

City Gateway

Learner Attendance and Punctuality Policy 2024/25

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	June 2024	July 2025

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 /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
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 and punctuality target.
6. Recognise the importance of excellent attendance and punctuality in 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, and you must wear your lanyard at all times.

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. 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.
3. A verbal warning from the Coach and / or Tutor if targets are not met.
4. A formal 1st written warning if the agreed attendance and punctuality targets are not met.
5. A Final/2nd written warning if the agreed attendance and punctuality targets are still not met.
6. Dismissal from the course if you still fail to meet the required attendance and punctuality targets that have been set for you.
7. Automatic dismissal from the course will occur if attendance and/or punctuality is poor within the two-week probationary period unless there are extenuating circumstances.

What is Authorised Absence?

- 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 ie 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 should be supported with proof (ie letter, appointment card etc) and in general agreed with the course tutor and / or coach, in advance.

Lateness to City Gateway will be recorded in the register.

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.