

11

STUDENT WELFARE & BEHAVIOUR

Attendance, Punctuality and Collection Policy

Knowing where every child is — from drop-off to collection, and on every Zoom register.



POLICY OWNER

Office team

APPLIES TO

All students and parents

THE ONE RULE TO REMEMBER

If a child expected in class hasn't arrived, we find out why — within 15 minutes.

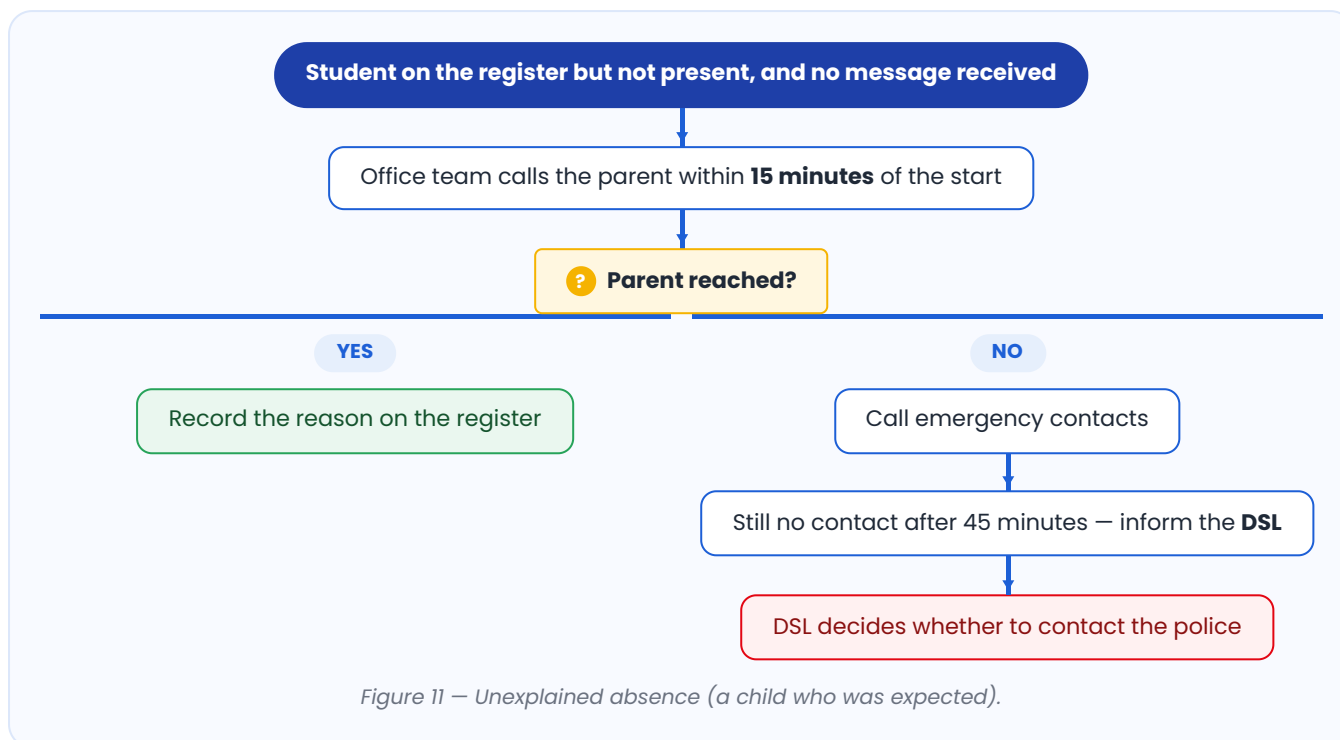
1. Parents' part

- Attendance at every lesson, and completion of uploaded work for online classes, is expected.
- Escort your child to the main entrance of the centre; our staff then guide students to their classrooms.
- Tell the Office team of any absence before the session starts, by phone, email or the centre message line.
- Drop off shortly before the session and collect on time; name any other adult collecting in advance and agree a collection password.
- Your child keeps their place until you give one month's notice (Policy 16). Lesson fees are charged whether or not your child attends.

2. Our part

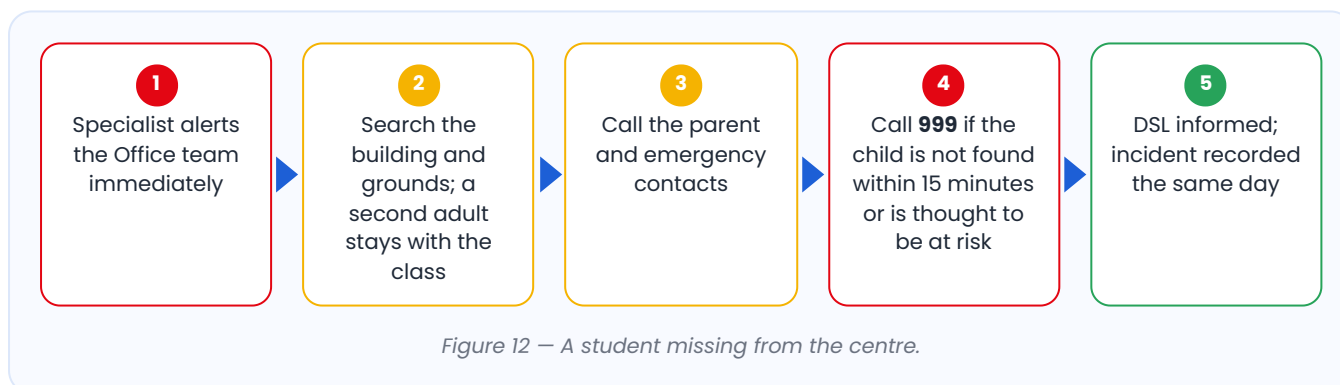
- Every student signs in on arrival and signs out on leaving, in person; online, the register is taken in the first 10 minutes of the session.
- Students who arrive late sign in at the office in the same way, so we always know who is on site.
- Children in Year 6 and below are only released to a named adult unless the parent has given written permission to leave alone.
- Where a lesson is missed, we provide catch-up material wherever we can.

3. A student hasn't arrived

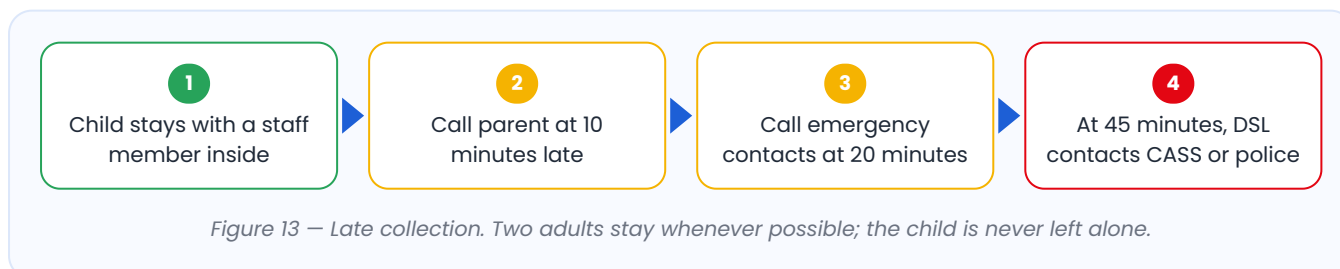


4. A student goes missing from the centre

If a student who signed in cannot be found, or leaves the building without permission:



5. Late collection



Late collection charge: after a 15-minute grace period, a charge of £10 is made for every further 15 minutes, for all classes, courses, workshops and one-to-one sessions.

6. Patterns

Where a student misses several sessions in a half-term, or is often late, the Office team contacts the parent to talk about what would help. Repeated absence can also be a safeguarding signal and is shared with the DSL.

Persistent absence without notice may lead to a child being unenrolled, after we have spoken with the family.

7. Centre closures

If the centre has to close, for example in severe weather, we will tell families as early as possible and move lessons online wherever we can (see Policy 16).