

Procedure Title	Attendance and Punctuality Procedure (Learners)
Date Approved	March 2019
Approved by	Vice Principal Curriculum Quality and Learner Experience
Next Review Date	August 2021
Executive Lead	Vice Principal Curriculum Quality and Learner Experience
Applicable to:	Staff, Students
Accessible to:	Staff, Students

Purpose

To define the process in relation to the College Attendance and Punctuality Procedure for all learners. The College Attendance and Punctuality Procedure will ensure the College provides a consistent approach to the completion of registers and attendance information.

Scope & Responsibility

- This procedure is applicable to all learners attending any programme of study through Loughborough College
- All staff in all roles and at all levels are accountable for understanding their responsibilities under this policy, and it is the responsibility of staff across college to ensure that the procedure is adhered to as detailed and within the stated time frames.
- Loughborough College has a structured procedure for processing and sharing information about its students containing personally identifiable information to ensure that information is managed in accordance with the Data Protection Act 2018 and the European Union's GDPR.

Procedure

1. Registers and the Law

The keeping of registers is a legal requirement for the following reasons.

- **Health and Safety and Safeguarding:** In the event of an incident on college premises it is important we have as clear a picture as possible as to which learners were on site and which were not. Fully completed registers will help with this process.
- **Education:** The law requires parents/carers to make sure their children receive full-time education suitable to their needs. By raising the participation, age the government included learners who are aged up to and including the age of 18 in this. Attending college regularly is important for our learners. For example, learners who miss college lessons often tend to fall behind with their work and do less well in exams. Good attendance shows potential employers that a learner is reliable, and research suggests that learners with good attendance are less risk of getting involved in antisocial behaviour or crime

- **Use as evidence in possible criminal proceedings:** A learner may be accused of being involved in criminal activity and it is not uncommon for the learner to claim that they were attending college on the day/time of the accusation. If registers are not kept accurately, a learner could potentially be denied a piece of evidence that could be used in a court of law. Equally, this could work the other way and clear a guilty learner as the college could not supply evidence that they were not in class
- **Tracking Overseas Learners:** The College is required to monitor the attendance of its international learners with a Tier 4 Learner visa. Failure to keep accurate records may jeopardise our sponsor licence

2. Monitoring Attendance and Punctuality

For each learner, a register of attendance will include:

- Learners name / the course code and session title (all written in full)
 - Session start and end time
 - The attendance codes will be used as per the official attendance code list (Appendix A) with ALL attendances, absences, lateness, in whole or in part, coded to identify the nature of the absence
- Attendance MUST be recorded for each class or period of scheduled instruction (including instructional or supervised study activities). The attendance register - to be completed in electronic format on Pro-Solution (unless otherwise agreed in writing with the Senior MIS Manager), is an auditable document
- Failure by a teacher/lecturer to provide a true, accurate and complete register promptly may result in disciplinary proceedings
- Registers are to be marked during the class and **within 15 minutes** of the beginning of a teaching session
- If covering a class, the register marking is the responsibility of the staff member delivering the session being covered
- When additional information is received from a learner during a learner/staff meeting that requires corrections to be made to a learner's attendance record, such corrections are to be made immediately using the Pro-Solution register system or by emailing the Senior MIS Manager

3. Reported absence 'R' is

- Absence reported by the learner in advance

If a learner wishes an absence to be recorded as 'reported absence' and claim their 16-19 Bursary/19+ Bursary/Advanced Learning Loan Bursary they must contact the College as normal prior to the class/event and provide appropriate reason. If a student is absent, the bursary will not be paid on an A mark and so all absences must be reported absences with the student getting an R mark. That will pull the bursary payment through.

4. Unreported Absence 'A' is

- Absence not notified in advance of the class/event

5. Absence Control Strategies

Independent research has shown that the single most effective tool in improving attendance is the implementation of same-day contact. A first day response to non-attendance emphasizes to learners and appropriate parents/carers/employers that unreported absence is taken seriously, and will be challenged.

Action by the college will include:

- An automated email will be sent to any learner and his/her/their parent or guardian (where the learner is under 18, and those aged up to 23 with an EHCP) at the end of any day where any absence from a class is recorded- Either unreported (A) or reported (R) (This makes it essential that all registers are marked in a timely fashion)
 - Staff challenge late arrival in classes and follow up any absence as soon as possible
 - Attendance reports are regularly reviewed
 - Attendance reports shared with appropriate parents/carers of learners aged under 18 and those aged up to 23 with an EHCP
 - Attendance reports shared with employers where the employer is funding the training/allowing time off work/paying the learner to attend **and** a data sharing agreement is in place.
 - Arranging meetings in the college with appropriate parents/carers and relevant employers (as detailed in the 2 points above) to discuss attendance and associated problems
 - Use of the learner disciplinary policy and procedure, where applicable
 - Raising through safeguarding procedures, particularly if the learner is identified as vulnerable
 - Raising awareness of the implications of poor attendance through:
 - induction
 - tutorials
 - reviews
 - Acknowledging good or improved attendance
- If a learner under the age of 18 or identified as vulnerable has an unreported absence (A) from the college for more than one day, the college has a duty of care to contact the parents/guardians and refer to safeguarding if there are concerns about the learner's wellbeing. It is the responsibility of the Curriculum Manager to organise this.
- If a learner under the age of 18 or identified as vulnerable has a reported absence (R) from college for more than three days, the college has a duty of care to follow up and inform parents/guardians and refer to safeguarding if there are concerns about the learner's wellbeing. It is the responsibility of the Curriculum Manager to organise this.

6. Process for learner's notifying college of their absence

- Learners can now report absences through their ILP. This will allow them to report daily absences with accompanying reason. Designated staff in registrations will process these

ILP entries and approve as Reported absences (R)

- Each Curriculum Area will provide learners with a telephone contact number to use to notify the area in advance of any absence in order for it to be considered as Reported (R)
- Designated staff in the Curriculum Area will take calls and messages and log the absences on ProSolution

7. Promoting Good Punctuality

- Punctuality is to be encouraged, by tutors, as a good habit and any persistent lateness should be challenged appropriately with the individuals concerned, with evidence recorded on their ILP
- Learners should be challenged, supportively, about their lateness, but the reason for their lateness should not be raised in front of the whole class
- Curriculum Areas are responsible for ensuring that all learners are informed during induction and tutorial that, should the learner arrive late for a class, they are expected to knock and wait to be admitted by the member of staff in charge of the session. Staff should respond to and admit the learner into the class within a maximum of 5 minutes. Staff are requested to refrain from posting notices on class doors to this effect.

8. Procedure Guidelines

- Unless there is an issue with the IT equipment or connection, **all session registers must be completed within 15 minutes** of the beginning of the session. For off-site delivery where, by virtue of the activity being undertaken, this is not practical, registers must be completed **within 24hrs of the lesson**. Where access to the electronic register is not possible, the teacher must use a temporary paper register and transfer the information onto the electronic record **by the end of the week**, after which time the paper register **must be securely disposed of through confidential waste shredding**.
- **Where access to the electronic register is not possible, the security of the register that is being kept is vital and a copy must only be held with the timetables and register team following secure transfer, please contact Timetables.Registers@loucoll.ac.uk for information about how to do this. All other copies MUST be destroyed to prevent data breaches.**
- In circumstances where the scheduled teacher is absent the substitute teacher has the responsibility for ensuring the register is completed. In exceptional circumstances where there is no substitute teacher or supervisor, the entire class will be cancelled and the register marked with D – Class Cancelled. Refer to Appendix A for the register completion codes and definitions.
- All School Links registers **MUST** be marked within 10 minutes of the start of the session, **as we have a statutory obligation to provide schools with absence information in a timely manner for Child Protection reasons.**

- All staff members who are required to mark registers can access training through MIS. This is especially important for new staff. Please email Timetables.Registers@loucoll.ac.uk to book a training session.

NOTE: ANY ISSUES PREVENTING THE MARKING OF AN ELECTRONIC REGISTER IN A TIMELY FASHION MUST BE REPORTED THE SAME DAY TO THE IT HELPDESK (where there is an IT failure/issue) **AND** ALSO TO Timetables.Registers@loucoll.ac.uk

9. Equality and Diversity Statement

An Equality Impact Assessment has been conducted and the necessary amendments made to the policy.

10. Linked Procedures/Policies

- a. Learner Disciplinary Policy and Procedure
- b. Learner Agreement and College Code
- c. Privacy and Personal Data Protection Policy
- d. Student Reference Policy
- e. Texts and Emails to Personal Accounts Policy

11. Location and Access to the Policy

[College Website Policies and Procedures.](#)

12. Persons Responsible for the Policy

Vice Principal Curriculum, Quality and Learner Experience

Appendix A: ATTENDANCE MARKS AND REGISTER MARKING RULES 2018/19

Mark	Mark Description	When to Use	Notes	Attendance Status	Bursary Status
A	Unreported Absence	When absence is unexpected, the tutor has not seen or heard from learner before the lesson, and messages have been checked. This will affect Bursary payments.	Do not use for withdrawn, transferred or completed learners, or cancelled classes	Did not attend	No Attendance
R	Reported Absence	Learner has given prior warning of a reason for not attending a lesson (either through their ILP or the agreed departmental telephone contact number)	Lecturers can use this mark for up to one week post class where they are aware that a learner has reported their absence (ie feeling ill earlier in the day and leaving college for later classes)	Did not attend	Attended
B	Supported Absence	Used if a learner is absent and unable to attend campus for a reason related to a known medical or mental health issue, long term illness, or suspension. This will have been noted on the learner's ILP.	This is approved by the Head of Department	Attended	Attended
C	Completed	This is used when an individual learner has completed earlier than the end date of the course and no longer attends the class. Temporary use only until learner has been removed from the register.	If you use this mark you must also contact the Exams team to arrange the formal completion of the learner. Once this is processed, the learner will no longer appear on the register.	Not required to attend	No Attendance
D	Class Cancelled	When the entire lesson is not going ahead. This is used when a class is cancelled, for reasons out of the control of the learner.	This mark can only be entered if you use the Class Cancelled button at the bottom of the register.	Not required to attend	Attended

H	Private Study/Never Required to Attend	<p>When it was never intended that the learner MUST be in the lesson. This can include learners with the option to attend revision lessons or not.</p> <p>NOTE: The entire class cannot be marked as H. If so the class would be cancelled and needs marking as a D.</p> <p>PLEASE BE AWARE THAT H MARKS SHOULD BE A RARE OCCURANCE.</p>	<p>Do not use for any class that makes up the planned delivered study hours of the learners course.</p> <p>Do not use if a learner should not be on the register at all, please inform Registers who will remove the learner.</p>	Not required to attend	No Attendance
L	Late/Left Early but Attended	When a learner is more than 5 minutes late for a session or leaves more than 5 minutes early. (As per the attendance and punctuality procedure).	Record the number of minutes missed and note in the notes section whether the learner arrived late or early. (Should also be recorded in ILP)	Attended	Attended
P	Present	Learner is physically present in the session and arrives on time.	Do not use this mark if the learner is not physically present in the classroom.	Attended	Attended
T	Transferred to another Course or Module	When an individual learner had transferred from one course onto another and no longer attends the class. Temporary use only until learner has been removed from the register.	<p>If you use this mark you must also complete an RLA to transfer the learner. Once the completion has been processed the learner will no longer appear on the register and will appear on the register for the course they have been transferred to.</p>	Not required to attend	No Attendance (Should have attended mark on another class register)
V	Visits and Trips	<p>When a learner has been confirmed as attending a visit or trip.</p> <p>If learner is on a visit or trip, please use the V mark for all registers/classes that the learner would have attended whilst on the trip. This may be the entire class or only part of it.</p> <p>A paper register MUST be kept for those learners actually attending the visit or trip.</p>	Do not use if you expect that the learner is on a trip, but can't confirm that they did attend. Visits and trips MUST always have paper registers taken by staff in attendance.	Attended	Attended

W	Withdrawn	When an individual learner has withdrawn and no longer attends the class. Temporary use only until learner has been withdrawn from the course and is removed from the register.	If you use this mark you must also complete an RLA to withdraw the learner. Once the withdrawal has been processed the learner will no longer appear on the register.	Not required to attend	No Attendance
E	Exam	Only to be used for learners who do not attend a class that is currently running because they are sitting an exam.	The learners will be marked Present or Absent on the exam register.	Not required to attend	No Attendance (Should have attended mark on Exam register)
U	Unknown MIS use only	<ul style="list-style-type: none"> • Staff left without retaining any attendance record • Staff has lost attendance record • Staff never kept any attendance record 	Lecturers cannot use this mark. This mark indicates non-compliance with legal and audit requirements and is only used in extenuating circumstances, and with the approval of the curriculum manager.	Not required to attend	No Attendance

REGISTER MARKING PROCEDURE

Marking Registers

All class registers must be completed within 15 minutes of the beginning of each session. For off-site delivery where, by virtue of the activity being undertaken this is not practical, registers will be completed by the end of each day. Where access to the electronic register is not possible the teacher will use a temporary paper register, and will transfer the information onto an electronic record by the end of the week, however it is the individual teacher's responsibility to ensure the security of each paper register and information held within until transferred to electronic means and destroyed.

Attendance Status

This is how the mark affects attendance figures. **Attended** is a positive mark. **Did not attend** is a negative mark. **Not required to attend**, is a neutral mark. It has no direct impact on attendance, but it does reduce the number of possible attendances, therefore inflating the percentage impact of any negative attendances.

Bursary Status

This works in the same way as the attendance status, but the setting is not always the same. Some marks count positively towards bursary percentage attendance, if though they didn't strictly attend.

Emails

Every Monday and Friday you will receive automatic email notifications about registers if you have some unmarked registers. Your direct Line Manager and Head of Department will be copied in on those emails.

Absence Reporting for Learners and Parents

Learners can use their ILP to notify the college in advance of their absence. They or their parent/carer can also telephone the agreed department contact number to report an absence.

Reported Absence

Staff can use the R mark directly on the register on the day, only when they are aware that the learner has reported their absence in advance

Reported absences must **always** be notified and in advance. The lecturer only can edit a register mark from absent (A) to reported/notified absence (R) for one day after the date if a student later gives a valid reason (with evidence) for their absence. After this time, please follow the process detailed in Appendix B

Late Attendance

If a student is 5 minutes or more, late for class you should record the number of minutes of lesson missed if using ProSolution, register scan will automatically update this field. A report is available which will show consistent occurrences so that this can be addressed in tutorials.

Not my Register

If you have been allocated a register that you believe does not occur or belong to you, **please inform the Timetables/Registers team immediately.** Timetables.Registers@loucoll.ac.uk
If you just leave it, you and your HOD will receive emails about unmarked registers.

Cover

You are responsible for marking the register for every session you teach, even if you are covering for someone else. The Timetables/Registers team will make every attempt to find out about organised and emergency cover and make sure the appropriate registers are available in your list of **My Registers for Today**. If a register is not available to you where you feel it should be **please inform the Timetables/Registers team immediately at** Timetables.Registers@loucoll.ac.uk. If you are not able to do so, please **keep a paper register and update the electronic register by the end of the day.**

Timetables/ Registers Team Contact details

James Kilby-Brooks	01509 618325	Ext. 6325
Edgar Yeung	01509 517378	Ext. 7378
Lisa Hatton	01509 618292	Ext. 6292
Amy Craig	01509 618325	Ext 7113

Email Timetables.Registers@loucoll.ac.uk

Please do not hesitate to contact the Timetables/Registers team with any registers problems or for advice. We are happy to help you and answer any query you may have.

Appendix B

Editing Register Marks

All class registers should be accurately completed within 15 minutes of the beginning of each session and you shouldn't need to change register marks unless an error was made to begin with. However mistakes can occur which require correction, and learners occasionally produce evidence that supports a change in mark order to enable a bursary payment claim. It may be that whilst there is no change to a mark required, a manager wishes a learner to receive their bursary due to extenuating circumstances. It is vital that register marks are a correct reflection of actual events as the college receives requests from outside agencies (such as the Police) to verify the attendance of individuals in some closely monitored situations and attendance is also used when providing student references etc...

This is the process: If the process is not followed the change request will be rejected.

1. All registers should be marked within 15 minutes of a class starting, however, any completed register can have its marks amended by the Tutor/Lecturer within 24HRS of the class being held using ProSolution Web.
2. If a register mark requires amending between day 2 and 1 week, it can be done by the Tutor/Lecturer completing a register mark change electronic form and sending it to Timetables.Registers@loucoll.ac.uk with their HOD copied in providing a justifiable reason for the change. (Note that **evidence** to support any change may be required at a later date on request)
3. If a register mark requires amending between 1 week and 1 month it can only be done by the HOD completing a register mark change electronic form and sending it to Timetables.Registers@loucoll.ac.uk providing a justifiable reason for the change. (Note that **evidence** to support any change may be required at a later date on request)
4. If a register mark requires amending from 1 month or longer it can only be done by the HOD completing a register mark change electronic form and sending it to Timetables.Registers@loucoll.ac.uk providing a justifiable reason for the change along with a copy of the evidence that supports the change.
5. Where a manager wants a learner to receive their bursary due to extenuating circumstances after a month or more of the class taking place, but they hold no evidence to change any marks. This can only be sanctioned by the HOD contacting the Student Finance Officer/Head of Learner Services to discuss and agree the situation.
NOTE: that in this situation no register marks will be amended. (See Appendix C)

NOTE: ANY ISSUES PREVENTING THE MARKING OF AN ELECTRONIC REGISTER IN A TIMELY FASHION MUST BE REPORTED THE SAME DAY TO THE IT HELPDESK (where there is an IT failure/issue) **AND ALSO TO** Timetables.Registers@loucoll.ac.uk

Appendix C

16-18 Bursary / 19+ Bursary / Advanced Learning Loan Bursary

Bursary is paid based on the attendance percentage of a learner for the previous month. Attendance for the previous month is checked on the Learner Support Fund database and the bursary is paid in percentage terms as follows:

95% – 100% attendance= 100% of bursary paid

Less than 95% attendance= No bursary paid/cancelled

*The attendance percentage for bursary purposes discounts **Reported Absences** when calculating.*

A cancelled bursary payment can made on a discretionary basis for learners without attendance where the learner faces hardship due to extenuating circumstances without payment. These payments can only be actioned by the Student Finance Officer/Head of Learner Services being contacted directly by the HOD of Curriculum to discuss the circumstances.(See Appendix B5)

Appendix D: Frequently Asked Questions

Why it is so important to mark registers on time and correctly?

- The revised attendance procedure requires promptly marked registers to ensure that absence emails are sent to the appropriate learners and their parents/carers
- Any incorrect marking will affect a student's attendance report and other reports.
- Any incorrect marking will potentially also affect a student's bursary payments.
- Keeping attendance records is a legal obligation and completing registers timely and accurately is a contractual obligation for teaching staff.
- Registers support accurate ILR returns and funding claims.
- The college is required to monitor the attendance of international learners with a Tier 4 Student visa. Failure to keep accurate records may jeopardise our sponsor licence.

Why do I have registers that don't belong to me?

- It could be that the timetable has incorrect details, possibly the event has been changed and no-one has informed Timetables of the change. Please inform the Timetables/Registers team urgently.
- The register may have more than one scheduled lecturer. If you share the teaching of a lesson, you will both receive the register to be marked. You are both equally responsible for ensuring that register is marked and should organise who will mark it.

What if the register is not available or I am having problems accessing ProSolution Web?

If, for any reason, you were unable to mark the register in ProSolution Web, always keep attendance records on paper or in an alternative electronic format. Inform the Timetables/Registers team immediately about your problem and they will sort this as soon as possible, then you can transfer the marks into ProSolution at the end of the day, but ensure that you keep any paper or alternative electronic copies secure, and destroy them securely as soon as the ProSolution register is marked.

Do I need to mark a register if I have covered other lecturer's lesson?

Yes, all registers are the responsibility of the person that took the session.

How do I find the register of a lesson I am covering?

In collaboration with the administration teams, the Timetables/Registers team will make every effort to find out about organised and emergency cover. They will make sure that the register you are covering appears in your **My Registers for Today** list.

What if all the learners have all finished on a register?

Don't mark everyone as completed (or any other mark). If the entire class should no longer be attending, the timetable needs to show this. Contact the Timetables/Registers team who will

remove all the remaining sessions. However please note that registers are set up to run for the planned class duration to deliver the appropriate delivery hours. Why is the class finishing early?

What mark should I use if a student has been suspended?

B – Supported Absence, as we need to ensure bursary payments are made to suspended learners.

What mark should I use if a student is off with long term ill health?

B – Supported Absence, as we need to ensure bursary payments are made to learners with long term ill health where we are aware of this (with evidence) and are supporting their recovery. Note that this is known about long term ill health where we are supporting the learner and family.

What mark should I use if a student had to see their progress tutor during my lesson?

If you were informed of this before your lesson, they should be marked as **H – Private Study/Not Required to Attend**.

What mark should I use if a student is asked to leave the class?

If this is just for one session, you should record **L – Late/Left Early** and record the minutes. If the lesson consists of two separate sessions with a register for each, you should mark them as A - Absent for the second part, assuming the student does not return.

What happens if a student is late for a lesson?

You will need to record them as **L – Late/Left Early** with number of minutes missed as usual. A ProSolution report is available for Progress Tutors and Curriculum staff to review where frequent missed minutes occur with the same learners. They can then follow this up appropriately.

What if a student informs me of the reason for their absence at some time after the lesson?

You should leave their mark as **A – Unreported Absence** unless the absence was unforeseen and the student can supply a strong reason with evidence why they failed to contact the College before the lesson.

What mark should I use if I agree that a student does not have to attend a particular lesson for the whole year?

You should contact the Timetables/Registers team to have them removed from the register. Please be aware that if the student is not going to be attending all of their lessons, their Guided Learning Hours will be lower than expected and we could lose funding because of this.

Why do I keep getting emails from Timetables/Registers?

We will email you about unmarked registers for your benefit. It is a legal requirement that you mark registers at the beginning of each lesson. We understand that it is not always possible to do that straight into ProSolution, so will accept registers marked by the end of the day.

Why are my attendance reports showing different possible attendances for each student?

Most commonly this is to do with your use of the H mark. The H mark means that it was **not intended** for the student to be in the lesson; therefore it wasn't possible for the student to attend. You must not use the H mark to mean that you agreed an absence where the student would otherwise have been expected in the class. The main use of H is to indicate private study. Any other use of this mark should be rare.

One other possibility is that the learners are on different numbers of registers. Sometimes a student is missing from a register or on a register they shouldn't be. If you think this has happened please tell the Timetables/Registers team.

Why am I still getting registers when my classes have finished?

Registers are created from timetables. If your registers are still appearing, then your timetable is still running. You need to contact the Timetables/Registers team to get them to remove the sessions. This is why it is so important that timetables have correct start and end dates when courses are set up at curriculum planning stages.

I feel I need some training about Registers

Please contact Timetables.Registers@loucoll.ac.uk and tell them you would like some training, they can help you with this.

Change log

Date	Version number	Details of change	Reviewed by	Job title
19.06.2015	Original	None		
08.08.2017	V1	Amended in line with changed attendance marks, some minor GDPR recommendations and additional legislative information. J Mark only available through attendance hotline	Sally Cooper	Senior MIS Manager
24/5/2018	vdes 14-5-18	Amendments made to the policy and register marks to fit with a new approach to attendance monitoring, which is curriculum led and owned	Des Gentleman	E&D Manager
26/6/2018	vdes 16-6-18	Further amendments made to incorporate new coding	Des Gentleman	E&D Manager
16/08/2018	V1.2	Amendments made to policy following discussion with VP to address evidence required at audit and clarification of marks/coding required by system.	Sally Cooper	Senior MIS Manager
14/09/2018	V1.3	Des amends pending final agreement of process	Des Gentleman	E&D Manager
27/9/2018	V1.4	Des changes to marry with agreed changes on 21/9/18	Des Gentleman	E&D Manager
10/10/2018	V1.5	Des changes to meet process agreed with VP CQLE regarding staff use of R mark et al.	Des Gentleman	E&D Manager
05.03.2019	V1.6	Updated bursary details and changing register marks process Appendix B following discussion with VPCQLE.	Sally Cooper	Senior MIS Manager
11.03.2019	V1.7	Couple of minor tweaks around exam and completion marks	James Kilby-Brooks	Senior Registers Officer and DPA
26.06.2019	V1.8	Additional paragraph in section 7	Des Gentleman	E&D Manager