Learner Attendance, Behaviour and Punctuality Policy

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Public

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Version control

This policy applies to all Apprenticeships

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Document Approval		
Name	**Position**	**Viewed / comments**
Louise Clark	Senior Vice President, Apprenticeships	Approved

Revision History			
Version	**Issue date**	**Author**	**Description of change**
1.0	January 2024	Sohail Oosman, Director of Apprenticeships Learning	First Document Release
2.0	January 2025	Sohail Oosman, Director of Apprenticeships Learning	Updates to process included around attendance monitoring categories introduced. Reference to the QAA Disciplinary and Appeals Policy has been added.
3.0	January 2026	Sohail Oosman, Director of Apprenticeships Learning	Annual Review

Contents

1. Introduction

This policy outlines QA's approach to promoting excellent attendance, behaviour, and punctuality for all learners at QA, enabling them to power their full potential during their courses. Learners are expected to maintain punctuality, achieve 100% attendance, and behave positively in all scheduled classes and learning activities.

2. Policy Statement

This policy outlines QA's approach to promoting optimal attendance and punctuality for the comprehensive development of all learners throughout their courses. It is expected that learners consistently maintain excellent punctuality and attendance in all classes and scheduled learning activities. QA holds the expectation that learners/apprentices achieve a 100% attendance record, arriving on time and fully prepared for learning.

Demonstrating good attendance and punctuality signifies the commitment and eagerness of learners to learn and progress. The policy includes continuous monitoring of attendance, punctuality, and behaviour. In cases of concern, support discussions between Digital Learning Consultants (DLC)/Skills Coaches, learners, and their line managers will be scheduled and a record of this logged on the relevant Learner Management System. The overarching goal of this policy is to address any challenges that may arise during the course, cultivate positive attitudes toward learning, and establish a supportive system to ensure individual success.

3. Scope

Applicable to all learners on an Apprenticeship programme delivered directly by QA.

4. Punctuality Expectations

Punctuality is essential for optimal learning and to fulfil guided learning hour requirements. Tutors must address poor punctuality via the DLC or Skills Coach promptly. Learners are expected to attend all sessions, arrive on time, and notify their tutor or DLC/Skills Coach in advance of any anticipated lateness or absence.

5. Behaviour Expectations

To create a positive learning atmosphere, learners must embody specific behaviours to enhance their educational experience. This includes but is not limited to:
- Consistently attending sessions promptly and remaining engaged for the entire duration, exemplifying commitment to the learning process.
- Actively engaging in sessions through positive, respectful interactions with staff and peers, contributing to a supportive and inclusive learning environment.

- When the session is held virtually, keeping cameras on*, to support active participation and establish presence and fostering a more connected and interactive virtual classroom. *Learners who have an explicit reasonable adjustment to leave cameras off may be excused from turning cameras on, however must be able to identify themselves for registration- either by camera or verbally.*
- Expectation that learners proactively complete pre-work, ensuring they come prepared for discussions, encouraging a dynamic exchange of thoughts, ideas, and opinions.
- Where applicable, attendance at additional support sessions, such as Office Hours (Degree Apprentices) and Functional Skills support sessions.
- Actively participating in feedback surveys to support continuous improvement.
- Collaborating and working with peers to complete practice and apply activities. This is essential for developing core skills and behaviours and contributes to a more enriching learning environment.
- Regularly logging into the virtual learning environment for notifications to support the management of their educational journey.

Failure to comply with the above expectations will result in steps outlined in the **QAA Disciplinary and Appeals Policy** being followed to decide whether the learner should receive a sanction.

6. Attendance Expectations

Learners are expected to attend all scheduled training sessions, meetings, and other related activities as outlined in their apprenticeship programme. Where applicable, attendance is not mandatory for optional support sessions, however active participation is strongly recommended to enhance the overall learning experience.

6.1. Reporting Absences

Learners are required to notify their DLC/Skills Coach/Degree Admin and workplace line manager in advance if they are unable to attend a scheduled session due to genuine reasons, such as illness or personal emergencies. Notification should be made at the earliest possible time.

6.2. Legitimate Absences

Legitimate authorised absences include situations beyond the learner's control, such as serious illness, medical appointments, court appearances, or recognised religious holidays. Learners must send a written communication to TeamQAAAttendance@qa.com and copy in their DLC/Skills Coach and workplace line manager in advance for authorisation.

7. Attendance Monitoring

The following outlines how attendance for courses is monitored and reported at QA:

- Learners attending must be registered within 30 minutes of the class starting, via the Tutor's online sign in portal.
- Learners who are present, visible and on time will be marked as **Attended**.
- If a learner has given advanced warning that they will not be at a session, they will appear on the register as **Authorised Absence**
- If a learner is up to 60 mins late to the session, they will be marked on the register as **Late Arrival**
- If a learner leaves 30 minutes or more before the end of a session with no notice or due to a conflicting appointment, this will be reflected in the register as **Left Early**
- Where training is a full day, registers **must** be completed twice; one to capture morning attendance and one to capture afternoon attendance, even if nothing has changed.
- In the event of non-attendance beyond the first 60 minutes of the session, the learner is marked as '**No Show'** and the following will then happen:
  - A non-attendance email will be triggered, and this is sent to the line manager of the learner, the learner, and the DLC/Skills Coach.
  - DLCs/Skills Coaches will discuss non-attendance at reviews and agree any support interventions, where applicable.

8. Procedure for Unauthorised Non-Attendance and/or Persistent Non-Attendance

When a learner fails to attend a classroom event or scheduled meeting such as an EPA Readiness check, the DLC/Skills Coach will make 3 attempts to contact the learner and line manager for updates. If there is no contact made the DLC/Skills coach will escalate to the QA Safeguarding team.

The Safeguarding Team have full visibility of all learners categorised as 'At Risk' due to no interaction with the system for 28 days.

In the event a learner continuously fails to attend scheduled classroom events and EPA readiness checks, the steps outlined in the **QAA Disciplinary and Appeals Policy** will be followed to decide whether the learner should receive a sanction.

9. Procedure for Persistent Lateness and/or Early Departure from QA sessions

If a learner is late to a session for any reason up to 60 minutes, they would be registered as 'Late Arrival'. The expectation is that a learner will reach out to their tutor to notify them they are going to be late for any reason. We will also expect a notification from the learner to tutor if they need to leave early from a session.

Late Arrival and Left Early are trackable attendance categories that can be reported.

For persistent lateness or early departures from sessions, the DLC/Skills Coach can access a report on each learner's attendance and use this information during progress review meetings with learner and line managers to discuss in more detail.

10. Support and Assistance

QA is committed to supporting learners in overcoming challenges. Learners are encouraged to seek assistance if they encounter difficulties that affect attendance or behaviour.

11. Policy Review

The next review of this policy will take place during January 2027