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15 <sup>th</sup> June 2021	<ul style="list-style-type: none"> <li>New Policy</li> </ul>	Capella Advisory Board	H. Lees April/May 2021	<i>K.Smith</i>
3 <sup>rd</sup> August 2021	<ul style="list-style-type: none"> <li>Updated to reflect arrangements for Sub-Contracted Trainers and to revert to apprentice/delegate terminology as required by RoATP</li> </ul>	M.Luckett	H.Lees 03/08/21	<i>K.Smith</i>
21 <sup>st</sup> September 2021	<ul style="list-style-type: none"> <li>Appendix 2 updated to reflect current live version of the Capella Code of Conduct for Apprentices/Delegates</li> </ul>	H.Lees	H.Lees 21/09/21	<i>K.Smith</i>
14 <sup>th</sup> June 2022	<ul style="list-style-type: none"> <li>Minor updates following 14-16 October 2021 Mock Ofsted Inspection</li> <li>Minor updates following feedback from Delivery Team</li> </ul>	K.Smith	H.Lees 26/10/21	<i>K.Smith</i>
15 <sup>th</sup> August 2023	<ul style="list-style-type: none"> <li>Updated to include requirement for apprentices/delegates to use webcams, dress appropriately and have appropriate backgrounds when on video calls</li> </ul>	S. Fannon	H.Lees 08/08/23	<i>K.Smith</i>

## **Attendance Statement**

**Capella acknowledges that good attendance plays an essential part in apprentices'/delegates' development and achievement. Capella therefore take attendance very seriously and expect all of our apprentices/delegates to strive to achieve consistently good attendance at all Capella training, coaching and review sessions and assessments, whether these be face to face or virtual/remote.**

### **Purpose**

The purpose of this policy is to set out the intentions and key tools that Capella uses to:

- communicate the importance of good, punctual, in-person attendance at all scheduled sessions
- record apprentices'/delegates' attendance at Capella training, coaching and review sessions and assessments

- review apprentices'/delegates' attendance at Capella training, coaching and review sessions and assessments, in order to identify any attendance issues which may hinder their progress
- address any poor attendance that is encountered, at both individual and systemic level, and drive continuous improvement with regards to attendance

This policy should be read in conjunction with Capella's:

- a) Health & Safety Policy, which sets out the intentions and key tools that Capella uses to ensure the health, safety and welfare of apprentices/delegates and Associates
- b) Equality, Diversity and Dignity at work policy, which sets out the intentions and key tools that Capella uses to ensure that equal opportunity considerations are incorporated into all our business activities, and to build an inclusive and supportive environment in which everyone is treated with dignity
- c) Privacy Policy, which details how Capella collects, uses and stores personal information
- d) Safeguarding & Prevent Policy, which sets out the intentions and key tools that Capella uses to ensure that it safeguards and promotes the physical and mental health and well-being of all people (including all apprentices/delegates, employers and Capella Associates) who are involved in our education, training and apprenticeship programmes, and to ensure that Capella meets our legal responsibility *"to have due regard to the need to prevent people from being drawn into terrorism"*.
- e) Delegate Support Policy, which sets out the intentions and key tools that Capella uses to ensure that it provides any apprentices/delegates who require learning support with appropriate support which ensures that they are not disadvantaged as a result of their learning support needs, and that they are supported to achieve their full potential.
- f) Code of Conduct for Apprentices and Delegates which sets out Capella Associates Ltd expectations for learner behaviour (including the expectation that apprentices/delegates attend, and arrive punctually at, all training/assessment events that they have been scheduled to take) and the procedure that Capella Associates Ltd use to resolve matters when apprentices'/delegates' behaviour is deemed to be unacceptable (See *Appendix 2*)

This policy includes how we:

- Achieve commitment to the policy in our organisation (Intent)
- Promote the policy (Tools and Curriculum)

- Obtain additional support and guidance when required (Contacts)

### Owners

All Capella Associates, Capella Advisory Board Members and Capella Training Delivery Sub-contractors must be aware of and work within this policy. The Capella Operations Director takes lead responsibility for deployment of this policy.

### Intent

Capella aim to:

1. Provide a safe, supportive and fully inclusive environment that enables all apprentices/delegates to achieve their full potential.
2. Ensure that Attendance Data is recorded accurately, and in a timely manner, within the relevant Programme Tracker or e-portfolio system (as applicable) and that any gaps are clearly highlighted.
3. Regularly review apprentices'/delegates' attendance data in order to identify where action may be required to be taken, and subsequently take appropriate action, using Capella's escalation process where required to address persistent absenteeism.
4. Work with apprentices/delegates who are struggling to attend training sessions in order to identify the most appropriate course of action, ensuring that the apprentices/delegates are at the centre of all discussions and actions regarding their attendance.
5. Ensure that apprentices'/delegates' employers are informed regarding the attendance of their apprentices/delegates, and work with employers to ensure they provide their apprentices/delegates with appropriate support.
6. Recognise the needs and support of the individual apprentice/delegate when planning reintegration following significant periods of absence (e.g. a Break in Learning).

### Tools

The key tools that Capella will use to ensure that Capella accurately records and monitors attendance, and takes appropriate action where poor attendance is identified, are listed below, in the area of operation to which they relate:

#### *Leadership / Policies / Procedures*

1. Annual review of this policy.
2. Annual communication of this policy to promote the importance of Attendance and to ensure that all Associates, Advisory Board Members and Training Delivery Sub-contractors understand their responsibilities with regards to the recording and monitoring of attendance.

3. Acting swiftly, sensitively and inclusively if apprentices/delegates share any sensitive or confidential information regarding their Non-attendance with Associates (eg non-attendance due to health condition).
4. Programme information that makes apprentices/delegates and their employers who are involved in our programmes aware of this policy.
5. Ensuring that any information regarding attendance is recorded accurately, and in a timely manner, within the relevant Programme Tracker or e-portfolio system (as applicable) and that any gaps are clearly highlighted.
6. Ensuring that attendance data is regularly reviewed and analysed to identify, and subsequently take, appropriate action; using Capella's escalation process where required to address persistent absenteeism for individual apprentices/delegates, and considering solutions to systemic issues affecting multiple apprentices/delegates (e.g. changes to programme schedule or provision of additional support).
7. Reporting Attendance Data to Capella's Advisory Board on a quarterly basis including "actions taken and actions planned" to address any gaps to target, any concerns and to continuously improve attendance.
8. Associates working within the Capella Code of Conduct.

#### *Programme set-up and management*

9. Encouraging and developing open, supportive relationships with all Capella apprentices/delegates and other stakeholders so as to create opportunities for discussions regarding attendance/non-attendance and the reasons for this.
10. Accurate and timely recording of attendance within the relevant Programme Tracker or e-portfolio system (as applicable).
11. Regular review and analysis of attendance data in order to identify, and to subsequently take appropriate action, using Capella's escalation process where required to address persistent absenteeism for individual apprentices/delegates, and consider solutions to systemic issues affecting multiple apprentices/delegates (e.g. changes to programme schedule or provision of additional support).
12. In cases where absenteeism is, or is perceived to be, linked to a Safeguarding or Learning Support concern, communicate with the DSL and/or Deputy DSL or the Delegate Support Specialist (as applicable) so that appropriate actions are planned and implemented.
13. Reporting Attendance Data to Capella's Advisory Board on a quarterly basis.

#### *Contacts*

14. Capturing, and sharing information regarding attendance with others as required (eg employers; sub-contractors who provide aspects of training delivery; Ofsted) on a strictly "need to know basis" to ensure appropriate action is taken to support apprentices/delegates, whilst ensuring compliance

with the latest legislation and guidance in relation to Data Protection at all times.

### *Curriculum and supporting resources*

15. If it is identified that an apprentice's/delegate's lack of attendance is due to a requirement for additional support (over and above that which is provided as standard within our programmes, for example a learning difficulty or mental health concern), ensuring that such support is provided in line with Capella's Delegate Support Policy.

### Monitoring of the Policy

Attendance Data is regularly monitored by Capella's Programme Managers in order to identify where any action may be required to be undertaken.

A report on Attendance Data is also presented to Capella's Advisory Board on a quarterly basis and this includes "actions taken and actions planned" to address any gaps to target, any concerns and to continuously improve attendance.

### Review and Updates

This policy will be reviewed every 12 months, or more frequently if required following identification of any issues/concerns and/or publication of new guidelines.

## **Appendix 1: The Capella Apprentice/Delegate Attendance Procedure**

**Capella acknowledges that good attendance plays an essential part in apprentices'/delegates' development and achievement. Capella therefore take attendance very seriously and expect all of our apprentices/delegates to strive to achieve consistently good attendance at all Capella training, coaching and review sessions and assessments, whether these be face to face or virtual/remote.**

### **On (or before) Launch Day**

- All Apprentices/Delegates are required to sign and return the Learner Code of Conduct (see *Appendix 2*), a copy of which will be saved in the relevant Programme folder on Capella's sharepoint site.
- All Apprentices/Delegates are required to sign the Attendance Declaration ~~Commitment Statement~~ (see *Appendix 3*), and subsequently to upload a copy of their signed Statement to their e-portfolio on OneFile as part of their first day learning evidence.
- Apprentices/Delegates Line Managers are made aware of their role and responsibilities in supporting their Apprentices/Delegates including the requirements for 20% Off the Job Time and good, punctual attendance throughout the programme.

### **Before each training session**

- Apprentices/Delegates are expected to make arrangements so that they are able to punctually attend all scheduled training, coaching and review sessions and assessments, whether these be face to face training sessions or virtual/remote training sessions.
- If an apprentice/delegate is unable to attend a training, coaching or review session or an assessment, or they will be late arriving, they should notify their trainer in advance of the session, providing as much advance notice as possible.

### **During/Immediately after the training session**

- All Capella Associate Trainers are required to record each delegates' attendance at a training session within the relevant Programme Tracker or e-portfolio system (as applicable). Sub-contracted Trainers should notify the Associate Trainer assigned to the Programme and request that s/he updates the relevant Capella documents.
- In cases where absenteeism is, or is perceived to be, linked to a Safeguarding or Learning Support concern, Associate Trainers must communicate with the DSL and/or Deputy DSL or the Delegate Support

Specialist (as applicable) so that appropriate actions are planned and implemented. This communication may be made via the Capella Programme Manager if the concern is not considered to require immediate action.

**At each coaching session**

- Review apprentice's/delegate's attendance and agree any necessary actions to increase this, including escalation to Capella Programme Manager, Operations Director and/or communication with the DSL and/or Deputy DSL or the Delegate Support Specialist (as applicable).
- Update the Tracker or e-portfolio system (as applicable) to provide a record of discussions and agreed actions.

**At Programme Review**

- Capella Programme Managers will review apprentice/delegate attendance with Employer leads at regular Programme Reviews and agree any necessary actions to increase this, including communication with apprentice/delegate Line Managers, and escalation to Capella Programme Manager, Operations Director and/or communication with the DSL and/or Deputy DSL or the Delegate Support Specialist (as applicable).
- Update the Programme Review notes to provide a record of discussions and agreed actions.

**At Operational Reviews**

- Programme status will be presented to the Operations Director by the relevant Programme Manager, on a rolling monthly basis.
- This will include an analysis of attendance data on each programme, and where applicable, further actions that have been taken, or which are agreed should be taken, as a result of completing the operational review. All actions will be agreed and recorded.

**Each Quarter**

- An Attendance Data Report will be presented to Capella's Advisory Board on a quarterly basis for their review.

## **Appendix 2 – Capella Code of Conduct for Apprentices and Delegates (CL14)**

### **Introduction**

This Code of Conduct for Apprentices and Delegates sets out Capella Associates Ltd expectations regarding apprentices'/delegates' behaviour and the procedure that Capella Associates Ltd use to resolve matters when apprentices'/delegates' behaviour is deemed to be unacceptable.

Our Code of Conduct applies to:

- face-to-face training and assessments
- online/virtual training and assessments
- all apprentices/delegates enrolled onto Capella Training programmes

It should be noted that apprentices/delegates are representing their employer's business whilst attending a Training Programme, and that Employers will therefore be considered responsible for their employees' behaviour and may be liable for any damage caused as a result of their employees' misconduct.

### **Aims and Expectations and Consequences**

Capella Associates Ltd aims to provide an inclusive approach to learning. We believe that all apprentices/delegates should be treated with respect by their trainers, assessors and all Capella Associates, and that they should feel safe, respected and valued. In return, we expect and anticipate that apprentices/delegates will at all times behave appropriately and respectfully towards our Associates and other learners.

All apprentices/delegates are expected to adhere to the Code of Conduct at all times, including whilst participating in any online or virtual training.

A breach of the Code of Conduct may lead to an apprentice/delegate being excluded from the Training Programme that they are undertaking.

We ask that apprentices/delegates:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
- Are courteous and respectful of host venues and training centres where these facilities are used.
- Show a positive commitment to their own development and learning.
- Show respect for other learners' development and understand that all learners' progress at different paces.



- Attend, and arrive punctually at, all training/assessment events that you have been scheduled to take.
- Co-operate with other learners, trainers, the wider Capella team and, where applicable, host venue staff.
- Make full use of webcams so that participants can be seen as well as heard, thereby maximising the level of engagement and enabling Associates to monitor engagement and wellbeing.
- Use video backdrops in order to enable their use of video in situations where this may otherwise be unsuitable (eg when working from home, an open office or a confidential site)
- Use headsets to cut out background noise and electrical feedback, in order to enable full concentration on the scheduled session
- Understand that there is a certain amount of necessary paperwork/administration which must be completed by each apprentice/delegate.
- Take care of equipment and facilities and show respect for another person's property.
- Ensure that you do not engage in any activity that could be construed as being Learner Malpractice (see Capella's Assessment Policy for further details regarding Malpractice)
- Take due notice and care of your own Health & Safety and wellbeing and show respect for others Health & Safety and well-being.
- Make a Capella Associate aware of any Safeguarding or Prevent issues or concerns that you have, no matter how small, either regarding yourself or regarding another learner or a Capella Associate.
- Make a Capella Associate aware if you require any additional learning support (see Capella's Delegate Support Policy for further information regarding Delegate Support).

### **Examples of Misconduct and Gross Misconduct**

The following are examples of behaviour which Capella Associates consider to be **misconduct** and which may result in suspension or exclusion from a Training Programme.

- Failure to follow Health & Safety Regulations.
- Conduct which prevents, obstructs, or disrupts teaching, learning or administration of either face to face training/assessment or online/virtual training/assessment.
- Engaging in any activity that could be considered to be learner malpractice, eg plagiarism, collusion or cheating.
- Disruption to a Training Programme or assessment, either directly or by lack of cooperation, that affects other learners on the programme.
- Failure to follow the reasonable instructions and requests of the trainer or a representative of Capella Associates or, where applicable, the host venue.

- The use of offensive, abusive, inappropriate or bad language.
- Causing damage to the premises, equipment or property of another learner, the trainer, Capella Associates or, where applicable, the host venue.
- Interference with software belonging to or used by Capella Associates or, where applicable, the host venue.
- A lack of commitment and appliance to your own learning and development by attendance at the training course.
- Misuse or unauthorised distribution of intellectual property belonging to Capella Associates, which includes programme content, printed and digital support material, and recordings of training sessions.

The following are considered examples of **gross misconduct**.

- All forms of Bullying (eg online bullying, discriminatory bullying, prejudice based bullying), Harassment (including sexual harassment), Intimidation, and/or Disorderly behaviour
- The persistent use of offensive, abusive, inappropriate or bad language
- Behaviour or language which is racially or sexually offensive, which is offensive to those with disabilities or is discriminatory or prejudiced in any way
- Violence (including sexual violence) or a threat of violence (including sexual harassment and online harassment).
- Drunkenness or illegal use of drugs whilst on the premises of a host venue or whilst attending a Training Programme or assessment.
- Activity that is classified as illegal whilst attending a training or assessment event.
- Failure to follow Health and Safety instructions that may cause or have caused serious injury.
- Making a malicious, fraudulent or unfounded allegation against a Capella Associate or another apprentice/delegate.

### **Disciplinary Procedure**

Except in circumstances which are considered acts of **gross misconduct**, in the first instance, the trainer or other Capella Associate (as applicable) will respectfully bring the issue to the attention of the apprentice/delegate and will discuss, where necessary, the action that the apprentice/delegate needs to take in order to prevent further issues arising. Apprentices/Delegates will be given an opportunity to change their behaviour.

If an apprentice's/delegate's behaviour continues to be unacceptable and/or causes disruption to the learning of others, the trainer may ask the apprentice/delegate to leave the training room pending further discussion or consultation with their employer.

If an apprentice's/delegate's behaviour is considered disrespectful to other learners, the trainer or, where applicable, the host venue, or is otherwise considered to be **gross misconduct**, the apprentice/delegate will be asked to leave the site immediately.

In the event of hostile behaviour towards the trainer, other learners, host venue staff or members of the public, or involvement in suspected illegal activity, Capella Associates may contact the police or other applicable bodies such as the relevant Regional Prevent Duty Lead.

If a Capella Associate becomes concerned that your behaviour suggests that you may be vulnerable, or present a risk of harm to yourself or others, the Capella Associate will follow the procedures detailed within Capella's Safeguarding & Prevent Policy.

In all instances, Capella Associates will respect the decision of the trainer, assessor or representative of Capella Associates on site at the time of the incident.

### **Investigation into the Removal of an Apprentice or Delegate from a Training Programme**

Following an event where it has been necessary to remove an apprentice/delegate from a Training Programme, Capella Associates Ltd will undertake an investigation which will take into account statements provided by the apprentice/delegate, trainer and other eyewitness accounts.

Where it is found that an apprentice/delegate was removed from a Training Programme with due cause, they will only be considered for acceptance onto future Capella Training programmes on the condition that their behaviour improves. In such circumstances, the apprentice's/delegate's employer will be held accountable for any damage resulting from their employee's inappropriate behaviour, and their employer may also be restricted in their access to future Capella training programmes.

Capella Associates reserve the right to refuse an apprentice/delegate re-entry onto a Capella Training Programme where they have been removed from a Training Programme with due cause.

If it is identified that the removal of the apprentice/delegate was inappropriate, Capella Associates will re-accommodate the apprentice/delegate onto an applicable Training Programme as soon as possible.

### **Related Documentation**

- Capella's Safeguarding & Prevent Policy
- Keeping Children Safe in Education

- Counter-Terrorism and Security Act 2015
- Capella's Assessment Policy
- Capella's Delegate Support Policy
- Capella's H&S Policy
- Health & Safety at Work Act 1974
- Capella's Data Protection Policy
- UK Data Protection Act 2018

### **Appendix 3 – Capella Attendance Declaration**

Dear Apprentice/Delegate

We are very much looking forward to starting a training programme with you. The purpose of this statement is to underline that the success of this course is dependent on your active attendance. Therefore, you should plan for and diarise attending every session in person. In the exceptional case where you may be unable to attend, you must contact the course leader to discuss and make suitable alternative arrangements. All sessions are detailed on your timing plan. Whilst in current times, the sessions will be delivered remotely, the content requires a great deal of delegate participation. It is not a lecture style course, but one that needs everyone to actively contribute ideas. Cameras and microphones should be kept on throughout the session. If under exceptional circumstances, you know that you will be unable to attend a session, we ask you to inform the trainer for that session at the earliest opportunity, so that your absence can be authorised and arrangements made for you to be able to catch up as far as is feasible.

Signature:

Date: