

Student Attendance & Punctuality Policy

Document: SE3	Student Attendance & Punctuality Policy
Policy Owner:	Vice Principal Student Experience & DSL
Version	1
Review Date	September 2026
Applies to	All students and staff
Monitoring and Evaluation	SLT

Intent	Newham College London cultivates an environment where students are motivated, aspirational and understand the importance of 100% attendance and punctuality. Our approach is to provide high quality teaching and learning opportunities, timely support, interventions and regular communication with parents and carers.
Purpose	<p>The purpose of this policy is to</p> <ul style="list-style-type: none"> Provide a welcoming, friendly, and supportive environment that promotes good attendance, punctuality, and student progress. Ensure that everyone knows what is expected of them and that students are encouraged and supported to meet the standards of conduct required to successfully complete their college experience.
Scope	This policy applies to all enrolled students, irrespective of their provision type, mode of study, or location. If the course does not have a tutor the teacher will assume the role that the tutor has in this policy.
How expectations are set	<p>Newham College promotes the importance of good attendance and punctuality in enabling students to achieve their full potential. Low attendance and lateness mean that students miss key elements of their learning and support and increases the risk of failure. The College supports students to develop and maintain good attendance and punctuality habits to enable them to succeed in future opportunities and the world of work.</p> <p>At Interview & Enrolment: All students when being given course information, advice and guidance or being interviewed for a course will be made aware of the need for 100% attendance and excellent time keeping.</p>

	<p>College Welcome Week: Student will be invited to a welcome day where they will meet their course tutor and Head of Faculty and/or Director. College expectations will form part of this welcome day.</p> <p>First six weeks: In the first 42 days of a study programme, students' commitment to study is assessed to determine if the course is appropriate for them and a referral made to the Careers Team if necessary.</p> <p>On Programme: During tutorials and lessons students will be made aware of expectations regarding attendance and punctuality including maths and English.</p>
<p>Students that may require adjustments to this policy.</p>	<p>Students with Safeguarding Concerns</p> <p>If there are concerns about a student's welfare linked to attendance, a referral should be made to the safeguarding team through CPOMS. This may include a change in behaviour, or non-attendance accompanied by a new peer group.</p> <p>Generally, teachers and tutors should still challenge poor attendance and punctuality if a student is open to the safeguarding team. However, if the Safeguarding or Mental Health team decide they are best place to oversee a student's attendance, this should be detailed on E-Trackr. Teachers, the tutor, and the Head of Student Experience should be copied into this message with clarification on how they should or should not intervene with that student's attendance. In these instances, it should be clear from CPOMS records that Safeguarding Officers include conversations around attendance as part of their case management.</p> <p>Looked after Children</p> <p>Students that are deemed "Looked After Children" will also have their attendance supported by the safeguarding team as part of Local Authority process. Teachers and tutors should still challenge poor attendance and punctuality for Looked after Children, unless a comment is recorded on E-Trackr advising otherwise.</p> <p>Student with Additional Needs</p> <p>Students with EHCPs in Supported and Inclusive Learning will follow this policy with adjustments, as interpreted by the Head of Faculty for Foundation Learning and to align with the SEND Code of Practice and local authority expectations. For students with EHC plans in other curriculum areas, advice and guidance can be sought from the Head of ALS and Head of Student Experience.</p> <p>Fitness to Study</p> <p>The college has a Fitness to Study Process (in the Safeguarding Policy). If there are concerns about the poor attendance or punctuality of a student which may be known to be or suspected to be the result of an underlying physical or mental health difficulty, advice and guidance should be sought from the Head of ALS and Head of Student Experience.</p> <p>Adults and Apprentices</p>

	<p>It is appreciated that not all the interventions listed here are appropriate for adult learners and apprentices, and this discretion should be exercised by the teacher and Curriculum Manager and/or Head/Director.</p>
How the College responds to Attendance Concerns	<p>All teachers and tutors have the responsibility to monitor the attendance of students in their class or tutor group, offering praise for good, or improved attendance, and taking appropriate informal action when required. This may include a 1:1 conversation to discuss a recent absence, a call to the parent/carer, a letter or a referral to the tutor/student experience team. Notes on E-Trackr should be used as first stages to record this information, and alert learners to the possible implications of continued poor attendance.</p> <p>Attendance Officers, Pastoral and Academic Officers, and Curriculum Administration offer a 'first line' of intervention – calling students, and their parents, to inform them of poor punctuality or missed lessons where resource allows. However, these interventions do not replace the need for teachers, tutors, and all other student-facing staff to intervene early.</p> <p>Youth Safety, Campus Liaison, and Enrichment Teams play a key role to ensure that when on campus, students attend their lessons and are punctual. Reflective conversations on attendance are embedded into the practice of all Student Experience Teams, including Careers, Safeguarding and Mental Health.</p> <p>If a student's attendance and punctuality fall below the minimum expectations set by the college, then the tutor should hold a Formal Attendance Meeting (Tutor) with the student and inform the parent/carer. These meetings will offer appropriate support and strategies. During these meetings the following will be discussed and agreed:</p> <ul style="list-style-type: none"> • Reason for non-attendance and/or lateness • Agree at least one intervention that the student and tutor agree will help improve attendance and/or punctuality. Interventions can include: <ul style="list-style-type: none"> ○ Student Report Cards combined with a weekly check-in with the tutor to track attendance ○ A meeting with the Careers Team to discuss aspiration and career pathways ○ Expectation to check in regularly with a member of the Student Experience Team i.e. Safeguarding Officer or Well-Being Officer if the student also has safeguarding or well-being issues. ○ A daily check in with Youth Safety/Campus Liaison if the concern is around the student being on site, but not in lessons. ○ A weekly call home from the Student Experience Team. ○ Where a student has personal circumstances, such as caring responsibilities, adjustments are considered. <p>Notes of the meeting and the action plan should be entered onto Etrackr, with the relevant members of Student Experience copied in, and monitored accordingly by the tutor. Action plans should be entered via the Action Plan tab and then via the Pastoral tab. They should include SMART targets and be reviewed with the student by the</p>

	<p>course tutor every 1-2 weeks with the end date for improvement set at between 4-6 (depending on student and situation).</p> <p>More than one Formal Attendance Meeting (Tutor) can be held by the tutor to monitor and address concerns. If attendance and punctuality continue to be an issue, then a Formal Attendance Meeting (Curriculum Manager) should be arranged with the Curriculum Manager. A parent or carer must be involved in this meeting. Again, appropriate support and strategies should be discussed, together with an action plan for improvement.</p> <p>If attendance and punctuality remain a concern having exhausted all avenues of intervention and support, then the Curriculum Manager can discuss a potential withdrawal with the Head of Faculty after informing the student, and their parent/carer, of this recommendation. During this time, the student remains on-roll and able to attend class.</p> <p>If the Head of Faculty, after reviewing the case, deems a withdrawal appropriate, then they can recommend this to their Director for a decision. There is no expectation that attendance and punctuality concerns require further meetings with the Head of Faculty or Director, although they may be helpful for decision making. A Director should only withdraw a student for reasons of low attendance if they are satisfied that:</p> <ul style="list-style-type: none"> • All avenues of intervention and support have been exhausted and logged on E-Trackr • Parents and Carers have been kept informed of the situation • There are no extenuating circumstances that require adjustments to be made. • The level of attendance is so low that there is a likelihood of passing the course is minimal (work completion should be considered when deciding this factor) <p>Students who are withdrawn as a result of poor attendance have the same right of appeal as in the Student Positive Behaviour Policy.</p>
Roles and Responsibilities	<p>Heads of Faculty</p> <p>Heads of Faculty are responsible for ensuring the minimum college expectations of attendance in their department, and benchmarking these against available external data, or internal comparisons.</p> <p>Heads of Faculty monitor overall attendance in their area, ensure that Curriculum Managers and Tutors intervene when appropriate, and provide regular reports on attendance, including interventions, to their line manager.</p> <p>Curriculum Managers</p> <p>Curriculum Managers are responsible for monitoring the attendance of individual students and ensuring that Formal Attendance Meetings are scheduled and recorded appropriately by tutors.</p>

Head of Faculty for Behaviour and Pastoral Support

The Head of Faculty for Behaviour and Pastoral Support maintains an overview of the quality of Formal Attendance Meetings, offers advice on appropriate interventions to curriculum colleagues, ensures the Student Experience Team swiftly follows up where a strategy is chosen that relates to the team, and provides support on complex cases in their area.

Initial meetings may be arranged with parents and carers by the Head of Student Behaviour and Pastoral Support, and other Heads of Student Experience, to discuss for students who require more holistic interventions.

Head of Faculty for Student Experience

The Head of Faculty for Student Experience maintains oversight of

- Students who are part of the Fitness to Study process, and whose attendance is overseen by the Safeguarding and Mental Health Teams.
- Students who are known to social care

Attendance Team

The Attendance Team with direction from the Head of Student Behaviour and Pastoral Support, in addition to Academic and Pastoral Officers and colleagues from Curriculum Admin (where resource allows), will offer a 'first line' of intervention, and telephone non-attending students and their parents/carers. They will also arrange meetings as appropriate. Notes will be added to eTrackr with teachers, and tutors, notified.

Tutors

The tutor should be made aware of any attendance or punctuality concerns relating to students in their group. All colleagues working with a student should communicate concerns to the tutor as the initial intervention.

A tutor has various options for intervention, including using their knowledge and understanding of each student's circumstances, to discuss concerns and investigate causes and issues as early as possible. If a student's attendance and punctuality fall below the minimum standards, as set by the faculty, then the tutor should hold a Formal Attendance Meeting with the student and inform the parent/carer. These meetings will offer appropriate support and strategies and be recorded on eTrackr.

Individual and group tutorials are a good time to discuss areas of concern with students and to follow up on action plans and progress. Group tutorials can be used to address attendance and punctuality.

Teachers

All teachers have the responsibility to monitor the attendance of students in their class and take appropriate action when required. This includes a 1:1 conversation to discuss a recent absence, a call to the parent/carer, a letter or a referral to the tutor/student experience team. Informal individual tutorials and informal warnings and notes on eTrackr should be used as first stages to alert learners to poor attendance and

	<p>possible implications. Teachers will keep a record of all students' reasons for lateness and absence on eTrackr.</p> <p>Late students to class are expected to knock, wait and then enter quietly without disturbing other students when directed by the teacher. The teacher will speak to the student at the end of the lesson.</p> <p>If a student is released from work by an employer or the employer is sponsoring the student, the employer will be informed of any incident of lateness and persistent absence.</p> <p>Where possible learning materials missed because of absence will be made available to the absent student online or via copied work but it is the student's responsibility to catch up on missed work.</p> <p>Maths & English Attendance Communication Procedure</p> <p>For Study Programme students, attendance and punctuality in Maths and English are monitored daily through the Maths & English Attendance Communication Procedure.</p> <p>Maths and English teachers report learner absences and punctuality concerns each week via the established MIS and email process, copying their Curriculum Manager (CM).</p> <p>The Curriculum Manager ensures these communications are shared with the relevant Vocational Curriculum Manager if no reply is received from the student's tutor within one week.</p> <p>Where attendance or punctuality remains a concern after tutor intervention, the Maths/English CM escalates the case to the Head of Faculty for Maths and English, who then liaises with the Vocational Head of Faculty to agree next steps.</p> <p>Persistent or complex cases are reviewed monthly between Maths/English and Vocational Heads of Faculty to ensure coordinated support and accountability.</p> <p>Parents and Carers</p> <p>Parents and carers will be contacted if attendance and punctuality fall below the minimum standards. Parents and Carers are expected to respond to college communication, attend meetings when requested, and to play a role in encouraging good attendance.</p>
Student Absence Reporting	<p>If a student is unable to attend College for any reason, they must report their absence by either calling the College main phone number or emailing absence@newham.ac.uk to explain the reason for the absence and provide any relevant documentation upon their return to College. This notification is placed on ETrackr under Notes. Absence notification is picked up by the attendance team and tutors informed.</p> <p>Student absence is only recorded as 'authorised' under a limited number of circumstances as outlined below.</p> <p>Appointments should be made outside of the timetabled lessons as much as reasonably possible.</p>

	<p>Authorised absence for hospital or other similar vital 'personal' appointments need to be approved by the students' Tutor or emailed to the absence inbox in advance and will be recorded on Etrackr.</p>																																																		
Monitoring & Safeguarding	<p>Students can view their attendance on Etrackr and if attendance is below the minimum standard then tutors will arrange 1 to 1's to discuss.</p> <p>The parent/carer and student will receive a regular email containing the young person's MAP grade for that month alongside their attendance to that course for that month. This will be piloted in the first instance.</p> <p>Students under the age of 18 who have not notified the College that they will be absent for illness, or another authorised reason may be telephoned if they are absent from class by attendance officers. Parents, guardians or employers will also be contacted. Notes of such interventions shall be recorded on Etrackr.</p>																																																		
Register Marks	<p>Table of Register Marks (Also see Appendix 1)</p> <table border="1"> <thead> <tr> <th>Mark</th> <th>Definition</th> <th>Attendance</th> <th>Used by</th> <th>Usage</th> </tr> </thead> <tbody> <tr> <td>/</td> <td>Present</td> <td>Positive</td> <td>All</td> <td> For use when a student is present and on time for a session. Must stay for at least half the session. Marked in session by teacher. </td> </tr> <tr> <td>L</td> <td>Late</td> <td>Positive</td> <td>All</td> <td> For use when a student is present and late arriving to a session. Must be present for at least half the session. Marked in session by teacher. A note should be added on the register with the number of minutes the student was late by. </td> </tr> <tr> <td>O</td> <td>Absent</td> <td>Negative</td> <td>All</td> <td> Used for all non-attendance that isn't covered by another register mark. Marked in session by teacher. </td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>No evidence required – college trips and visits, exams (including external exams e.g. GCSE resit), death of an immediate family member (up to five days). Exceptionally, can be used during transport strikes, or for sporting competitions. </td> </tr> <tr> <td>A</td> <td>Authorised Absent</td> <td>Neutral</td> <td>All</td> <td> Evidence required – doctors, hospital or dentist appointments, jury service, employment or university interviews, Home Office/police interviews, care responsibilities or dependent leave. Notes should be recorded on eTrackr by the teacher for any authorised absence and should include the evidence where applicable. </td> </tr> <tr> <td>S</td> <td>Suspended</td> <td>Neutral</td> <td>Admin Only</td> <td> For use when a student has been suspended by the college in accordance with the behaviour policy. Suspension is notified by Curriculum Admin to Timetabling who update the registers accordingly. </td> </tr> <tr> <td>W</td> <td>Work Experience</td> <td>Positive</td> <td>Admin Only</td> <td> For use when a student has a work placement during taught time. Placements are notified by Work Experience to Timetabling who update the registers accordingly. </td> </tr> <tr> <td>C</td> <td>Session Cancelled</td> <td>Neutral</td> <td>Admin Only</td> <td> For use when a session has been cancelled due to staff shortage or unforeseen event e.g. campus closure due to adverse weather. Head of Faculty to notify Timetabling who update the registers accordingly. </td> </tr> <tr> <td>I</td> <td>Illness</td> <td>Negative</td> <td>Admin Only</td> <td> For use when a student is unwell and has followed the correct process for notifying absence in advance. Attendance team to update registers based on notification of absence from students. </td> </tr> </tbody> </table> <ul style="list-style-type: none"> Students who are present during induction week should be marked as present on the registers When students are on work experience registers should be marked as 'W' (click on work placement) All other absences must be listed as O. There are a few acceptable reasons for authorised absence 'A' rather than 'O' and these can only be used when students have produced documentary evidence and this evidence must be retained for audit purposes by the course tutor. Ensure marks from temporary cover registers have been entered onto the online system All college courses need to use electronic registers with the exception of very short (1- or 2-day intensive employability courses) or distance learning courses 	Mark	Definition	Attendance	Used by	Usage	/	Present	Positive	All	For use when a student is present and on time for a session. Must stay for at least half the session. Marked in session by teacher.	L	Late	Positive	All	For use when a student is present and late arriving to a session. Must be present for at least half the session. Marked in session by teacher. A note should be added on the register with the number of minutes the student was late by.	O	Absent	Negative	All	Used for all non-attendance that isn't covered by another register mark. Marked in session by teacher.					No evidence required – college trips and visits, exams (including external exams e.g. GCSE resit), death of an immediate family member (up to five days). Exceptionally, can be used during transport strikes, or for sporting competitions.	A	Authorised Absent	Neutral	All	Evidence required – doctors, hospital or dentist appointments, jury service, employment or university interviews, Home Office/police interviews, care responsibilities or dependent leave. Notes should be recorded on eTrackr by the teacher for any authorised absence and should include the evidence where applicable.	S	Suspended	Neutral	Admin Only	For use when a student has been suspended by the college in accordance with the behaviour policy. Suspension is notified by Curriculum Admin to Timetabling who update the registers accordingly.	W	Work Experience	Positive	Admin Only	For use when a student has a work placement during taught time. Placements are notified by Work Experience to Timetabling who update the registers accordingly.	C	Session Cancelled	Neutral	Admin Only	For use when a session has been cancelled due to staff shortage or unforeseen event e.g. campus closure due to adverse weather. Head of Faculty to notify Timetabling who update the registers accordingly.	I	Illness	Negative	Admin Only	For use when a student is unwell and has followed the correct process for notifying absence in advance. Attendance team to update registers based on notification of absence from students.
Mark	Definition	Attendance	Used by	Usage																																															
/	Present	Positive	All	For use when a student is present and on time for a session. Must stay for at least half the session. Marked in session by teacher.																																															
L	Late	Positive	All	For use when a student is present and late arriving to a session. Must be present for at least half the session. Marked in session by teacher. A note should be added on the register with the number of minutes the student was late by.																																															
O	Absent	Negative	All	Used for all non-attendance that isn't covered by another register mark. Marked in session by teacher.																																															
				No evidence required – college trips and visits, exams (including external exams e.g. GCSE resit), death of an immediate family member (up to five days). Exceptionally, can be used during transport strikes, or for sporting competitions.																																															
A	Authorised Absent	Neutral	All	Evidence required – doctors, hospital or dentist appointments, jury service, employment or university interviews, Home Office/police interviews, care responsibilities or dependent leave. Notes should be recorded on eTrackr by the teacher for any authorised absence and should include the evidence where applicable.																																															
S	Suspended	Neutral	Admin Only	For use when a student has been suspended by the college in accordance with the behaviour policy. Suspension is notified by Curriculum Admin to Timetabling who update the registers accordingly.																																															
W	Work Experience	Positive	Admin Only	For use when a student has a work placement during taught time. Placements are notified by Work Experience to Timetabling who update the registers accordingly.																																															
C	Session Cancelled	Neutral	Admin Only	For use when a session has been cancelled due to staff shortage or unforeseen event e.g. campus closure due to adverse weather. Head of Faculty to notify Timetabling who update the registers accordingly.																																															
I	Illness	Negative	Admin Only	For use when a student is unwell and has followed the correct process for notifying absence in advance. Attendance team to update registers based on notification of absence from students.																																															

	<ul style="list-style-type: none"> • If students have finished a qualification early their ILR status and end date should reflect this – this can be done via EBS
Recording and tracking	<p>ETrackr – Notes</p> <p>The Notes section should be used to:</p> <ul style="list-style-type: none"> • record communication with parents/carers regarding communication about non-attendance. • record notifications of absence from the student or parent/carer • <p>ETrackr - Cause for Concern</p> <p>If a staff member has a concern about a student's attendance or punctuality, they should record using the Cause for Concern and copy the tutor into the communication. This enables the tutor to discuss the concern and gain a comprehensive overview of the student's behaviour and needs across the college, not just in the classes they teach.</p> <p>An action plan should be set up to support a student to improve on the area of concern by their tutor. This should be brief and written in accessible language.</p> <p>Action plans should be entered via the Action Plan tab and then via the Pastoral tab. They should include SMART targets and be reviewed with the student by the course tutor every 1-2 weeks with the end date for improvement set at between 4-6 (depending on student and situation).</p> <p>ETrackr - Students are RAG rated by on e-traffic light system and reviewed at 1 to 1 progress reviews.</p> <p>Registers will be marked to record absences and lateness using the correct register mark.</p>
Reporting and Monitoring	<p>The arrangements for attendance and punctuality monitoring are subject to continuous review as part of the College's data monitoring at course, curriculum and SLT level. The outcomes of the attendance and punctuality monitoring process will be reported to Governors at regular intervals via review of KPIs.</p>

Appendix 1

Register Marks

Mark	Definition	Attendance	Used by	Usage
/	Present	Positive	All	For use when a student is present and on time for a session. Must stay for at least half the session. Marked in session by teacher.
L	Late	Positive	All	For use when a student is present and late arriving to a session. Must be present for at least half the session. Marked in session by teacher. A note should be added on the register with the number of minutes the student was late by.
O	Absent	Negative	All	Used for all non-attendance that isn't covered by another register mark. Marked in session by teacher.
				No evidence required – college trips and visits, exams (including external exams e.g. GCSE resit), death of an immediate family member (up to five days). Exceptionally, can be used during transport strikes, or for sporting competitions.
A	Authorised Absent	Neutral	All	Evidence required – doctors, hospital or dentist appointments, jury service, employment or university interviews, Home Office/police interviews, care responsibilities or dependent leave. Notes should be recorded on eTrackr by the teacher for any authorised absence and should include the evidence where applicable.
S	Suspended	Neutral	Admin Only	For use when a student has been suspended by the college in accordance with the behaviour policy. Suspension is notified by Curriculum Admin to Timetabling who update the registers accordingly.
W	Work Experience	Positive	Admin Only	For use when a student has a work placement during taught time. Placements are notified by Work Experience to Timetabling who update the registers accordingly.
C	Session Cancelled	Neutral	Admin Only	For use when a session has been cancelled due to staff shortage or unforeseen event e.g. campus closure due to adverse weather. Head of Faculty to notify Timetabling who update the registers accordingly.
I	Illness	Negative	Admin Only	For use when a student is unwell and has followed the correct process for notifying absence in advance. Attendance team to update registers based on notification of absence from students.