



Attendance and Punctuality Policy

Effective From	1/4/2024
Last Review & Update	5/1/2026
Next Review Due	5/1/2027
Reviewed By	Jacey Ayres

1. Policy Statement

Halls of Ivy has high expectations of learner and apprentice attendance and punctuality.

We recognise that consistent attendance and professional punctuality are essential to learners' progress, achievement, safeguarding, employability, and long-term success.

We expect all learners and apprentices to take responsibility for their attendance and punctuality and to recognise that these behaviours reflect professional workplace standards in an industry where time is critical.

Halls of Ivy sets:

- A minimum attendance and punctuality target of 95%
- An aspirational target of 100%

All learners and apprentices are encouraged to aspire to 100% attendance and punctuality wherever possible.

Halls of Ivy expects that:

- All learners and apprentices attend all planned sessions
- All apprentices remain within 5% of their planned Off-the-Job Training (OTJT) hours at all times

Attendance and punctuality are regularly monitored, analysed, and reported to enable timely intervention, safeguard learners, support progress, and ensure compliance with apprenticeship funding rules.

2. Definitions

Attendance

Attendance is recorded when:

- A learner/apprentice attends a planned session as agreed
- A learner/apprentice rearranges a session in advance and attends an approved alternative session within the same week

Absence

Absence is recorded when:

- A learner/apprentice fails to attend a planned session without prior agreement

NB: If an apprentice does not attend a planned OTJT session, the missed OTJT must be completed in the workplace unless the absence is annual leave.

Authorised Absence / Annual Leave

Authorised absence is recorded when:

- Written evidence is provided for emergency hospital or health appointments
- Absence is requested in advance and approved by Halls of Ivy (including workplace annual leave for apprentices)

NB: Apprentices taking authorised annual leave will not require OTJT to be completed at the workplace during that period.

For reporting purposes, authorised absences are recorded as non-attendance but monitored separately from unauthorised absence. While authorised absences do not automatically trigger escalation, patterns are reviewed and professional judgement is applied where attendance becomes a concern.

Halls of Ivy staff will consider equality, diversity, and inclusion when authorising absences, for example religious observance, disability or mobility needs, and unforeseen childcare issues.

Punctuality

Learners and apprentices are encouraged to arrive at least 5 minutes early.

Punctual is recorded when:

- A learner/apprentice arrives on time
- Late arrival or early departure has been agreed in advance and time is rescheduled
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Not Punctual is recorded when:

- Arrival is more than 10 minutes late
- Leaving more than 10 minutes early
- Returning more than 10 minutes late from a break

3. Responsibilities

Learners and Apprentices must:

- Attend all planned sessions unless prior agreement has been made
- Return promptly from breaks
- Seek permission before leaving sessions early
- Arrive prepared and ready to learn
- Contact Halls of Ivy before the session start time if absent
- Provide evidence where required
- Arrange non-emergency appointments outside learning time
- Inform Halls of Ivy of prolonged absence to consider eligibility, breaks in learning, or withdrawal

Persistent failure to meet these responsibilities may result in withdrawal from the programme and impact future enrolment.

Halls of Ivy TLA Staff will:

- Start sessions on time and complete registers within 5 minutes
- Record and address lateness consistently
- Maintain accurate contact logs and registers, updating ILPs and Learner Passports as required

Halls of Ivy Support Staff will:

- Contact absent learners within 30 minutes of session start
- Maintain accurate contact logs, registers, and ILP updates
- Initiate Attendance Action Plans where a learner or apprentices attendance triggers intervention, involving employers for apprentices and parents/carers where a learner/apprentice is under 18

Additional requirements:

- **Under 18s:** Halls of Ivy support/admin staff will contact parents/carers within 30 minutes of an unauthorised absence
- **Alternative Provision learners:** Halls of Ivy support/admin staff will contact parents/carers and referring authority contacted for AM and PM sessions within 30 minutes of an unauthorised absence
- **Apprentices:** employers will be contacted the same day of an unauthorised absence and OTJT rearranged where required

Senior leaders will:

- Analyse attendance and punctuality data regularly
- Implement targeted action plans
- Report data and impact to the Board for challenge and scrutiny

This oversight has contributed to improved attendance, reduced persistent absence, and stronger learner engagement across all provision.

Positive attendance and punctuality are actively celebrated through awards and recognition.

4. Monitoring Off-the-Job Training (OTJT)

OTJT progress is monitored monthly for all apprentices. Where apprentices fall outside the 5% tolerance:

- Apprentices and employers are informed
- Recovery plans are agreed by Halls of Ivy, the employer and the apprentices
- Progress is reviewed and recorded

This ensures compliance with funding rules and supports timely achievement.

5. Intervention Process

Unexplained Absences

- **1 unexplained absence:** same-day contact and follow-up by Halls of Ivy support/admin staff, same-day employer notification for apprentices, 30-minute parent/carer notification for learners/apprentices under 18
- **2 consecutive unexplained absences:** same-day contact and follow-up by Halls of Ivy support/admin staff, same-day employer notification for apprentices, 30-minute notification for learners/apprentices under 18, written letter
- **3 consecutive unexplained absences or attendance below 85%:** Attendance Action Plan implemented by Halls of Ivy support/admin staff

Persistent Lateness

- **Every lateness instance:** Halls of Ivy TLA staff will address with the learner/apprentice at the first suitable opportunity within the session
- **3 late records:** Halls of Ivy support/admin staff will speak with the learner/apprentice
- **5 late records:** Halls of Ivy support/admin staff will formally speak with the learner/apprentice, will inform employer if apprentice and engage parent/carers if the learner/apprentice is under 18.
- **More than 5 late records:** Halls of Ivy admin/support staff will initiate Attendance Action Plan

Attendance Action Plans

Attendance Action Plans will be recorded by Halls of Ivy support/admin staff using the Attendance Action Plan Template (Appendix 1).

Attendance Action Plans will include:

- Employer involvement (apprentices)
- Parent/carer engagement (under 18s)

Attendance Action Plans may include:

- Formal warning letters
- Additional session opportunities

Failure to attend 4 consecutive or intermittent sessions without mitigating circumstances may result in withdrawal in line with funding requirements.

Attendance Action Plan

Learner Name	
Date	

What has triggered the learner being put onto an Attendance Action Plan	
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Who is involved in the Attendance Action Plan

Learner	
Teacher	
HOI Mentor	
Employer	
Parent/Carer	

Agreed Actions

	By When	By Who

Learner Signature of Agreement	
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Review

Review Date	
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Agreed Actions

	By When	By Who

Learner Signature of Agreement	
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Review

Review Date	
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Agreed Actions

	By When	By Who

Learner Signature of Agreement	
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