



Burlington School

— Excellence in English —



Attendance Monitoring Handbook

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TRINITY
COLLEGE LONDON
Registered Examination Centre 46190



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Summary

Rationale	<p>At Burlington School it is important that the attendance of all students is monitored closely. When dealing with a student's absence, we must consider the following:</p> <ul style="list-style-type: none"> • Academic the student's academic progress is hindered by absence from classes. • Welfare the student's attendance may be being affected by welfare or health issues, and it is important that we give all available support. • Human Resources Students' attendance levels can indicate underperformance from staff, and it is important that we monitor this and provide support as necessary. • Prevent Prolonged absence may suggest that the individual is not a genuine student, and this may be of concern relating to our Prevent Policy and Procedures. • Compliance in the case of students who are being sponsored by a government or other body, attendance must be maintained at a certain level.
Aim	<p>The following guidelines aim:</p> <ul style="list-style-type: none"> • to ensure that procedures are in place to monitor student attendance at all levels; • to ensure that procedures are in place to ensure accurate recording of student data relating to attendance; • to inform Burlington School staff and representatives of their responsibilities regarding student attendance; • to ensure that procedures are in place for dealing with staff who fail to monitor attendance in accordance with the guidelines; • to highlight our commitment to the academic progress of our students in relation to poor attendance of themselves or others; • to highlight our commitment to student welfare, as indicated by poor attendance; • to highlight our commitment to students under 18 and to vulnerable adults;
Applies to	<ul style="list-style-type: none"> • Managing Director • Director of Studies • Office Manager • Accommodation & Welfare Officers • Marketing Officers • Prevent Lead • Teachers • Activity Leaders
Related Documents	<ul style="list-style-type: none"> • Safeguarding and Welfare Policy • Prevent Policy • Disciplinary Policy
Approved by	Managing Director
Responsibility for update	Director of Studies
Date of approval	August 2023
Proposed date of review	August 2024

I. Introduction & Rationale

These Guidelines explain how attendance is monitored and at what point different action is taken with regards to poor attendance. It further defines at what point the student should contact the School to notify us of and explain their absence, and what procedures are in place for this.

Attendance is recorded daily on the class register, and this information is stored on the school database. Poor attendance has an effect on a number of areas, and as such it is taken extremely seriously. Our policy takes into account the following areas:

- **Academic:**
Researchⁱ suggests that it takes between 150 and 200 teaching hours for a language learner to progress from one level of the Common European Framework of Reference (CEFR) to the next. Therefore, we would expect a student following a GE 20 course to take approximately 12 weeks (180 hours' teaching) to progress from one level to the next. Therefore, each session missed will delay the student's progress. In addition to this, there is a knock-on effect, as our courses are designed to build on previous knowledge and skills. Missing the lesson content may therefore lead to future disruption.
- **Welfare:**
It is important for us to monitor students' attendance, as there may be welfare issues preventing them from attending school. Although this is especially important for students under 18 years of age, our policyⁱⁱ is to regard all students as potentially vulnerable, as they are in a foreign land without their usual support networks.
See the School's [Safeguarding and Welfare Policy](#) for further information.
- **Human Resources:**
Persistent absences from a class may be an indicator of underperformance from school staff, and it is important to monitor such cases and address them.
See the school's [Recruitment Policy](#), and Employee Handbook for further information.
- **Prevent:**
It is important for us to monitor students' attendance, as prolonged absence casts doubt on their seriousness regarding study. As a language school, this is of concern relating to Prevent legislationⁱⁱⁱ
See the school's [Prevent Duty Policy](#) for further information.
- **Compliance:**
Under UKVI regulations, students studying on a Tier 4 (General) Visa must maintain a given level of attendance. Although Burlington School is not a Tier 4 Sponsor, we choose to apply similar criteria to all students to highlight our commitment to monitoring non-UK nationals who are visiting the country as students.

Unacceptable attendance is defined as overall attendance lower than 70%, or a student missing 10 consecutive points of contact.

- A **point of contact** is defined as one full day, and includes:
 - *Induction and Testing on the student's first day*
 - *The student's lessons (including Tutorials and Testing)*
 - *Scheduled meetings with school staff*
 - *Scheduled activities*
- **Overall attendance** counts each lesson individually.

This system allows a double check on attendance, thus:

Student

Student A studies 1 class per day. She is absent without authorisation for 2 weeks.

Student B studies 3 classes per day. Although he attends classes on all days, he is consistently absent from his first class.

Attendance Status

The student has missed 10 consecutive points of contact, and therefore her attendance is deemed unacceptable.

Although the student satisfies the rule regarding points of contact, his overall attendance is only 67%; therefore, his attendance is deemed unacceptable.

Lateness

Lessons begin at 08:45, 11:30, 13:00 and 13:50. Students are expected to be on time for all sessions. However, some leeway is allowed for delays:

- Students who are up to 10 minutes late will be allowed into class. These students are recorded as present on the attendance register.
- Students who are 10 minutes late or more will not be allowed into class. These students are recorded as absent on the attendance register.
- Students under 18 years of age must be allowed to enter the class even if they are more than 10 minutes late.
- Teachers are asked to monitor lateness within the 10-minute window. If a student is between 5 and 10 minutes late for 3 sessions or more for 2 consecutive weeks, they should write this in the note section of the class registers.
- Some students will be given permission to enter the class late because of their jobs (for example, nannies). This arrangement must be agreed upon before the students' first day of classes with the Director of Studies or the Assistant Director of Studies and will be agreed upon on an individual basis.

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II. Monitoring

The following procedures are in place to monitor student attendance:

Daily Checks

- | | |
|----------------|---|
| Core procedure | Attendance is monitored daily by teachers by means of the class register (see Appendix 3). This is filled in within 10 minutes of the start of each class. |
| Checking | Registers are checked and signed off at the end of the week by the Director of Studies or the Assistant Director of Studies. |

Weekly Checks

- | | |
|-----------------------|--|
| Core procedure | Every week the information from the class registers is transferred to the school database by the Director of Studies or the Assistant Director of Studies. |
| Additional Procedures | Students who have missed 5 consecutive points of contact (including days in previous weeks) are flagged as giving rise to concern and sent a referral email by the Director of Studies or Assistant Director of Studies.
Classes with incomplete or inaccurate information are reported to the Managing Director. |

Ongoing Checks (Under 18s)

- | | |
|-----------------------|---|
| Core procedure | A weekly meeting is held between the Designated Safeguarding Lead and students under 18 during on the Adult Programme.
These meetings cover attendance, welfare and – when necessary – academic progress (in which case, a member of the Academic team will be present), and are documented. Additional meetings will be held in response to individual need, or in response to any significant incidents or changes in circumstances (such as terrorist incidents or changes to legislation). |
| Additional Procedures | Any areas of concern are brought to the attention of the Managing Director. |
| Checking | Meeting documentation is checked by the Managing Director. |

III. Documentation

The following documents are used in monitoring attendance:

Document Class Register (See [Appendix 3](#))

Procedure Registers are printed weekly before classes on Monday morning to ensure accuracy, and placed in the appropriate class folders. In exceptional circumstances, such as a large number of students joining the class after testing, they may be reprinted on Tuesday morning; in such cases, attendance data is transferred to the new register by the Director of Studies or teacher.

Attendance is recorded by the teacher for each student by completely filling in the circle for the class/session in black; these are left blank for students who are absent. Registers are completed by the teacher within 10 minutes of the scheduled start of each session, and immediately after breaks, and checked and signed off at the end of each week by the Director of Studies or the Assistant Director of Studies. The information is transferred weekly to the school database by the Director of Studies or the Assistant Director of Studies.

While checking, the following are noted:

- students who have missed 5 consecutive points of contact;
- students whose attendance is generally below 70%

Attendance of any such students is of concern.

These checks also allow Managers to ensure attendance is being correctly recorded.

Original Registers are kept on file at the end of each term, and retained for 5 years.

Action Students whose attendance is of concern are sent a Referral Email; if this elicits no response, they are telephoned, and the call noted on the student's database profile.

Any issues with recording attendance are addressed at a disciplinary meeting with the Director of Studies.

Follow-Up Students are reminded of the school attendance policy and are monitored for continued or repeated absences. Teachers are monitored for the above procedures.

Document Referral Email (See [Appendix 4](#))

Procedure Referral Emails are sent by the Director of Studies or the Assistant Director of Studies to students whose levels of absence are of concern.
A note will be added to the students database profile.

Action A meeting may be held with the student, with the aim of identifying the issues leading up to the poor attendance.

Follow-up Students are reminded of the school attendance policy and are monitored for continued or repeated absences.

Document Weekly Under 18 meeting records (See [Appendix 5](#))

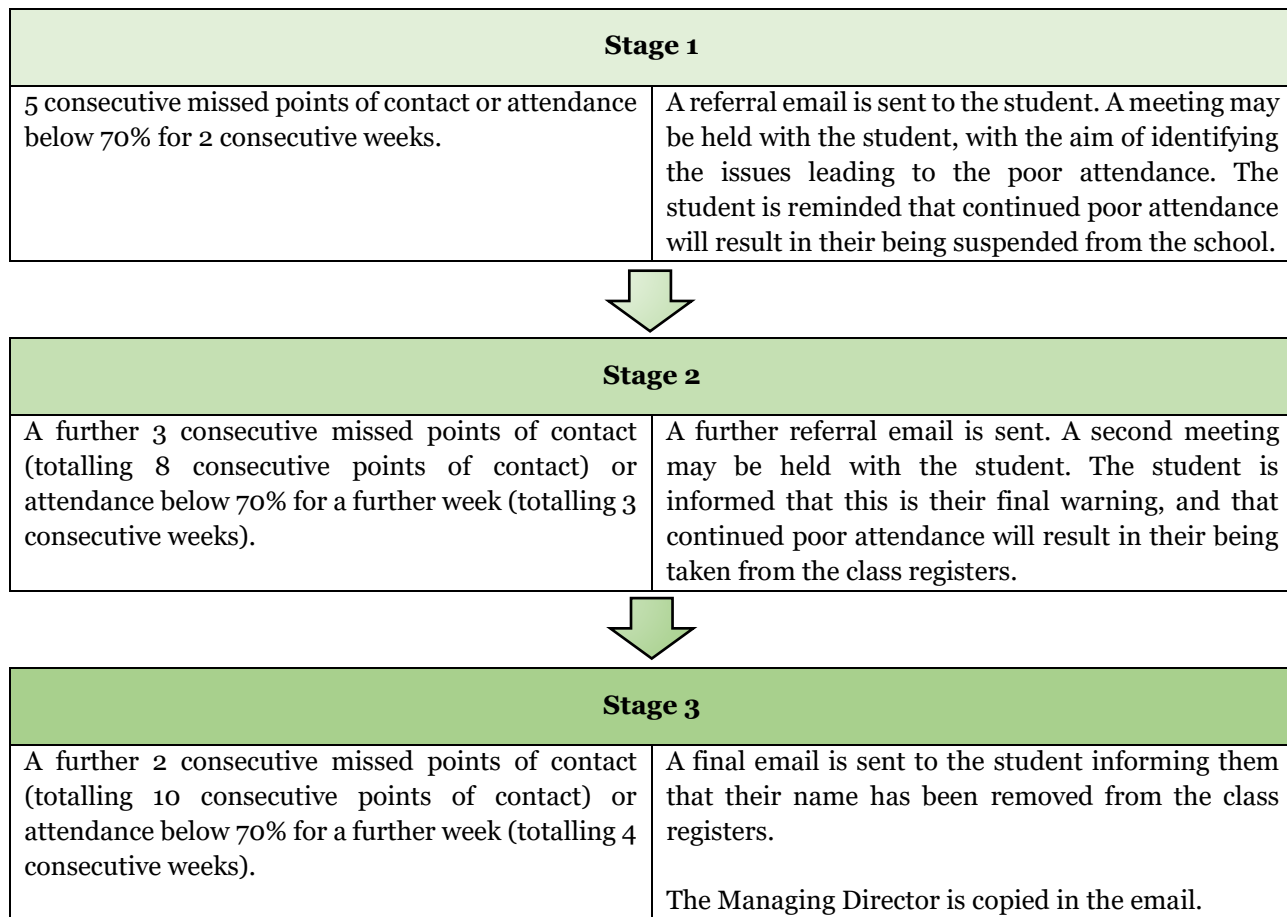
Procedure A new list is created every week by the Director of Studies. The Designated Safeguarding Lead takes notes from the meeting using the space provided on the list. The list is saved on the school's server and a printed copy is kept on file.

Action Any points of concern are addressed there and then.

Follow-up Students are reminded of the school attendance policy and the rules for Under 18s and are monitored for continued or repeated absences.

IV. Core Procedures - All students

Our attendance procedures follow a 3-stage process:



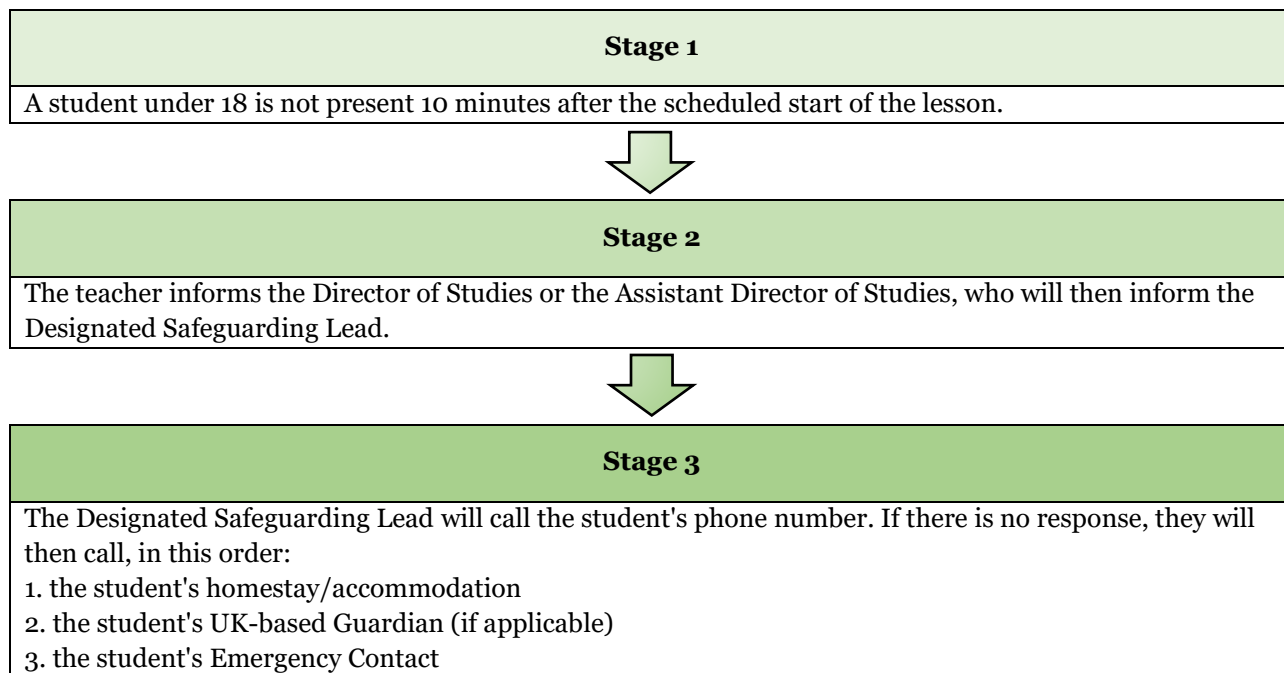
These are the core procedures for monitoring and dealing with poor attendance. However, there are additional measures in place for student

V. Additional Procedures - Students under 18

Additional monitoring and reporting measures are required for students under 18 years of age. These measures are informed by the following guidelines:

- Working Together to Safeguard Children^{iv}
- International Students under 18: Guidance and Good Practice^v
- The Prevent duty: safeguarding learners vulnerable to radicalisation^{vi}

In line with the Burlington School Safeguarding and Welfare Policy, it is vital that staff know the whereabouts of students under 18 during their study period. Consequently, all students under 18 must attend each of their scheduled lessons and other points of contact. To ensure this, the following additional procedures are in place:



If The School is still unable to contact the student, stage 3 will be repeated at 2-hourly intervals.

If The School is unable to contact the student after 6 hours, or by the end of the school day (whichever is sooner), The School will inform the Police and the Local Safeguarding Children Board.^{vii}

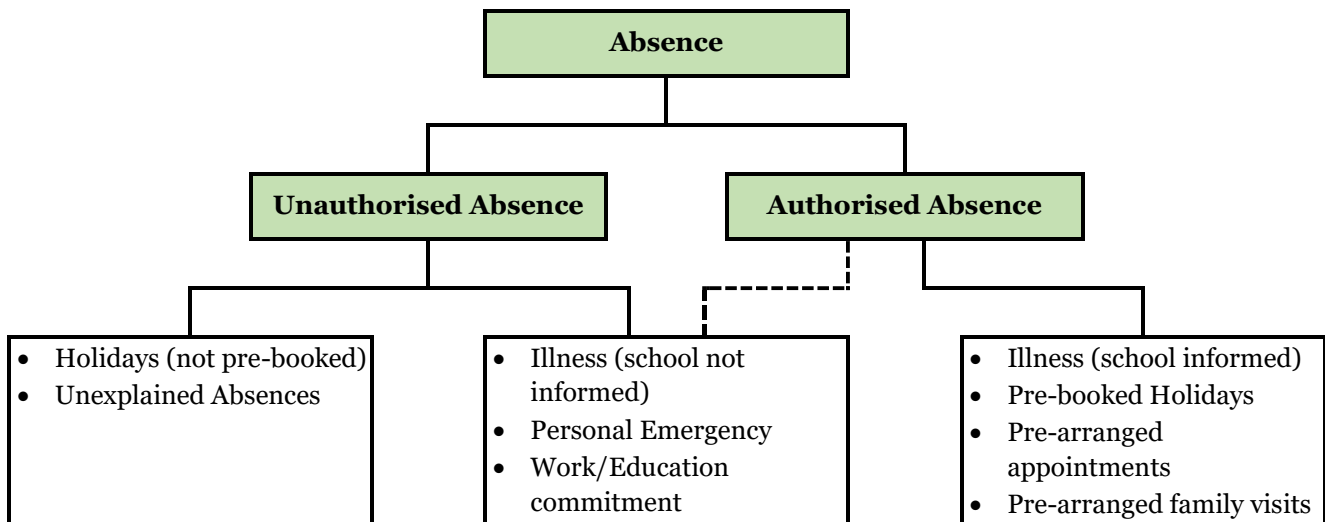
Special Provisions for students under 18:

- Students under 18 **must** be admitted to class, even if they are more than 10 minutes late for the session.
- For any meetings held with students under the age of 18, the student must be accompanied by an adult, such as a parent or guardian, or in their absence a member of the school's team.
- Students under 18 will only be removed from class after consultation with their Guardian, and when we have received written confirmation from the Guardian that they have assumed full responsibility for the child.
- Self-certification for absence or requests for authorised absence will **only** be accepted if they are signed by the student's Guardian.

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VI. Absences from school

Burlington School separates absence into 2 categories:



1. Unauthorised Absence

An unauthorised absence is defined as any absence of which the school has not been informed in advance, or for which the school has not given permission.

2. Authorised Absence

An authorised absence is defined as any absence of which the school has been informed in advance, and for which it has given permission, or an absence of which it has not been informed in advance, but has retrospectively given permission (see below).

3. Holidays

The school allows students to take holiday as follows:

Period of Study	Holiday Entitlement
1 - 4 weeks	No Holiday Entitlement
5 - 12 weeks	2 weeks' Holiday Entitlement
13 - 23 weeks	4 weeks' Holiday Entitlement
24 - 47 weeks	6 weeks' Holiday Entitlement
48 weeks +	8 weeks' Holiday Entitlement

In exceptional circumstances, we may allow additional holiday to be taken.

- Students must request holiday in advance in the office.
- Holidays are given in full weeks (Monday - Friday); we do not normally grant requests for holidays covering a part week.
- Holidays which are not pre-booked are counted as unauthorised absences.

4. Illness

In the event of illness, students are asked to call or email the school on the first morning of their illness to explain their absence. However, in exceptional circumstances, the school counts illness as an Authorised Absence even if the school is not informed in advance.

5. Other Absences

Students may be absent for other purposes, including, but not exclusive to:

- Family emergency
- Work commitments
- Educational commitments (for students also enrolled at school, college or university)
- Medical appointments

Students should inform the school in advance of any such planned absences, providing any evidence (e.g., doctor's appointment card). However, the school will typically count such absences as Authorised, so long as documentary evidence is provided by the student upon their return.

Failure to provide such evidence results in the absence being counted as an Unauthorised Absence.

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VII. Staff Disciplinary Procedures

1. Guidelines for teachers:

It is vital that we ensure all attendance records are 100% accurate and up-to-date, and so the school has in place the following regulations regarding maintaining attendance records.

Registers must be completed at the beginning of the lesson/session, and all paperwork completed as follows:

Students under 18 You must inform the Safeguarding & Welfare Officer and/or Office Manager 10 minutes after the start of class if they are absent. If they are late, even if more than 10 minutes, they must be allowed into class.

Students not on the register If a student comes to class who is not on the register, and who does not have the necessary “admit to class” form, they **must** be sent to the Director of Studies and not admitted to class. The student may have been removed from the register for a number of reasons, including: compliance reasons or outstanding payments. Alternatively, if they *should* be in class, it is important that any administrative errors are corrected immediately.

Failure to comply with these guidelines will be regarded as Misconduct, and will be subject to the following disciplinary actions:

- Failure to accurately complete registers, or to follow procedures for reporting absence:
- First informal warning
- Failure to accurately complete registers, or to follow procedures **twice** in a rolling two-week period:
- Second informal Warning

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2. Guidelines for administrative staff:

It is vital that we ensure all student and attendance records are 100% accurate and up-to-date, and so the school has in place the following regulations regarding maintaining attendance records. In addition, it is necessary that we can contact students in case of their absence.

Student information must be complete as follows:

All students must be up-to-date on the system.

This includes:

- Visa* and Passport scans uploaded
 - Terms and Conditions signed and uploaded
 - The visa letter that was sent to the student scanned and uploaded*
 - UK and Home address entered
 - Correct email address entered
 - Emergency Contact details entered
 - Visa details entered*
 - Parent/Guardian details entered*
- Failure to have complete details for your students by their start/arrival date may result in an informal verbal warning.
 - Failure to have complete details for your students 5 working days after their start date will result in a first written warning.
 - Failure to have complete details for your students 8 working days after their start date will result in a second written warning.

* *Where applicable*

Students are asked for this information in their application form, and on the groups booking form. All students are also asked to complete a details form on their first day to ensure the information we have is correct.

3. Guidelines for Managers:

The ultimate responsibility for enforcing these guidelines lies as follows:

Guidelines for teachers:

Director of Studies

Guidelines for administrative staff:

Marketing Director

Repeated failure to ensure the guidelines are followed will result in disciplinary procedures being taken.

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Appendix 1: Roles of Staff

Director of Studies / Assistant Director of Studies

Responsible to: Managing Director

Primary Duties:

- Overseeing implementation of Attendance Policy
- Ensuring registers and other attendance documents are accurate and up-to-date
- Contacting students
- Meetings with students

Performance Indicators:

- Good levels of attendance maintained across the school
- No ongoing compliance issues linked to attendance
- No ongoing safeguarding issues linked to attendance
- Attendance records are ready for inspection at all time.

Managing Director

Responsible to: Proprietor

Primary Duties:

- Contacting students
- Meetings with students

Performance Indicators:

- Good levels of attendance maintained across the school
- Recording new student data accurately and fully
- Monitoring student records to ensure information is up-to-date
- No ongoing compliance issues linked to attendance
- No ongoing safeguarding issues linked to attendance
- Records are up-to-date and accessible when needed

Operations Manager

Responsible to: Managing Director

Primary Duties:

- Recording new student data accurately and fully
- Monitoring student records to ensure information is up-to-date

Performance Indicators:

- Records are up-to-date and accessible when needed

Student Support Officer

Responsible to: Operations Manager

Primary Duties:

- Recording new student data accurately and fully
- Monitoring student records to ensure information is up-to-date

Performance Indicators:

- Records are up-to-date and accessible when needed

Accommodation Manager & Designated Safeguard & Prevent Lead

Responsible to: Operations Manger

Primary Duties:

- Contacting students
- Meetings with students
- Recording new student data accurately and fully
- Monitoring student records to ensure information is up-to-date

Performance Indicators:

- No ongoing safeguarding issues linked to attendance

Teachers

Responsible to: Director of Studies

Primary Duties:

- Recording attendance
- Monitoring punctuality
- Reporting areas of concern

Performance Indicators:

- Information on attendance is fed back appropriately and promptly
- Attendance records are maintained in line with the school's guidelines

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Appendix 2: Attendance Policies for Students

The following notice is included in the Student Handbook, and displayed throughout the school:

Burlington School Attendance Code of Conduct

At Burlington School, we want our students to learn English in the best way. If students are absent from class, this is disruptive to their learning, and makes it harder for the teachers and other students. Therefore, we ask all our students to follow this code of conduct.

Stage 1

- If I miss 5 consecutive days of any class without informing the school, I will be emailed or telephoned by the Director of Studies or Assistant Director of Studies. This is my **first warning**.
- If my attendance falls below 70% for two consecutive weeks, I will be emailed by the (Assistant) Director of Studies. This is my **first warning**.

Stage 2

- If I miss another 5 consecutive days of any class (10 consecutive days in total) without informing the school, I will be sent a second email or telephone call by the (Assistant) Director of Studies. This is my **final warning**.
- If my attendance is below 70% for another week (3 consecutive weeks in total), I will be sent another email or telephone call by the (Assistant) Director of Studies.
- If I don't attend next week, my name will be taken off the class register.
- This is my **final warning**.

Stage 3

- I will only be allowed back into class after a meeting with the Director of Studies and Managing Director.
- Continued poor attendance will result in my permanent exclusion from the school.
- I am not entitled to a refund for any classes I miss as a result of my exclusion.

Please note. There are additional rules for students aged under 18.

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Appendix 3: Sample Attendance Register

Student List

Name: Intermediate B1 General English 1

Room: Room 1

Teacher: Teacher 1

Level: Intermediate (CEFR Level B1)

Week: 2018-03-12

Time: 09:00 - 11:30 (new)

Term: Term 1 2016

Dates: 2016-01-04 - 2016-04-01

Please Complete the register as follows:

0	Ms. Student 1 (34994) Age: 17, Mexican, Student Visitor (OLD) General English (20) - Morning - 2015-05-11 - 2016-04-08	○●	●●	○○	●●	●●
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N O	NAME	ATTENDANCE				
		MO	TU	WE	TH	FR
1	Ms. Student 1(34994) Age: 23, Italian, No visa General English (20) - Peak - 2016-02-15 - 2016-03-11 (4 weeks)	●●	●●	●●	○●	●●
2	Ms. Student 2 (34995) Age: 22, Brazilian, Short-term study visa (6 months) General English (20) - Peak - 2016-01-04 - 2016-06-03 (22 weeks)	○●	●●	●●	●●	○○
3	Ms. Student 3 (34996) Age: 23, Thai, Short-term study visa (11 months) General English (15) - Peak - 2015-09-21 - 2016-09-02 (44 weeks)	holiday	holiday	holiday	holiday	holiday
4	Mr. Student 4 (34997) Age: 17, Italian, No visa General English (20) - Peak - 2016-01-11 - 2016-03-25 (11 weeks)	●●	●●	●●	●●	●●
<i>Checked (Manager)</i>		<i>Juan Mana ger</i>	<i>Juan Mana ger</i>	<i>Juan Mana ger</i>	<i>Juan Mana ger</i>	<i>Juan Mana ger</i>

Additional Students/Monday Arrivals:

	Ms Student 5 (34998) - <u>UNDER 18</u>	○○	●●	●●	●●	●●
	Mr Student 6 (34999)	○○	●●	●●	○○	●●
		○○	○○	○○	○○	○○
<i>Checked (Manager)</i>		<i>Juan Mana ger</i>	<i>Juan Mana ger</i>	<i>Juan Mana ger</i>	<i>Juan Mana ger</i>	<i>Juan Mana ger</i>

Notes:

- **Persistent lateness**
- **Welfare Concerns**
- **Concerns regarding level**
- **etc**

NAME	Notes
Student 1(34994)	Student 1 arrived 10 minutes late on Monday, Tuesday and Wednesday, and 20 minutes late on Thursday (not allowed into class)

Student 4 (34997)	Student 4 arrived 15 minutes late on Wednesday, but was allowed into class.

Notes:

- The class name, room, time and CEFR Level are shown. The teacher’s name is shown, and the week of the attendance register is given.
- The student’s Gender, Name, ID number, Age, and Nationality are shown for all students. Students under 18 have their ages highlighted in red.
- The student’s course and start and end dates are shown for all students.
- Student 1 was present every day, but absent from the first session on Thursday. The notes section explains that she was persistently late, and too late to enter class on Thursday.
- Student 2 was absent for the first session on Monday and all day Friday.
- Student 3 was on holiday. She therefore does not appear on the attendance register, but her name remains on the class list.
- Student 4 was present every day. The notes section explains that he was late on Wednesday, but was allowed into class as he is under 18 years of age.
- There is additional space available to add new students, such as:
 - Student 5 started the class on Tuesday. The teacher was informed that she was under 18, and this has been marked accordingly. She was present for the remainder of the week.
 - Student 6 started the class on Tuesday. He is not under 18. He was absent for the whole lesson on Thursday.

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Appendix 4: Sample Student Referral Email

Dear ...,

I hope you are well. I am emailing you because I have noticed that your attendance has been very poor. From 7th July, you have only attended:

- Two out of eleven General English Classes.
- Two out of eleven Listening and Speaking Workshops.

Our attendance policy states that you are expected to attend at least 70% of your lessons for two consecutive weeks or not miss 10 consecutive lessons. **Please note that this is your first warning.**

If you have any problems, please let us know and we will try and help you. The school has dedicated Academic and Welfare teams who can support you as necessary.

In cases of illness or other emergencies, we are able to accommodate you and any missed days will not be counted as an absence. However, it is important that you inform us as early as possible if this is the case.

As your course is more than one month you are entitled to take scheduled holidays. However, you must book your holiday before you are absent.

Please contact us as soon as possible so that we can help you if necessary and we look forward to seeing you back at the school very soon.

Yours sincerely,

...

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Appendix 5: Sample weekly Under 18 meeting records

UNDERAGE STUDENTS ON THE ADULT PROGRAMME - 04/09/2023									
ID	Title	First Name	Surname	Nationality	Age	Classes	School Resident	Room no.	Meeting comments
0001	Mr.	Student	One	Portuguese	16	B2 Main Session / B2 L&S	YES	001	No plans for the weekend. Will stay in.
0002	Ms.	Student	Two	Italian	16	C1 Main Session / C1 L&S	NO		Was warned about lateness.
0003	Mr.	Student	Three	German	17	B1 Main Session / B1 R&W B	YES	002	No problems reported.
0004	Mr.	Student	Four	Turkish	17	B1 Main Session / B1 L&S / R&W B / G&V B	YES	003	Visiting uncle at the weekend. Returning on Sunday night. Father's authorised.

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Appendix 6: References

- i <https://support.cambridgeenglish.org/hc/en-gb/articles/202838506-Guided-learning-hours>
- ii See *Burlington School Safeguarding and Welfare Policy* for further information
- iii http://www.legislation.gov.uk/ukdsi/2015/9780111133309/pdfs/ukdsiod_9780111133309_en.pdf
- iv <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>
- v http://www.englishuk.com/uploads/assets/members/publications/under18_guide.pdf
- vi <https://www.gov.uk/government/publications/the-prevent-duty-safeguarding-learners-vulnerable-to-radicalisation>
- vii <https://www.rbkc.gov.uk/sharedservices/lscb.aspx>