Procedure	Attendance & Punctuality (Parents/Carers) Procedure SS C24
Document owner	Head of Quality
Date first implemented	November 2023
Date last reviewed	Oct 2025
Date of next review	November 2027
Date governor-approved	na
Associated documents	Attendance & Punctuality Policy Attendance & Punctuality (Students) Procedure Internal Procedure
Reference documents	-
Initial reviewing body	Learning & Quality Group
Final approval body	Senior Leadership Team
Published on website?	Yes

Purpose	➢ To ensure that parents / carers / residential staff are aware of attendance / punctuality concerns. ➢ To work with the multidisciplinary team and other appropriate agencies to support good attendance & punctuality. ➢ To record and monitor attendance and absenteeism and apply appropriate strategies to manage these. ➢ To ensure a consistent approach throughout the College. To improve attainment and achievement of students through improved levels of attendance and punctuality.
Scope	The attendance and punctuality of all students are covered within this procedure.
Equality, Diversity & Inclusion	*"[Derwen] College is committed to promoting equality, good relations and to challenging discrimination. This is reflected in all College policies, procedures, processes and practices."* *Derwen College Equal Opportunities Policy* Derwen College's ethos is to embrace diversity, to offer equality of opportunity, and to treat every individual fairly and with respect. Equality, diversity and inclusivity are embedded throughout the organisation. This policy should be applied in accordance with this ethos. If you would like a copy of this document in a different format, such as large print, please contact the Human Resources Department who will provide help with alternative formats.

Parents/carers have a specific responsibility to ensure that their young person attends College for the full curriculum hours, either owing to the student's age when 16-19, and/or owing to the student's education contract between the College and the funding bodies and local authority.

However, on occasion

Parent/carer: Report unplanned student absence or late arrival

See procedure **(Appendix 1)**

This will be for one (or more) of three reasons only.

- Student illness that means they are unable to attend
- Exceptional circumstances, e.g. bereavement of a close family member
- Unexpected travel issues

Parent/carer: request exceptional leave of absence

There are only a few acceptable reasons the College may grant an exceptional leave of absence. These are:

- medical or other healthcare appointment that cannot be arranged outside scheduled curriculum hours
- a special one-off event involving an immediate family member e.g. sibling or parent, for example a wedding
- days of religious observance
- seeing a parent who is on leave from the armed forces
- competition participation
- death of a family member

Step 1
Complete the form at **Appendix 2**. A blank copy can be obtained as follows:

- Email Reception at reception@derwen.ac.uk to ask to be sent a copy
- Download a copy from our website www.derwen.ac.uk

Step 2
Email the completed form to the **Student Absence email**, **no fewer than ten working days prior to the first date of the requested leave of absence**

studentabsence@derwen.ac.uk

A response will be sent within **two working days of receipt**

Appendix 1

Reporting an unplanned absence or a late arrival
Note: Office hours = 8.00am-5.00pm, Monday to Friday

When reporting an unplanned absence:
Phone absence line 01691 661234, select **Option 2** when prompted.
During office hours, the phone will be answered by the Student Helpdesk/ Student Services who will take a message and email the Absence email address and the residence the student is from.

Outside of office hours (Monday to Thursday inclusive, 5.00pm to 8.00am, and Friday 5.00pm until Monday at 8.00am) – the call will go to the Absence Reporting voicemail. Parents/carers should leave a message giving:

- Student name
- Reason for absence
- Name of person making the call

Parents/carers should make a separate call for every day of unplanned absence to keep the College informed. However, if it is clear the absence will be for a specific number of days, parents/carers can state this in their initial call. The College will mark registers accordingly and/or report to the local authority/ Welsh Government if the absence requires it.

Residential students – reporting out of hours
When reporting, outside of office hours, an unplanned absence or a late arrival/ return of a residential student, please contact their residence by calling the main switchboard 01691 661 234, and select **Option 7** then enter the number relating to the residence:

RESIDENTIAL EXTENSIONS

1 for Acorns
2 for Beech House
3 for Bungalows
4 for Cadbury Court
5 for Day / Corner House
6 for Kendall Court
7 for Kent House
8 for Poplar
9 for Thomas

Appendix 2

EXCEPTIONAL LEAVE OF ABSENCE REQUEST FORM

Date request being made:

Date(s) of requested exceptional leave of absence:

from:	**to:**

Name of student: ……..

Request made by:

Requester's relationship to student:

Reason for exceptional leave of absence – please mark below.

- medical or other healthcare appointment that cannot be arranged outside scheduled curriculum hours
- graduation or marriage of immediate family member e.g. sibling or parent
- days of religious observance
- seeing a parent who is on leave from the armed forces
- competition participation
- death of a family member

Please send this complete form to studentabsence@derwen.ac.uk **no fewer than ten working days prior to the first date of the requested leave of absence**

Once the form is received a decision will be made and response to request sent within two working days of receipt.