

Presidency London College Learner Attendance, Punctuality, Behaviour and Policy and Procedures

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Learner Attendance and Punctuality

Objectives

Regular and consistent attendance, punctuality and behaviour at College is expected and is critical to any Learner's success and achievement of their learning goals. Poor attendance, punctuality and behaviour can be one of the main signs of disengagement with the Learner's programme of study and the College will attempt as far as possible to ensure that learners remain fully engaged and succeed on their programme. Therefore, all attendance, punctuality and behaviours will be fully monitored throughout the study programme.

Presidency London College (PLC) is committed to providing high quality education and training and to Learner success. To achieve this, we must maximise Learners' learning opportunities by:

- Setting high expectations for attendance, punctuality and behaviour at all timetabled sessions
- Working in partnership with Learners and, where applicable, their parents and employers, to ensure good attendance, punctuality and behaviour, embedding a culture of reliability and commitment
- Monitoring and taking action to improve attendance, punctuality, and behaviour where necessary.

As retention, achievement and learner attendance, punctuality and behaviour are inseparably linked, the College expects all Learners to attend all planned and programmed sessions included within their learning programme. The components of a programme may include theory and practical sessions,

121s, Functional Skills classes, work placements, work-related learning, and timetabled non-accredited learning.

Learners are required to make a commitment to attend all components of their programme at the start of their course.

The College will apply consistent and rigorous procedures to monitor learner attendance and will offer appropriate support to enable learners to comply with the College and course attendance targets.

Registers

The session register is the formal auditable document used by the College to record attendance and punctuality. The College will ensure that this record is consistently marked and accurate. The person responsible for delivering each session must complete a register for every timetabled session.

Failure to mark registers accurately in a timely manner or not at all results in:

- Inaccurate attendance data
- Not identifying 'at risk' learners soon enough
- Wrongly chasing learners who are in attendance
- Wrongly contacting parents/carers/employers for learners who are in attendance
- Legal obligations linked to Police/Safeguarding enquiries where learner attendance is used as evidence compromised.

Scope

This document sets out the principles and practice of the Attendance and Punctuality Policy that applies to all Presidency London College Learners, including Professional qualifications. This includes both onsite and online delivery. This Policy applies to all learners undertaking any course at PLC. However, the attendance criteria for different groups of learners have been identified and addressed under group headings.

Summary of College Expectations of Attendance and Punctuality

1. The College expects 100% attendance and punctuality at all timetabled sessions. This includes online sessions, workshops, compulsory visits and activities, tutorials etc.
2. Attendance of all Learners will be reviewed after the three and five weeks of the academic year/ apprenticeship start date. Any Learner who has not achieved at least 90% attendance, and who is unable to provide a full justification, will be withdrawn from the College.
3. Attendance will be regularly monitored throughout Learners' time in learning. Failure to maintain good attendance will be dealt with through the College Learner Disciplinary Policy.
4. Learners are expected to give a good reason, backed up with evidence, for all absences.
5. Learners are expected to provide a reasonable justification for any lateness. Teaching staff have the right to refuse admission to the class or online session to late Learners. The rules that apply to different areas of the College on lateness will be given to Learners during induction.
6. Where absences/lateness can be foreseen in advance, the Learner should notify the College via the Central Admin Team. Appropriate evidence should be provided to the class Tutor for the absence to be classed as authorised.

7. For unforeseen absences, such as illness, the Learner must make contact with the College to notify LSO of their absence as early as possible on the first day of absence and every subsequent day unless they are signed off by a doctor for a given period.
8. Upon return to learning after an absence, Learners must provide evidence of the reason for their absence before authorised absence can be noted in registers.
9. Non-attendance may be dealt with as part of the College's Learner Disciplinary Policy and may result in a Level 1 sanction, Level 2 sanction, a final written warning or exclusion.

Implementing the Policy - Staff Procedures and Guidance

1. This document can only cover the most common situations that will occur. Therefore, when the procedures and guidance do not appear to cover a given situation, staff should either use their own judgement to resolve the matter or consult with their line manager. Any feedback on the suitability of the policy and guidance should be made to the PDM.
2. In order for the College to monitor and improve attendance and punctuality it is essential that all registers are marked in an accurate and timely fashion. The staff member responsible for the session must complete the register marking as soon as possible and in all cases by close of play on the day of which the session falls.
3. Registers are auditable documents and must be maintained in a timely and accurate fashion. Where it is identified that a member of staff persistently fails to mark a register, or marks registers late, they may be subject to disciplinary action. Where registers remain outstanding after 28 days the presumption will be for disciplinary action. In the event of a staff member being off sick the Assistant PDM is responsible for arranging cover and ensuring that the register is completed.
4. Learners are normally expected to make medical and other appointments outside of timetabled hours. However, where a Learner knows in advance that they are unable to attend a lesson, they must report the absence to LSO, and provide evidence of the absence to the nominated person in advance, so that the absence can be noted as 'authorised' in the register. When authorising absences, the nominated member of staff will need to consider:
 - Whether the case is reasonable
 - The number of absences taken by the individual
 - Repetitions of the same justification
 - Whether the justification is backed up by evidence examples of legitimate reasons for absence might include:
 - Medical appointments which cannot be made outside of timetabled hours
 - Religious holiday
 - Attendance at a funeral
 - Severe disruption to the transport network
 - Driving test
 - Learner representatives' meetings
 - Responsibilities for caring for a close family member. If this is likely to affect their learning, this should be explored with the Learner and support offered.

An absence will not be authorised for any of the following reasons:

- Holidays

- Babysitting
 - Driving lessons
 - Birthdays
 - Leisure activities
 - Shopping
 - Full or Part-time work (other than work experience).
5. If the nominated member of staff judges the absence to be legitimate, they should change the absent mark to authorised absence in the register.
 6. When the absence cannot be foreseen, the Learner should advise the College, either by telephone or email to LSO on the day of absence. The class Tutor responsible for the register will mark the Learner 'absent'.
 7. Where no justification for the absence is provided in advance, the member of staff nominated to follow up absences must contact the Learner, and in the case of 16-19 year olds their parent, guardian or employer to ascertain the reason for the absence as soon as practicable. Wherever possible the Learner should be asked to attend unless there is a valid reason for non-attendance. The member of staff should record any contact made, discussions, reasons and information and ensure this is communicated to other staff as required, using the absence management tool.
 8. On the first day back in learning, the Learner is required to provide evidence to support the absence to their class Tutor. Evidence for the absence may be in the form of a note from a parent, carer or guardian (for Learners under 18), or a medical certificate in the case of absences of 5 or more days.
 9. When the member of staff who marked the Learner absent next sees the Learner, they should ask for an explanation for the absence, draw the Learner's attention to the attendance policy and stress that non-attendance will be followed up and dealt with.
 10. Should a pattern of non-attendance emerge, the tutor should follow this up at the earliest opportunity with the Learner, recording any information on ProMonitor. The Learners Learner Mentor must be advised.
 11. If the level of non-attendance is judged to be unacceptable then the College Learner Disciplinary Policy should be used to deal with the matter. As the policy states that we expect 100% attendance, anything below this, unless by prior agreement or with valid reason, is unacceptable. It would therefore be appropriate to use the Disciplinary Policy as soon as problems become apparent, rather than leave the problems to grow without formally tackling them.

Learners' responsibilities

You are expected to:

1. Attend 100% of all scheduled classes either in person or online relating to your programme of study as confirmed on your learning agreement.
2. Report any absence due to illness or other reason to the College by 8:45am on the first and every subsequent day of absence (by phone or e-mail to attendance@presidencyondoncollege.ac.uk).
3. Do everything possible to avoid necessary absences by making medical appointments outside class time unless it is an emergency.
4. Avoid going on holiday during term time.
5. Arrange appointments with careers advisors outside of lesson time.

6. Provide medical evidence for absences of more than 5 consecutive days.
7. Tell us in advance if you know you are going to miss a lesson e.g., attending a University Open Day.
8. On the first day back in learning after an absence, present evidence to support your absence.
9. Comply with our Attendance and Punctuality Policy and associated sanctions if your attendance falls below 85%.

Staff Responsibilities

All staff are responsible for ensuring the good attendance and punctuality of their Learners and for dealing with attendance and punctuality issues whenever they occur. There are some specific responsibilities attached to staff; these are outlined below.

The Delivery Staff or those taking class registers are responsible for:

1. Accurately completing the register on the day of attendance.
2. Noting in the register any absences and lateness.
3. Following up absence with the Learner when they next meet.
4. Reporting any persistent issues with Learners to the PDM or COO.
5. Promoting good punctuality and attendance through their own behaviour and teaching standards.
6. Update Pro-monitor with notes and actions.

The Learner Support Officer (LSO) is responsible for:

1. Monitoring attendance and punctuality issues and taking early action to resolve issues.
2. Sending 'Cause for Concern' letters/emails to learners who are not meeting minimum attendance and punctuality standards.
3. Ensuring that registers are marked accurately and in a timely fashion and following up on any unmarked registers with individual tutors.
4. Ensuring that, in the event of a staff member being absent, the register is taken or reallocated on the timetable in instances of long-term absence.
5. Ensuring major changes to timetables are communicated to PDM.
6. Implementing the Policy if required for a Level 1 or Level 2 sanction in relation to poor attendance or punctuality.

The Programme Delivery Manager (PDM) is responsible for:

1. Monitoring overall attendance at Team level.
2. Working with the COO on strategies to improve overall attendance/punctuality for the college.
3. Working with the COO on implementation of the Attendance and Punctuality Policy where a learner's attendance or punctuality has escalated over and above a Level 1 or 2 sanction.
4. Authorise a 'Warning' attendance, punctuality, behaviour letter, where required.
5. Implement a 'Notice to Withdraw' letter if attendance doesn't improve.

Course Tutor/Assessor is responsible for:

1. Working with the PDM to follow up any absences and ascertain reasons.
2. Working with the Learner to improve absence.
3. Dealing with any personal/pastoral issues that affect poor attendance and punctuality.
4. Liaising with parents or guardians in order to improve attendance and resolves issues.

NB – Attendance of all Learners will be reviewed after the first five weeks of the academic year. If at that time you have not achieved AT LEAST 85% ATTENDANCE, and are not able to provide a full justification, you will be withdrawn from the College. Attendance will be regularly monitored

throughout your time at Presidency London College and if you fail to maintain the required level of attendance you will be dealt with through the relevant associated policies.

What to do about visits or open days

The College will know the names of Learners who are going on College trips and visits. However, as a matter of courtesy, Learners should still inform your tutors in advance of these absences. This will make sure that these events are recorded and will not then affect their attendance record.

Reporting on attendance

The College monitors attendance closely and tutors will receive a summary of Learner attendance. Any absences and late marks will be shown and tutors will ask Learners about these.

What if attendance is poor?

If attendance rates are unsatisfactory Learners can expect this to be followed up by their tutor initially and senior staff if required, for example your PDM and/or COO. Parents/guardians of Learners aged under 18 are to be contacted if poor attendance becomes a problem. For Learners being supported by an employer through a programme such as Apprenticeships or Traineeship, the employer should be contacted regarding any absence.

If Learners have worries or personal problems that are affecting their attendance, please discuss these with the class Tutor, Assessor or LSO.

Poor attendance may be dealt with as part of the College Disciplinary Policy and may result in a final written warning or exclusion.

If a Learner is absent without sufficient reason for more than 4 weeks, a 'Notice to Withdraw' letter will be sent.

BEHAVIOUR / INCIDENTS / UNACCEPTABLE BEHAVIOUR POLICY

1. POLICY

- 1.1. The purpose of this Policy is to ensure the safety of Learners' and staff and to provide guidance on the immediate actions to take under certain incidents affecting Learners'. The policy is based on the principle of 'acceptable behaviours, with rules to ensure safety and a spirit of co-operation within a large community. Learners should show respect for other Learners' and staff and act in a polite and mature way. It is important for individuals to be able to learn, to be able to teach and to be part of the College learning community without fear of:

- Disruption of, and interference with, learning
- Actual or threatened violence from others
- Bullying
- Harassment, including sexual or racial harassment, or harassment on the grounds of religion, belief or disability

- Illegal substances or alcohol being made available
- Criminal behaviour (e.g., theft and the carrying of offensive weapons)
- Deliberate damage to property

1 Learners are expected to observe all rules and regulations of the College and to accept that the College will institute disciplinary procedures if they are in breach of any rules and/or regulations. The rules apply whether a Learner is using College premises or is representing the College or using external facilities as part of their course.

1.2 Learners' will be made aware of this policy, the Learner disciplinary policy and the anti-bullying policy through tutorials. Learners' will be asked to sign a 'Learner agreement/enrolment form' on entering the College, which will commit them to abide by these policies throughout their time in College.

2 Classroom rules are displayed in all teaching spaces and the College Learner values are displayed and discussed with all staff and Learners'.

2. COLLEGE LEARNER VALUES:

Acting	Acting with Integrity • I will take personal responsibility, respecting others and acting honestly. I will always seek to do the right things in the right way.
Realising	Realising Potential • I will set myself the highest standards and expectations for my personal behaviour and work. I will encourage excellence and success for myself and the people around.
Making	Making a Positive Difference • I will make a difference to the communities I serve and make a positive difference to others in my daily work, study, and friendships.
Creating	Creating a Sense of Belonging and Wellbeing

3 **Unacceptable** behaviour can be divided into the following categories:

3. Minor misconduct

This includes for example:

- 3.2.1. Unexcused occasional lateness
- 3.2.2. Noisy behaviour
- 3.2.3. Using 'mobile phones' inappropriately
- 3.2.4. Failure to observe reasonable instructions by staff

4. Repeated misconduct

This includes for example:

- 3.2.5. All examples of minor misconduct, where a Learner has not responded appropriately, after earlier requests to do so
- 3.2.6. Regular absence without notification

5. Serious or persistent misconduct

This includes for example:

3.2.7. Failure to observe health and safety regulations

- Disruptive behaviour
- Damage to College property
- Excessive physical contact with another Learner (this may be of a sexual or abusive nature)
- Failure to respond to oral warnings given for earlier misconduct
- Failure to respond to a direct instruction given by a member of staff

6. Gross misconduct

This includes for example:

- Assault on, or abuse towards, Learners' or staff (includes sexual, racial or verbal abuse)
- Bullying, harassment or the making of threats against staff or Learners'
- Theft or fraud
- Committing any criminal offence whilst involved in a College activity
- Serious damage or misuse of College property
- Seriously disruptive behaviour
- Dangerous behaviour, including the possession of offensive weapons
- Accessing or making available to others pornographic or other offensive material
- Bringing others on to the College site or compromising College security in any way
- Possessing, or being under the influence of drugs or alcohol
- Serious misuse of, or interference with, electronic systems or data

Note:

The categorisations above are intended to be illustrative and are designed to set a framework within which staff can make a judgement as to the severity of a disciplinary issue. It should be acknowledged that all situations are unique and that a range of circumstances should be taken into consideration before making a final judgement.

7. PROCEDURE

- 2.1 There are two individual flowcharts detailing the procedures to follow where an immediate response is required. The flowcharts also reference more detailed guidance (included within this document) on how to address particular issues.
- 2.2 Any information received about an incident after the event must be forwarded to the Chief Operating Officer, immediately.

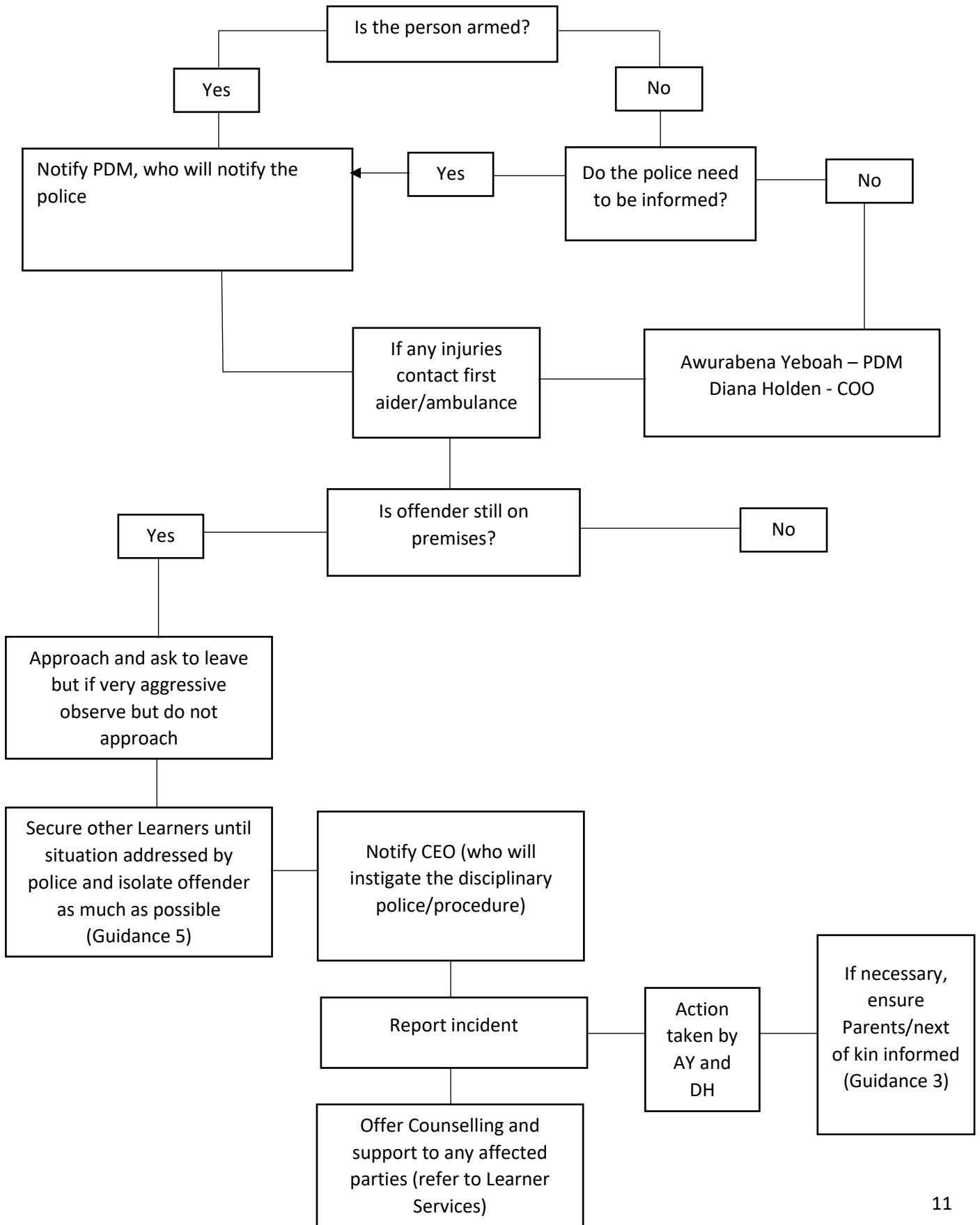
- 2.3 Chief Operating Officer may also need to follow up with other College procedures, that is, disciplinary, bullying and so on, where appropriate.

8. **GUIDANCE**

- 3.1 Immediate response flow charts - **Flowchart 1** Physical Injury or Intimidation/Threatening Behaviour
Flowchart 2 Incident involving Property Damage
- 3.2 Guidance 1 Police Notification
- 3.3 Guidance 2 Incident Response
- 3.4 Guidance 3 Notification of Next of Kin/Parent/Carer
- 3.5 Guidance 4 Monitoring Unauthorised/Suspicious Persons
- 3.6 Guidance 5 Securing Safety of Learners'

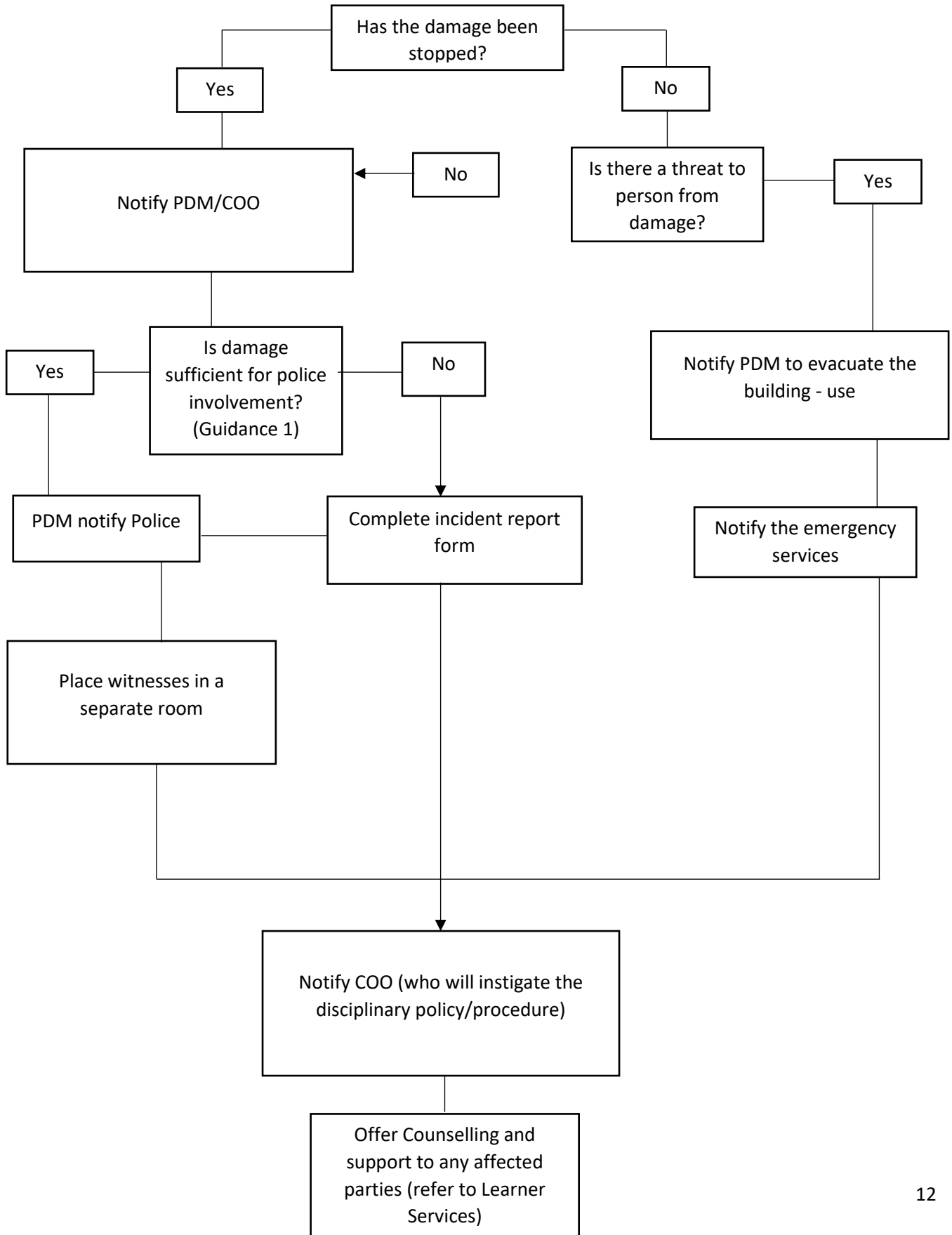
FLOWCHART 1

IMMEDIATE RESPONSE: INCIDENT INVOLVING PHYSICAL INJURY OR INTIMIDATION AND THREATENING BEHAVIOUR



FLOWCHART 6

IMMEDIATE RESPONSE: INCIDENT INVOLVING PROPERTY DAMAGE



GUIDANCE No. 1

POLICE NOTIFICATION

Introduction

The purpose of this guidance is to detail the process to be followed in notifying the authorities.

Actions

1. Programme Delivery Manager (PDM) will normally be responsible for notifying the police.
2. However, if the PDM is not available and '**you**' consider that there is sufficient cause for concern regarding an immediate threat to the health or safety of any persons, or of physical assault:-

Notify the police immediately on 999

3. Inform the Police of:
 - Who you are
 - Your location
 - Brief facts (why you phoned)
4. Act on any instructions from the police
5. Notify office Manager of the incident.
6. Office Manager to notify the PDM that the police have been called.
7. Report the incident to the police on arrival.
8. Ensure the incident is reported via on-track

GUIDANCE No. 2

INCIDENT RESPONSE

Introduction

The purpose of this guidance is to detail the steps to be taken by the member of staff first on the scene.

Actions

1. Notify office manager who can then notify PDM or COO.
2. Where confident and competent attempt to defuse the situation.
3. Record the following information:
 - Names of persons involved
 - Names of any witnesses
 - Location, time, Learner's course
 - Brief description of incident
 - Your name.
4. Notify the PDM and/or COO/CEO.

GUIDANCE No. 3

NOTIFICATION OF NEXT OF KIN/PARENT/CARER

Introduction

The purpose of this guidance is to acknowledge the moral obligation to keep parents, carers, next of kin informed of any injury or traumatic shock which could seriously affect the health and well-being of the Learner. It is also necessary to contact the parent of a Learner under 18 if disciplinary action is being instigated and if relevant their spouse, school, or care agency.

Actions

The PDM has responsibility for contacting parent/carer/next of kin. They may choose to delegate responsibility to a staff where they feel this would be more supportive to the victim or the victim's family.

Under 18s

Unless there are contra-indications parents/carers/next of kin must be informed where there is sufficient cause for concern regarding the injury or traumatic shock.

Over 18s

The PDM will only contact the next of kin with the permission of the person concerned unless the victim is incapable of giving informed consent.

GUIDANCE No. 4

MONITORING UNAUTHORISED/SUSPICIOUS PERSONS

Introduction

Any member of staff should feel able to offer help and advice to an unauthorised person on College property and direct them to Reception area for further assistance. The purpose of this guidance is to detail the actions to be taken if a person is then seen to be acting suspiciously.

Actions

1. DO NOT approach the person, where possible remain a suitable distance (20+m) from them and try not to be noticed.
2. Notify office manager who can then notify PDM or COO
3. PDM should monitor the person from a distance and if THEY consider the person to be potentially dangerous then they should notify COO to contact the police (see Guidance 1).
4. PDM should continue to observe the person until the Police arrive.
5. If possible, the PDM should try to write down a description of the person, including:
 - Distinguishing marks
 - Clothing worn
 - Colour of skin or hair
 - Approximate age
 - Height
6. The PDM should report to the Police on their arrival.

GUIDANCE No. 5 SECURING SAFETY OF LEARNERS

Introduction

The purpose of this guidance is to detail the process to be followed in securing the safety of Learners within classrooms in the event of Learners' being in danger.

Actions

1. In the event of threat to the safety of Learners' in classroom attempt to notify PDM. Make use of a mobile phone when available
2. PDM will notify COO, that immediate physical presence at Reception area is required.
3. If necessary, the PDM will notify COO/CEO with the following instructions:
 - Verbal report about security incident and action to be taken
 - Areas/rooms to visit to notify of incident.

Frequently asked questions

What will be accepted as an authorised absence?

Absences will only be authorised if the College know in advance there is a good reason, such as:

- Medical appointments which cannot be made outside of timetabled hours
- Religious holiday
- Attendance at a funeral
- Severe disruption to the transport network
- Driving test
- Learner Advisory or other College meetings that you are asked to attend
- Responsibilities for caring for a close family member (If this is likely to affect your learning please discuss this with your tutor, assessor or LSO)
- Participation in a significant outside activity e.g., taking part in a regional or national event
- A visit to a University either to attend an open day or for an interview
- A work experience placement where this is a requirement of the course.

What are not acceptable reasons for absence?

The following reasons for absence are not generally acceptable:

- Holidays/leisure activities
- Part time employment
- Birthdays
- Driving lessons
- Shopping

What about unplanned absence?

In the case of an unplanned absence the College will take into account:

- The number of absences a Learner has already taken
- Repeated absences (especially for the same reason)
- Whether evidence of absence can be provided
- Whether the College feel it is reasonable.

You must tell the College as soon as possible on the day of absence that you will be missing lessons, otherwise we will treat the absence as unauthorised (other than in cases such as an emergency situation involving a family member).

What do you mean by 'evidence of absence'?

The following things can be counted as evidence for an authorised absence;

- A letter from a parent/care/guardian (Learners under 18 only)
- A medical appointment card
- A doctor's certificate (in the case of absences of 5 or more days)
- Driving test notification letter
- An email or letter regarding an interview
- University Open Day confirmation of booking

What happens if it snows or if the weather is really bad?

If the weather is severe the College may shut for health and safety reasons. The College will announce any closures on the College website. This would be classified as an Authorised Absence should learning not be able to be delivered online