



ATTENDANCE POLICY

Date Last Reviewed	December 2025
Date Effective From	6 th January 2026
Date of Next Planned Review	December 2026
Signed	Natalie King, Managing Director

Introduction:

At AccXel, we believe that excellent attendance is fundamental to learner success. Regular attendance enables learners to develop the knowledge, skills and behaviours required to achieve their qualifications, progress in their careers and maximise their future opportunities.

Our goal is for every learner to achieve **100% attendance**. We promote a culture where attendance is valued, celebrated and recognised as a key indicator of commitment and professionalism. Evidence from our learner support processes demonstrates that high levels of attendance are closely linked to improved achievement, progress and wellbeing

Where a learner's attendance falls below **90%**, a formal intervention process will begin. This may include attendance review meetings with the learner, employer, parent/carer (where appropriate) and AccXel

staff, alongside the implementation of an Attendance Improvement Plan designed to support the learner back to acceptable attendance levels.

All learners are expected to:

- Attend all timetabled sessions, reviews, workshops and assessments.
- Arrive punctually and remain for the full duration of each session.
- Engage fully in learning activities.
- Notify AccXel and their employer (where applicable) of any absence as soon as possible.
- Provide evidence of absence when requested.
- Take responsibility for maintaining attendance as close to 100% as possible.

Reporting Absence:

Whilst our aspiration is 100% attendance, AccXel recognises that genuine illness, personal circumstances and welfare concerns can occasionally affect attendance.

If you are unable to attend a scheduled learning session due to illness or an unforeseen circumstance, you must:

- Contact the AccXel Main Office on **01594 801009** before your scheduled start time wherever possible.
- Follow your employer's absence reporting procedures in addition to informing AccXel.

Failure to report an absence appropriately may result in the absence being recorded as unauthorised and may lead to further investigation or disciplinary action.

Failure to attend without notification:

Learner safety and wellbeing are a priority. If a learner has not arrived and we have not received notification of their absence within **15 minutes of their scheduled start:**

- AccXel will attempt to contact the learner.
- AccXel will contact the learner's emergency contact.

- The learner's employer will also be informed that the learner has failed to attend and has not made contact.

This process supports our safeguarding responsibilities and ensures that learners are safe and accounted for.

Appointments and annual leave:

Where possible, medical appointments, holidays and other planned absences should be arranged outside of timetabled learning hours.

Any absence relating to:

- Annual leave
- Medical appointments
- Personal appointments
- Other planned absences

must receive prior authorisation from the learner's employer.

Evidence of approval must be provided to AccXel in writing, typically via email from the employer, before the absence takes place.

Absences taken without employer authorisation may be recorded as unauthorised and could result in an attendance review being initiated.

Attendance intervention process:

Where attendance falls below **90%**, the following staged intervention process will be implemented:

Stage 1 – Attendance Review

When attendance drops below 90%, the learner will be invited to an Attendance Review Meeting with their tutor or designated member of staff to:

- Discuss attendance concerns.
- Identify any barriers to learning.
- Review support requirements.
- Agree actions to improve attendance.

The learner's employer and/or parent/carer (where appropriate) may be informed and invited to participate.

Stage 2 – Attendance Improvement Plan

If attendance does not improve following the review meeting, a formal Attendance Improvement Plan will be implemented.

This may include:

- Weekly attendance monitoring
- Additional progress reviews
- Learner support interventions
- Employer engagement meetings
- Wellbeing or safeguarding referrals where appropriate
- Agreed attendance targets and timescales

Stage 3 – Formal Review

Learners whose attendance remains below acceptable levels despite support and intervention will be subject to a Formal Attendance Review.

Outcomes may include:

- Enhanced monitoring
- Formal warning regarding attendance expectations
- Escalation to employer management (for apprentices)

- Review of continued suitability for the programme where funding, progress or achievement is at risk

Exceptional circumstances:

AccXel will always consider individual circumstances when reviewing attendance. This may include:

- Medical conditions
- Pregnancy-related absence
- Mental health concerns
- Bereavement
- Caring responsibilities
- Other exceptional personal circumstances

Learners are encouraged to disclose issues at the earliest opportunity so appropriate support can be put in place.

To clarify: roles and responsibilities

Learners

- Attend all scheduled learning activities
- Report absence promptly
- Engage with support offered

Tutors and Coaches

- Monitor attendance
- Identify concerns early
- Provide support and challenge where required

Employers (Apprenticeships)

- Support learner attendance
- Attend review meetings when required
- Work collaboratively with AccXel to remove barriers

AccXel Leadership Team

- Monitor attendance trends
- Ensure consistent application of this policy
- Promote a culture of high expectations and high achievement

Policy Review

This policy will be reviewed annually to ensure it remains effective, compliant and aligned with AccXel's commitment to learner achievement, wellbeing and success.

Every Session Counts. Every Session Builds Success.