

LEARNER ATTENDANCE AND PUNCTUALITY POLICY

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Lead responsibility:	Director

Distribution to:	
All Staff	✓
SLT only	☐
Teaching Staff/Tutors	☐
Administration Staff	☐
Other (please specify)	✓ Learners

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This Policy supersedes any previous Policy of this name or instructions that pre-date this edition.

LEARNER ATTENDANCE AND PUNCTUALITY POLICY

1 Policy Statement

At Barrett-Bell Ltd, we recognise that in order to make progress and achieve well, it is vital that Learners attend. Days and minutes missed through poor attendance or punctuality combine to make success harder.

Barrett-Bell Ltd believes that whether in the classroom or virtually online, all Learners should be in a position that offers them the best opportunity for success – ie. by engaging with sessions at all times.

2 Principles

- 2.1 Barrett-Bell Ltd promotes a learning environment to assist Learners achieve their maximum potential. Barrett-Bell Ltd believes that if Learners are to benefit from their training and achieve their potential, good attendance and punctuality are crucial and inextricably linked with performance.
- 2.2 Barrett-Bell Ltd endeavours to do all we can to ensure maximum attendance for all Learners and to identify and address any problems that impede punctuality and regular attendance.
- 2.3 Barrett-Bell is ambitious for Learners and expects 100% attendance and punctuality at all sessions, practicals, off site activities and examinations as directed by the organisation.
- 2.4 Learners must meet the required hours of study and will not be able to be considered for certification if they do not meet the study requirements.
- 2.5 If there are problems that affect a Learner's attendance or punctuality Barrett-Bell Ltd will investigate, identify and try to resolve those problems as quickly and efficiently as possible. We will balance the needs of individual circumstances and the need of the whole group to ensure progress is made.

- 2.6 We recognise that Barrett-Bell Ltd has its responsibilities and that Learners also must take responsibility for their own learning as we encourage them to become independent.
- 2.7 The purpose of the Attendance and Punctuality Policy is to support Learners, Tutors, and management to achieve the aspirations of the Company Vision and Mission. It is aimed at clarifying expectations and processes that will be followed where Learners do not meet the expectations of the Company. The aim is to:
- clarify what the Attendance and Punctuality Expectations are
 - clarify what process will follow where Attendance and Punctuality issues arise
 - clarify what Teachers/Tutors responsibilities are
 - clarify what Learner's responsibilities are

3 Context and Expectations

The Directors are committed to managing Learner Attendance so that any disruption to Learner's education or the effective running of the Company is minimised.

- 3.1 All Learners should attend all sessions and always be on time.
- 3.2 Missing or being late to a programmed session can be disruptive for the whole group and missing or being late to a session without good reason is therefore disrespectful to both Staff and other Learners. This will be emphasised from Induction throughout the course.
- 3.3 If any Learner has specific needs at the start of the course regarding attendance, these should be identified during Induction and any special arrangement should be recorded and signed by the organisation and the Learner. The agreement must state if this is a temporary or permanent arrangement.
- 3.4 Learners will sign a commitment (Learner Code of Conduct) that specifies the start times of sessions and will be required to make a commitment to attend all components of their programme during the development of their ILP.

- 3.5 It is expected that in most cases the target for Attendance and Punctuality will be 100%. This may be modified for individual Learners but the target should always show stretch and improve over time.
- 3.6 Tutors are expected to be in their room to welcome Learners for a 9am prompt start in the morning and at 1.30pm in the afternoon. Morning Registers are collected at 9.15am and anyone who attends after this time will be registered as Late.
- 3.7 The times of sessions are:
- Morning sessions begin at 9am sharp
 - Morning break begins at 10.30am and ends at 10.50am
 - Lunchtime begins at 12.30pm and ends at 1.30pm
 - Afternoon session begins at 1.30pm sharp
 - Afternoon break begins at 2.30pm and ends at 2.50pm
 - The last session will begin at 2.50pm and normally end by 4pm
- 3.8 No session times will be changed without the express permission of the Directors or in case of an emergency. Teachers/Tutors may not amend the timings of the day without consulting the Directors.
- 3.9 Learners will always sign in as soon as they are on the premises and will sign out when they leave the premises. This is part of our Safeguarding process (in case of evacuation etc) and also is monitored so that hours studied are met.
- 3.10 Any Learner who knows they will be either ill or late to any session must contact the organisation as soon as possible and at least by 9am on the day of absence or lateness. Barrett-Bell Ltd should be informed either by phone (01438 727667) or email (info@barrettbell.co.uk). Messages left on the answerphone and emails must clearly state the name of the Learner, the date(s) of absence or lateness and the likely time of return to the course or estimated time of arrival. This information must be shared between Administration and teaching Staff immediately.
- 3.11 Barrett-Bell Ltd recognises that from time-to-time Learners may need flexibility in the course (because of childcare, caring duties, health issues, housing and/or benefit difficulties etc.) but all Learners must understand

that any special arrangements are disruptive for other Learners and do not set a precedent for others or an automatic agreement to their request(s). Any temporary special arrangement must also be agreed with a limited timescale identified and recorded and signed/dated by the Learner and Teacher/Tutor provided it has been sanctioned by the Director. The Directors have the final discretion in any request for special permission for absence or lateness.

3.12 It is expected that any appointment/holiday/interview will be arranged as far as possible outside of course hours. Barrett-Bell Ltd recognises that some events are unpredictable or are recognised nationally as being a reason for absence or lateness:

- Illness
- An emergency to look after a family member or person for whom the Learner has a caring responsibility
- Bereavement and attendance at a funeral of a close relative or friend
- A medical appointment that cannot be arranged outside training hours
- Severe weather conditions that cause the closure of the organisation or stop Learners travelling
- Severe disruption to transport (strike action/severe weather/serious road accident) that causes delays or cancellations
- A special religious holiday
- A job interview
- Driving test
- Jury service
- Attendance at court or a probation meeting

(NB. Unplanned Holidays, Birthdays and celebrations, shopping, driving lessons, suffering from previous night excesses etc. are unacceptable as valid reasons to miss training time.)

4 Process

Barrett-Bell Ltd will assess the implementation and impact of this Policy on a continuous basis and undertake a regular formal review on an annual basis to ensure it is fit for purpose. Any

changes or directives from the DfE, ESFA or Examination/Awarding Bodies will be implemented.

- 4.1 All Learners will always sign in as soon as they are on the premises and will sign out when they leave the premises.
- 4.2 Learners will be marked 'present' if they are in attendance at the registration time and remain until the conclusion of the session, as determined by the Tutor. Non-attenders at registration will be marked as 'non-attendance.' A Learner will be marked 'late' if they arrive after the Register has been closed. The number of missed minutes will be recorded.
- 4.3 Occasionally, Learners may be on other premises for part of their study and will be entered on the Register as 'attending' and still in learning as part of the course (eg. on employer's premises, portfolio development, collecting photographic evidence, study leave)
- 4.4 If a Learner notifies Barrett-Bell Ltd that they will be absent prior to the absence and it is agreed that the reason is acceptable, then the Learners will be recorded as 'authorised absence.' Learners who do not have any valid reason for not attending and are absent will be marked as 'unauthorised absence.'
- 4.5 On a daily basis these rules will be followed where a Learner fails to attend without prior notification:
 - Call to appropriate contact number of any absentee by the Administration when Registers closed
 - Notification of absence or lateness relayed to Teachers/Tutors and outcome recorded
 - Where absence or lateness is unacceptable (either because reason given is unsatisfactory or it is becoming regular) then the Tutor will speak with the Learner informally on their return to ascertain if there are any Safeguarding issues and then formulate a strategy for improvement with the Learner
 - If there is no improvement then a formal warning letter will be sent explaining the need for good attendance and/or punctuality and the consequences of a lack of improvement

- If the situation continues, then the Leadership will speak with the Learner and a second formal warning letter will be sent recording the requirements of the course set by the Examination Board and, if appropriate, the Student Loan Scheme
- If the situation is still not resolved satisfactorily, then the Learner will be interviewed by one Director (the second Director will be available for any Appeal Process) and the Director has the jurisdiction as to whether the Learner may continue on the course (with a dedicated catch-up programme), must defer their learning and continue on a subsequent cohort or must withdraw. A third formal letter will be sent outlining the Director's decision and reasons for it.
- Any Appeal by the Learner will be referred to the second Director. The decision of the Director at Appeal is final.

5 Punctuality

Learners are expected to be prepared to learn and on time. As part of their future role good customer service will be important – and clients and customers will not tolerate lateness, hence it is important that good practice is started early.

- 5.1 Learner Punctuality will be monitored following the same principles as for Attendance ie in the best interests of all Key Stakeholders.
- 5.2 Where Learners know they will be unavoidably late (eg. vehicle crash on motorway, puncture) they must inform the Office at the earliest opportunity and give an ETA. Where Learners contact Barrett-Bell to let the organisation know, as a matter of courtesy, they will be late for some acceptable reason then this will be recorded to show they have followed the correct procedure.
- 5.3 Where there is a pattern of lateness, the Teacher/Tutor should discuss this with the Learner, in case there are any temporary challenges that the Learner is dealing with and in line with a desire to ensure Learner wellness. If the situation does not improve then the case should be referred up to the Directors for consultation and may have consequences for the Learner's ability to complete the course.

6 Learner's Responsibility

- 6.1 Learners must provide a suitable current contact phone number should Barrett-Bell Ltd need to pursue absence or lateness issues.
- 6.2 Learners should aim to attend every session and be on time.
- 6.3 Where Learners are likely to be absent or late, they should inform the Administration at the earliest opportunity and at least by 9am on the day of absence or lateness.
- 6.4 Learners should respect the Staff and their colleagues by not arriving late, taking additional time out for breaks or lunch or keep asking to leave the class (to make a phone call, smoke, prepare snacks etc). Learners need to understand that their behaviour impacts on others and could damage their and their own chances of success.
- 6.5 Where Learners are experiencing personal challenges and need flexibility in attendance or punctuality they should first speak with their Tutor.

7 Staff Responsibility

- 7.1 The Register is a legal document and must be kept accurately and completed on time. The Register(s) may provide evidence for self-assessment, Inspection by OfSTED, in investigations by Social Services or prosecutions by the Police hence, any Teacher/Tutor failing to complete the Register correctly and truthfully may be subject to disciplinary action.
- 7.2 Teachers/Tutors should model good attendance and punctuality and should be well prepared in their room promptly for sessions. Teachers/Tutors should not be regularly leaving their rooms except for official breaks. Being out of the room to take personal phone calls, photocopy materials etc does not model good attendance and is a disciplinary matter.
- 7.3 Teachers/Tutors should explain the importance of good attendance and punctuality to their groups in Induction and throughout the course. Teachers/Tutors should refer to the requirements of the

Examination/Awarding Boards for attendance requirements and the expectations of the Industrial sector to convey the impact it has on fellow Learners.

- 7.4 Teachers/Tutors should monitor attendance and punctuality and take action where there is a sudden change in the behaviour of a Learner or where an identified pattern starts to emerge (eg. missing the same day each week or being late every day). Any Safeguarding concerns should be reported according to the Barrett-Bell Ltd Policy regarding Safeguarding to the appropriate person.
- 7.5 Where any Learner approaches the Teacher/Tutor to request special dispensation to arrive at a different starting time or early leave - it must be referred to a member of the Senior Leadership Team for consideration. Any special arrangement must be recorded formally and only with the Director's agreement.