



**Buckinghamshire  
College Group**

**Buckinghamshire College Group  
Attendance and Punctuality  
Policy and Procedures  
2018/19**

Responsible Officer: Executive Director Student Support and Services  
Date: May 2018  
Date of Review: August 2019

## **Attendance and Punctuality Strategy**

### **Purpose**

All students should aspire to have 100% attendance and punctuality. Improving attendance and punctuality improves achievements and supports students to achieve their full potential. Attending all lessons on time is an essential behaviour in preparing students of all ages for work. The KPI for attendance across college for 2018-19 is 92% and this must be the minimum target for all students.

### **Supporting Attendance and Punctuality**

Work to develop positive behaviours towards attendance and punctuality will begin during induction activities. Principal and Campus Director welcome sessions will focus on the vital importance attendance has on achievement. Teachers in all induction lessons and Coaches who deliver tutorial inductions will explain the importance of attending all sessions, arriving punctually and being prepared for learning. This will prepare and support the student to ensure they are able to learn, achieve and prepare for the world of work. The Faculty Directors and Curriculum Managers must ensure this message is reiterated throughout all welcome activities.

Students attend sessions throughout their week across a range of provision in college including vocational sessions, tutorials, English, Maths, Directed Study and AME/Project. All staff working with students will need to communicate effectively to ensure students are supported to improve on any poor attendance that falls below 92%

Students identified by admissions through the applications and/or interview process of potentially being at risk of poor attendance including those accessing external support agencies will be supported by the campus Safeguarding and PREVENT Officer at enrolment. The role of the Safeguarding Officer is to ensure the college's expectations of high attendance is shared and strategies to support the young person are developed in a timely manner.

All students in induction, complete a Student Services questionnaire to ensure that where support has been provided in school this can be reviewed by the Coach and/or Safeguarding Officer to plan individual strategies to support high attendance.

Buckinghamshire College Group Coaches will take the lead in monitoring student attendance on full time Study Programmes. Working with the Curriculum Manager they will ensure any non-attendance is followed up and that strategies to improve attendance are regularly reviewed and monitored. The **first six weeks** of the Study Programme is a vital time to ensure expectations and standards of high attendance are embedded. Students with poor patterns of attendance within the first two weeks

**must** be seen by the Faculty Director with parents/carers to assess suitability to the programme.

Coaches will meet weekly with the Curriculum Manager to address attendance data and patterns of students on Study Programmes and plan interventions.

All Teachers and Coaches should role model excellent attendance and punctuality, ensuring that starts of sessions are brisk and lively with a welcome activity to encourage students to attend punctually.

Students will be issued with cards with the curriculum number on for texting in their reasons for absence. Curriculum Administrators will input these reasons into the student records on ProSolution and update the daily registers with **informed** marks. This process allows these reasons to be collated for addressing by the Coach. Coaches will follow up with each student to ensure reasons are genuine and not developing into a pattern of poor attendance, particularly monitoring English, Maths, tutorials, directed study and AME/Project.

Students who are late without prior reasons should be challenged to the reasons why by the teacher and settled into learning quickly without disruption to others' learning. Lateness will be recorded on the register and followed up by the Coach in individual discussions. Patterns and reasons of lateness need to be addressed to ensure improvements can be made.

All non-attendance where students or parents have not informed via text messages or phone calls will be followed up after every session by the **Curriculum Administrator** following the attendance procedures relevant to the programme of study set out at the end of this policy.

19+ students will be offered support through their Programme Leader and Curriculum Manager as required.

Apprentices will be supported by their WBL Assessor working in collaboration with the Employer to identify barriers to attendance and develop strategies to improve.

Where appropriate, additional support for students not complying with targets set by the Coach to improve attendance and punctuality, can be referred to the Student Services team who may assess external agencies for support.

Where support is not successful in reducing non-attendance and/or lateness and targets are not met, the student disciplinary procedure will be invoked.

All teachers are responsible for completing their registers electronically at the start of each session (within 15 minutes) and for registering lateness.

Teachers should refer to the register handbook for guidance on completing registers, including what is meant by an authorised absence. This handbook is given to new teachers at induction and can be found on the MIS portal. Training can be provided by MIS.

Attendance will be reviewed weekly with the Coaches and Executive Director Student Support and Services.

### **Monitoring**

All Coaches, Teachers and Programme Leaders must monitor the attendance and punctuality of their students including; English and Maths, vocational, tutorial, directed study, project sessions and work experience, ensuring that prompt actions are taken and recorded to address poor attendance and punctuality.

Attendance and punctuality will be monitored weekly at team meetings by Curriculum Managers through group and individual attendance data. Coaches will feedback their work with students and all actions taken to address any instances of recurring poor attendance and punctuality will be recorded onto ProMonitor.

Attendance will be monitored through the weekly attendance dashboard, College KPI's, daily register reports and termly Success Panels. The Coach will lead on the actions to be taken.

Registers will be monitored for 100% completion on a daily basis. Staff MUST mark their registers within the 15 minute slot to support monitoring processes.

Directorate and the Governing Body will monitor overall attendance through College KPI's.

## BCG Study Programme – Attendance Strategy

**Non-attendance monitoring** – Roles, Responsibilities and Processes  
September 2018

### COLLEGE ATTENDANCE TARGET 92%

Responsible Person/s	Process and Procedure
Executive Director Student Support and Services	<p>The Executive Director has overall responsibility for ensuring student attendance meets the college target of 92% and above.</p> <p>Reports will be sent daily and made available on ProSolution for all staff to monitor attendance of individual students. Attendance will be a standard agenda meeting item for all levels of meetings across the college group ensuring monitoring is analysed, strategies are reviewed and disciplinary procedures are being followed.</p> <p>Attendance reporting by level, throughout the academic year, and with the following emphasis, will be monitored by students with attendance</p> <ul style="list-style-type: none"> <li>• Below 95%</li> <li>• Below 80%</li> <li>• Below 50%</li> </ul> <p>Half-termly meetings to be led by Executive Director by campus with FDs and CMs to review attendance below 92%.</p> <p>Weekly meetings with Coaches to review actions being taken.</p> <p>The Success Panels will review student attendance.</p>
Buckinghamshire College Coach	<p>Performance/achievement Coaches will:</p> <ul style="list-style-type: none"> <li>• address attendance of their students daily and lead on planning and implementing actions to improve student attendance.</li> <li>• contact students not in attendance to gather reasons for absence and to book one-to-one meetings.</li> <li>• work with students with less than 95% attendance to identify barriers to attendance and develop strategies and action plans to improve.</li> </ul>

	<ul style="list-style-type: none"> <li>• liaise with FDS, CMs, PLs and Student Services to develop the most effective strategies and monitor these.</li> <li>• record all actions and progress on student E-ILP/ProMonitor.</li> <li>• attend CM team meetings to feedback progress.</li> </ul>
All teaching staff, assessors, technicians and Coaches	<ul style="list-style-type: none"> <li>• Will mark registers <b>within 15 minutes</b> of the start of a lesson.</li> </ul> <p>*access for workshop session in review</p>
MIS	<p>MIS will:</p> <ul style="list-style-type: none"> <li>• send automated text messages to students' mobile phones and parent/carer mobile phones when a student has been marked absent (●) 15 minutes after a session has started.</li> <li>• provide register reports for CAs, Coaches and CMs.</li> <li>• provide attendance data for all students by each element of their programme of study.</li> </ul>
Curriculum Administrator	<p>Curriculum Administrator (CA) will:</p> <ul style="list-style-type: none"> <li>• be notified by ProSolution of any attendance with ● mark, indicating an absence, 20 minutes after lesson has started.</li> <li>• call parent/carer/student and record reason for non-attendance on ProSolution student notes.</li> <li>• Change the ● mark to <b>A</b> if the reason meets the Authorised absence criteria.</li> <li>• if the absence does not meet the authorised absence criteria, record an <b>i</b> mark for <b>information known</b>. This will flood into all registers for that day and a note will be made on the student record giving the reason for absence.</li> <li>• immediately follow up the <b>first incident</b> of non-attendance at any session by a first strike letter the following day if ● mark has not been changed to <b>A</b> mark.</li> <li>• follow up with the student on their return if the attendance has been an informed absence by a parent</li> </ul>

	<p>regarding illness. Illness <b>is not</b> an authorised absence.</p> <ul style="list-style-type: none"> <li>• ensure all records are kept and recorded onto ProSolution to support any disciplinary actions taken by the CM.</li> </ul> <p>The strike letter will include a date/time to meet with the CM and PC to discuss student's attendance issues.</p>
Student Services Team	<ul style="list-style-type: none"> <li>• Students identified on ProSolution as Child Looked After (CLA) and safeguarded will be monitored by the Campus Student Welfare Officer and any non-attendance will be followed up by the Safeguarding and PREVENT Officer and Welfare Officer liaising with the Curriculum Manager.</li> <li>• Students identified as Free School Meals (FSM) will be also overseen by the Campus Welfare Officer and, working with the Coach, Curriculum Manager and team strategies to support high attendance will be actioned.</li> <li>• Head of Student Services with the Campus Safeguarding and PREVENT Officer will lead on across-college partnership meetings to support these 'at risk' students to ensure a level of attendance that will support achievement of their Study Programme.</li> </ul>
Curriculum Manager	<p>Curriculum Manager (CM) will:</p> <ul style="list-style-type: none"> <li>• monitor attendance daily within the Curriculum Teams,</li> <li>• lead on non-attendance meetings with parents/carers and student to set clear expectations of the Study Programme.</li> <li>• also continue to lead on following up with individuals who begin to drop below 95% attendance.</li> <li>• work with the Head of Student Services to support 'at risk' students to ensure a level of attendance that will support achievement of the Study Programme and will lead on following the disciplinary process.</li> </ul>

	<ul style="list-style-type: none"> <li>• take additional responsibility for any students within their Curriculum Teams where attendance falls below 85% across the academic year on any aspect of their Study Programme.</li> </ul>
Programme Leader	<p>Programme Leaders (PL) will:</p> <ul style="list-style-type: none"> <li>• when possible, attend, along with CM, meetings with parents/carers and students to address non-attendance.</li> <li>• support the Team Coach to develop the most effective strategies for each individual student and update the differentiated profile as appropriate.</li> </ul>
Faculty Director	<p>Faculty Directors (FD) will:</p> <ul style="list-style-type: none"> <li>• be responsible for ensuring that withdrawals have been scrutinised thoroughly and all alternative options have been discussed with student, parent/carer and CM before withdrawal is processed. Actions taken will be recorded onto the student's notes in ProSolution.</li> <li>• ensure the student disciplinary process has been followed to ensure students are given the opportunity to improve and change their poor attendance patterns.</li> <li>• lead on any timetabling changes that may form part of strategies to keep students engaged in learning, for example reduced timetabling for students with identified medical issues.</li> <li>• take additional responsibility for any student within their Curriculum Teams that falls below 80% attendance across the academic year on any aspect of their Study Programme.</li> </ul>



## 19+ Part Time and Full Time Programmes – Attendance Strategy

### Non-attendance monitoring – Roles, Responsibilities and Processes September 2016

Responsible Person/s	Process and Procedure
All staff	Registers marked <b>within 15 minutes</b> of the start of a lesson
Programme Leader	<p>Programme Leader (PL) will:</p> <ul style="list-style-type: none"> <li>act on incidents of non-attendance as soon as possible after the session.</li> <li>call the student to ask for an explanation for non-attendance. If the student can evidence reasons that meet the Authorised Absence criteria they will inform their CM and CA via an e mail.</li> <li>lead on non-attendance meetings as required and ensure the disciplinary procedure is followed.</li> </ul>
Curriculum Administrator	<p>Curriculum Administrator (CA) will:</p> <ul style="list-style-type: none"> <li>change <b>O</b> Mark to <b>A</b> if Authorised Absence criteria is met.</li> <li>ensure all records are kept and recorded onto ProSolution to support any disciplinary actions taken by the CM</li> <li>If the absence does not meet the Authorised Absence criteria an <b>i</b> mark for information known will be recorded; this will flood into all registers for that day and a note will be made on the student record.</li> </ul>
Curriculum Manager	<p>Curriculum Manager (CM) will:</p> <ul style="list-style-type: none"> <li>monitor attendance weekly.</li> <li>support the CL in non-attendance meetings with student to set the clear expectations of college attendance.</li> <li>monitor and follow up with individuals who begin to drop below 95% attendance.</li> <li>support the CL through the disciplinary process with the student.</li> </ul>
Faculty Director	<p>Faculty Directors (FD) will:</p> <ul style="list-style-type: none"> <li>be responsible for ensuring that withdrawals have been scrutinised thoroughly and all alternative options</li> </ul>

	<p>have been discussed with student, PL and CM before withdrawal is processed.</p> <ul style="list-style-type: none"> <li>• record actions taken onto the student notes in ProSolution.</li> </ul>
<p>Executive Director Student Support and Services</p>	<p>The Executive Director has overall responsibility for ensuring student attendance meets the college target of 92% and above.</p> <p>Reports will be sent daily and made available on ProSolution for all staff to monitor attendance of individual students</p> <p>Attendance will be a standard agenda meeting item for all levels of meetings across the college group ensuring monitoring is analysed, strategies are reviewed and disciplinary procedures are being followed.</p> <p>Attendance reporting by level throughout the academic year, with the following emphasis, will be monitored by students with attendance</p> <ul style="list-style-type: none"> <li>• Below 95%</li> <li>• Below 80%</li> <li>• Below 50%</li> </ul> <p>Half termly meetings to be led by Executive Director with FDs and CMs by campus to review attendance below 92%.</p>

## Apprenticeship Programme – Attendance Strategy

**Non-attendance monitoring** – Roles, Responsibilities and Processes  
September 2016

### COLLEGE ATTENDANCE TARGET 92%

Responsible Person/s	Process and Procedure
MIS	When an apprentice is marked absent from a college lesson a text will be sent to the student and employer and parents of under 18 year olds. Attendance reports provided for workforce development team
All staff including Assessors, Vocational and Functional Skills Teachers	Registers marked <b>within 15 minutes</b> of the start of the session Non-attendance to be followed up with CM
Workforce Development Administrators	Administrator will: <ul style="list-style-type: none"> <li>• 20 minutes after the lesson has started, be notified by ProSolution of any Attendance with <b>O</b> mark.</li> <li>• call parent/carer/student and record reason for non-attendance on ProSolution student notes.</li> <li>• change the <b>O</b> mark to <b>A</b> if the reason meets the Authorised absence criteria</li> <li>• record an an <b>i</b> mark for information known will be recorded if the absence does not meet the authorised absence criteria. This will flood into all registers for that day and a note will be made on the student record.</li> <li>• share information with Head of WBL, Operational Manager and relevant Assessor.</li> <li>• ensure that the first incident of non-attendance at any session will be immediately followed up by a first strike letter to the student copied to employer if <b>O</b> mark has not been changed to <b>A</b> mark.</li> <li>• ensure all records are kept and recorded onto ProSolution to support any disciplinary actions taken by the Head of WBL.</li> </ul>
Head of Workforce Development	Head of Workforce Development (WFD) will: <ul style="list-style-type: none"> <li>• monitor attendance daily for college attendance.</li> </ul>

	<ul style="list-style-type: none"> <li>• lead on non-attendance meetings with employers, parents/carers and student to set the clear expectations of the Apprenticeship Programme.</li> <li>• continue to lead on following up with individuals who begin to drop below 95% attendance.</li> <li>• work with the Campus Safeguarding and Prevent Officers to support 'at risk' students to ensure a level of attendance that will support achievement of the Apprenticeship framework.</li> </ul> <p>Head of WBL will lead on following the disciplinary process with employer.</p>
Work Based Learning Assessor	<p>Work Based Learning (WBL) Assessor will:</p> <ul style="list-style-type: none"> <li>• act on incidents of non-attendance immediately when notified by the Administrator.</li> <li>• attend, along with Head of WBL or QAM as required with employers, parents/carers and students to address non-attendance.</li> <li>• follow up with employer, persistent non-attendance.</li> </ul>
Quality Account Managers	<p>Quality Account Managers (QAM) will:</p> <ul style="list-style-type: none"> <li>• lead on ensuring all Apprentices have high attendance.</li> <li>• work with the WBL Assessor and Curriculum Manager to monitor and support strategies to improve attendance.</li> </ul>
Curriculum Manager	<p>Curriculum Manager (CM) will:</p> <ul style="list-style-type: none"> <li>• monitor attendance weekly.</li> <li>• support the Assessor and Quality Account Manager in non-attendance meetings with student, parent/carer (under19s) and employer to set the clear expectations of college attendance.</li> <li>• monitor and follow up with individuals who begin to drop below 95% attendance.</li> <li>• support the Assessor and QAM through the disciplinary process with the student.</li> </ul>
Faculty Director Curriculum	<p>Faculty Director Curriculum (FDC) will:</p>

	<ul style="list-style-type: none"> <li>• be responsible for ensuring that withdrawals have been scrutinised thoroughly and all alternative options will have been discussed with student, parent/carer, employer and Head of WBL before withdrawal is processed.</li> </ul> <p>Actions taken will be recorded onto the student notes in ProSolution.</p>
<p>Executive Director Student Support and Services</p>	<p>The Executive Director has overall responsibility for ensuring student attendance meets the college target of 92% and above.</p> <p>Reports will be sent daily and made available on ProSolution for all staff to monitor attendance of individual students.</p> <p>Attendance will be a standard agenda meeting item for all levels of meetings across the college group ensuring monitoring is analysed, strategies are reviewed and disciplinary procedures are being followed.</p> <p>Attendance reporting by level throughout the academic year, with the following emphasis, will be monitored by students with attendance:</p> <ul style="list-style-type: none"> <li>• Below 95%</li> <li>• Below 80%</li> <li>• Below 50%</li> </ul> <p>Half termly meetings to be led by Executive Director with Head of Workforce Development to review attendance below 92%.</p>

### **Authorised absence criteria**

A student's non-attendance **O** mark will only be changed to **A** authorised mark in the following criteria and is evidenced within ProSolution

- Hospital Appointment including orthodontist confirmed by parent/carer with evidence
- Emergency health appointment confirmed by parent/carer with evidence
- University visits
- Job Interviews including for Work Experience
- Driving Test
- Appointment with outside agencies as agreed with Curriculum Manager, Coach and/or Student Services e.g. CAMHS
- Religious holiday; up to 3 days per year
- Compassionate leave i.e. bereavement of a close family member and/or funeral of family or close friend, as agreed by Curriculum Manager

## **Study Programme – Attendance Strategy**

### **Supporting Students to attend regularly – Roles, Responsibilities and Processes September 2018**

Responsible Person/s	Process and Procedure
Executive Director Student Services and Support	<p>The Executive Director has overall responsibility for ensuring student attendance meets the college target of 92% and above.</p> <p>Reports will be sent daily and made available on ProSolution for all staff to monitor attendance of individual students.</p> <p>Attendance will be a standard agenda meeting item for all levels of meetings across the college group ensuring monitoring is analysed, strategies are reviewed and disciplinary procedures are being followed.</p> <p>Attendance reporting by level, throughout the academic year, with the following emphasis, will be monitored by students with attendance:</p> <ul style="list-style-type: none"> <li>• Below 95%</li> <li>• Below 80%</li> <li>• Below 50%</li> </ul> <p>Half termly meetings to be led by Executive Director by campus with FDs and CMs to review attendance below 92%.</p> <p>Weekly meetings with the Coaches to review actions being taken.</p> <p>The Success Panels will review student attendance.</p>
Buckinghamshire College Coach	<p>Coaches will lead on planning and implementing actions to improve student attendance across all aspects of the Study Programme.</p> <p>They will lead on their student cohort to liaise with curriculum teams on individual student strategies.</p>

	<p>Coaches will work with students with less than 95% attendance to identify the barriers to attendance and develop strategies and action plans to improve.</p> <p>Coaches will liaise with CMs, PLs and Student Services to develop the most effective strategies and monitor these.</p> <p>All actions and progress will be recorded on student E-ILP/ProMonitor.</p> <p>Coaches will attend CM team meetings to feedback progress.</p>
MIS	<p>Automated text messages to be sent to student's mobile phones and parent/carer mobile phones when a student has been marked absent 15 minutes after a session has started.</p> <p>To provide register reports for CAs, Coaches and CMs.</p> <p>To provide attendance data for all students by each element of their programme of study.</p>
Curriculum Manager	<p>Students who, after 6 weeks, continue to have less than 95% attendance, will be supported to identify their barriers by a Performance/Achievement Coach.</p> <p>The Curriculum Manager (CM) will:</p> <ul style="list-style-type: none"> <li>• lead on ensuring that the strategies developed by the Coach and student will lead to successful achievement and progression.</li> <li>• use data to identify any patterns of poor attendance and, working with colleagues, make improvements based on student feedback.</li> <li>• lead on ensuring the college disciplinary process and procedure is used effectively.</li> <li>• collate student feedback on all aspects of their Study Programme to support high student satisfaction of all aspects of the Study Programme.</li> </ul>
Programme Leader	<p>Programme Leader (PL) will:</p> <ul style="list-style-type: none"> <li>• use data effectively to be able to report on attendance data for every student on their Study Programme.</li> <li>• support the Coach to develop the most effective strategies for each individual</li> </ul>



	<p>student and update the differentiated profile as appropriate.</p> <ul style="list-style-type: none"> <li>• work with the Coach to support agreed strategies by the student to improve attendance.</li> <li>• work with the CM to ensure the college disciplinary process and procedure is used effectively, consistently and has impact.</li> </ul>
Student Services Team	<p>Each campus Safeguarding and PREVENT Officer and Welfare Officer will:</p> <ul style="list-style-type: none"> <li>• take the lead for CLA students ensuring that attendance is monitored daily to meet duty of care requirements in partnership with the CM, Coach and PL. <p>Student Finance Officer will:</p> <ul style="list-style-type: none"> <li>• monitor students in receipt of bursary payments who fall below 90% attendance as this will impact on them receiving monies; sharing information with Coaches and CMs to make rapid improvements. <p>Campus Welfare Officers will:</p> <ul style="list-style-type: none"> <li>• monitor FSM students not receiving bursary payments.</li> </ul> </li></ul> </li></ul>
Curriculum Administrator	<p>Curriculum Administrator (CA) will:</p> <ul style="list-style-type: none"> <li>• monitor all disciplinary procedures and record these onto ProSolution.</li> <li>• work with CM to keep everyone working with an individual student, informed of progress being made,</li> <li>• ensure all contact information is accurate on ProSolution to enable automated text messaging to be accurate and contacts to be made with students, parents/carers.</li> </ul>
Learning Support Assistant	<p>Learning Support Assistants (LSA) will:</p> <ul style="list-style-type: none"> <li>• be informed of all monitoring involving their key students.</li> <li>• feed into action planning and meetings as required by the PL, CM and/or Student Services Team.</li> </ul>
Faculty Directors	<p>Faculty Directors (FD) will:</p> <ul style="list-style-type: none"> <li>• support the CM with strategies to improve individual student attendance.</li> <li>• lead on ensuring the disciplinary process is followed consistently and all actions and outcomes are recorded.</li> </ul>

	<ul style="list-style-type: none"><li>• report on the impact of strategies and progress to Directorate Team.</li><li>• plan, with CMs Student Voice meetings, to ensure the expectations of high attendance are regularly shared and if necessary gather feedback on how to improve any poor attendance.</li></ul>
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