively. In these circumstances we will endeavour to offer you a place when you are more able to commit to excellent attendance and punctuality.

A return to City Gateway following a period of authorised absence will be encouraged and supported. However, City Gateway will not authorise long term absences and we reserve the right to take such an absence into consideration should you apply to us again.

In some instances, it may be possible to agree a break in learning where the situation meets the contractual guidelines. This would be discussed and agreed on an individual basis.

Appendix A

Process for unannounced home visits.

1. Learners identified as requiring a home visit shall be noted on the RAG system.
2. A risk assessment must be in place for conducting any visit(s).
3. Confirmation suitable insurance is in place to conduct the activity.
4. Visits shall be undertaken by two staff.
5. Address of learners to be taken from PICS to plan most efficient route.
6. Any areas of known high risk etc to be highlighted and added to the Risk Assessment, including any that are learner specific.
7. Staff conducting the visits to maintain contact on progress during the day and when completed for safety purposes, by text message to Safeguarding Phone 07580 585614 or main reception 0203 727 6310
8. Plan of visits to be copied to Health and safety Competent Person, or in their absence the CEO.
9. Staff to have in place working personal alarm as issued by City Gateway.
10. Supporting documentation to be taken to then be left with learner / responsible adult outlining purpose of visit and the need for improved attendance / re-engagement.

Appendix B- Disciplinary letter template

Date of Letter

Formal Name Mr / Mrs etc

Address

Dear **Learner Name**

You have been issued with a **verbal / written** warning for the following reason

Put detailed explanation in here as to what the learners and / or hadn't done. Why it resulted in a warning being issued.

State if it is a verbal or written warning. If a written warning is it First or finale etc?

This warning shall remain on your file for a period of 6 weeks in accordance with our procedures.

If there are further incidents of misconduct then the warning can be escalated, or where there are incidents of gross misconduct your place on the programme shall be terminated.

Your Sincerely

Staff name

Staff Job Role Title

