Student Attendance and Lateness Policy 2025

Aims

In having a clear policy on absenteeism, the academy can make sure we are aware and have a record of any absences, so we can:

- Provide support to any students who are absent, and try to understand the underlying causes, providing help and support as appropriate.
- To make sure our students are safe and well
- To fulfil our duty of care to all, and especially to U18s
- To ensure all our students understand the expectation to attend classes unless they have a reason outlined 'acceptable' by Celtic and of which we are notified

Procedure

Teachers' Responsibilities

- Teachers complete class attendance on the Fidelo Teacher Portal for each class and these must be completed for every lesson, within fifteen minutes of the lesson starting. One lesson normally constitutes a 1.5 hour period. If the lesson has a break, then attendance is to be noted for sessions before and after the break.
- Teachers are to note hours absent.
- Any student who arrives more than 10 minutes late for the morning or afternoon classes, or 5 minutes late for the lunchtime class, should not be allowed into class and will be marked absent for that lesson. Exceptions to this rule are:
    - those students who arrive with a dated and timed note from reception staff or an academic manager explaining the reason for their late arrival;
    - those students who have agreed to arrive late on a regular basis as a result of childcare issues. Such students will have a letter with their agreed start time and teachers should allow those students the ten, or five, minutes' grace period allowed to others, from the time noted on the letter, rather than the usual start time of 8:45, 12:30 or 14:15.
- If a student is absent for a specific reason, the teacher should make sure that the academic management team is aware of the reason. It is the responsibility of the AM team alone to excuse absences.
- If a student is not on the portal class list, the teacher should send the student to reception. An exception to this is for new students who arrive in class on Monday with a dated timetable for that class.
- If an under 18 year old student is absent, the teachers are to inform reception within the first 15 minutes of the lesson. Attendance warnings will be followed up with their parents or legal guardians if there are more than 3 absences in a week. It is the Academic Management team's responsibility to ensure that class teachers are aware of the policy and that the policy is followed.

- Under 18 students are highlighted on the class list and class ages shown on the teacher portal student information
- All class lists have a reminder to report under 18 who are late / missing

Academic Management team responsibilities

- It is the AM team's responsibility to complete the electronic record of attendance on a weekly basis.
- The AM team ensure that class information is up to date for each class on Fidelo. Substitute teachers are updated by Thursday for the following week by the DoS to ensure they have access to class registers on the cover day(s)
- In the case of class merges or other occasions where access cannot be granted to class on Fidelo, the AM team will create a class register on the G Drive and input the attendance data on Fidelo after the lesson.
- New digital class lists are created each week or amended when any changes have occurred in a class.
    - Teachers are informed of changes via SLACK
- At the end of each week, the AM team checks the attendance for each class on Fidelo, the academy's student management database. The AM team amends any excused absences and follows up on any gaps with relevant teachers.
- PM attendance may be recorded on Fidelo on the Monday of the following week.
- Up to 13th June 2025: Once recorded on Fidelo, class attendance documents are archived on Google Drive.
- From 20th June 2025: Class lists are archived and all attendance records are accessible on Fidelo.
- It is the Academic Management team's responsibility to discuss any regular problems a student has with regards to their class time as a result of childcare issues, to agree a possible start time based on the child's academy start time and the distance of the academy from Celtic,and to share this information with the student's teacher verbally and via email.
- When recording the weekly attendance, the AM team consult the emails from students asking for excused absence that week. Based on the criteria sent by email to Ss (see appendix 1 below) a decision is made whether to excuse the absence that week.
- It is the AM team's responsibility to run a critical attendance (monthly) audit and send out warning emails (appendix 2) to flagged students.
- It is the AM team's responsibility to run a zero hour attendance audit weekly and email the flagged students directly and contact the Operations Manager with the list of flagged students.

Informing students

- It is the responsibility of the AM team to warn any students whose attendance fall below 80% and stress the role of attendance as a visa requirement and also to ensure that satisfactory progress is made. This is done through e-mails to relevant students. (appendix 2)
    - Email template for students to clarify the attendance policy of 80% minimum for a certificate (appendix 4)
- It is the responsibility of the DoS or ADoS to warn any students who persistently arrive late and stress that their attendance percentage may be affected if they continue to do so. This is done through tailored e-mails to arrange welfare / attendance meetings to relevant students. (Appendix 3)
- For sponsored students, the AM Team will inform any sponsors if a student's attendance poses a concern via their reports. The academy is not authorised to give any time off to any sponsored students. Such requests should be directed to their embassy supervisor. Students are directed to Celtic's Terms and Conditions for the holiday period allowance.
- Occasionally a student may query their attendance. In such cases, the class archived attendance list will be checked for confirmation. The relevant teacher may also be asked for clarification.

Excused Absence Procedure:

1. Student informs the AM Team by email the day and time they have been or will be absent, with evidence if required
2. The AM team send a standard email *(Appendix 1)* displaying criteria for and against excusing absence.
3. When the attendance for the week of the absence has been completed, the AM team considers all the excused absence requests against the criteria and makes a decision whether to excuse or not.
4. Students always have the opportunity to question a decision as some reasons beyond the criteria may be considered.

Definition of Acceptable Absence

- The academy regards an attendance rate of 80% to be the minimum satisfactory level. Celtic English Academy will not issue a certificate to any student whose attendance falls below 80% Students are informed of this in the day one induction and through posters around the school.

Procedure

Zero attendance

Zero attendance is defined as no attendance over the course of a week.

On a weekly basis, the ADOS/DOS or a Senior Teacher will update the Operations Team via email of any students who have had zero attendance for one week.

The Operations Team will email the student to check they are still attending classes. In cases where the student either took a holiday without requesting it or ended their course early, the student booking will be adjusted on Fidelo as required and the academic management team will be emailed with an update.

U18 students

If an U18 student is missing from class the teacher will inform a member of the Reception Team within 15 minutes of taking the register and realising the student is missing and the student will be contacted immediately.

Disciplinary Procedure – Absences

Step 1

If a student is absent for more than 20% of their classes in a month, they will receive a critical attendance email from the AM Team .

Step 2

If the same student is absent again, they will receive another email from the AM team.

Step 3

Meeting with ADOS/DOS and a first warning letter, outlining the improvements to attendance expected.

Any welfare issue that is raised will be recorded on Asana, which is visible to both Academic and Operations Team members. If appropriate, this will be raised at the monthly inter-departmental meeting as part of the safeguarding section of the agenda.

Step 4

Continued absence will result in a second meeting with the ADOS/DOS and a second letter.

Step 5

Continued absence beyond the above steps will result in a third and final warning from the DOS and the CEO and a final written warning

Step 6
It is hoped that the issue of absence is resolved by this period, but if not discussions will continue between the student and the CEO until there is a resolution.

Note, there is no refund for students who are persistently absent as per our Terms and Conditions.

Disciplinary Procedure – Non-absence
For any non-absence related issue, the Student Disciplinary Procedure should be followed

APPENDIX 1: TEMPLATE ABSENCE EMAIL FROM ACADEMIC OFFICE

Dear

Thank you for sending an email explaining your absence from lessons. We can confirm we have received your email.

Please look at the list below to see if your absence can be excused:

Absence excused	Absence not excused
Doctor's note for sickness or injury Serious flu symptoms that can be very contagious (no doctor's note necessary for 3 days) A dangerously high temperature - with proof Food poisoning / Stomach virus (doctor's note required after one day) Students sent home from class by the teacher because of sickness Hospital appointment (with proof including time and date) Child sickness (with a prescription, note from child's school or a doctor's note) University appointments (with proof including time and date) Job interviews (with proof including time and date) Emergency dentist appointments. (with proof including time and date). Try to book outside of lesson times. **ONCE ONLY**	Period pains without a doctor's note Pregnancy symptoms without a doctor's note Missed transportation e.g. late bus Transportation issues e.g. delayed flights / early flights IELTS tests Accommodation search / flat hunting Tiredness Weather e.g. cold and / or raining Oversleeping Trips (not authorised holidays) Routine dentist appointments (non-emergency) More than 3 requests for excused absence** Mild common cold symptoms (cough, sneezing, sore throat, runny nose etc) Allergies without a doctor's note

**** A third request for excused absence during your time at Celtic will <u>not</u> be approved without a face to face welfare meeting.**

If you would like to talk about your absence, please come to see us in the academic office.

Kind regards

The Academic Team

APPENDIX 2: TEMPLATE CRITICAL ATTENDANCE (WEEKLY)

Dear XXX,

Last week your attendance fell below 80% and your overall attendance is below 80%.

The student handbook states that you should keep your attendance above 80% at all times. If you don't, you might miss too many classes and this might stop you from progressing to the next level.

If you have any problems that are stopping you from attending, please let us know as we are here to help you.

80% attendance is expected. Please note that you may not receive a certificate if your attendance is below 80%.

If you are going to be late or absent, please inform your teacher or telephone the school on: +44(0)2920 344 805.

We have an out of hours number, which you can call or text message. The number is +44(0)7845 635 213.

Kind regards,

APPENDIX 3 : SAMPLE INITIAL EMAIL FOR ATTENDANCE/WELFARE ISSUES

Welfare Meeting
1 message

Celtic English Academy - Adults - Louise Ellis <academic@celticenglish.co.uk> Tue, Nov 12, 2024 at 2:56 PM
Reply-To: Celtic English Academy - Adults - Louise Ellis <academic@celticenglish.co.uk>
To: najimohammed7722@gmail.com

16071

Dear Naji Mohammed Naji,

We hope this email finds you well.

We have noticed that you have not been attending your classes recently. I would like to invite you to come and speak with me so we can discuss how you are and if we can offer you any support with your studies.

This meeting can be in person or, if you prefer, we can have the meeting online. Let me know.

Can you meet with me tomorrow? Is the morning or the afternoon better for you?

I will wait to hear from you and I can organise a time for us to meet.

Kind regards,Louise Ellis
Assistant Director of Studies

Celtic English Academy

APPENDIX 4: ATTENDANCE POLICY AND ISSUE OF CERTIFICATE EMAIL TEMPLATE

Dear ,

We hope this email finds you well.

We are writing to let you know about an important update to our attendance policy and how it may affect students receiving their certificate.

We have always encouraged students to attend at least 80% of their classes, as you are told in the welcome presentation on your enrolment day, while studying at our academy. In the past, we have been flexible and provided certificates to some students who had lower attendance. However, from 6th January 2025, we will have a stricter attendance policy.

For New Students (enrolled from 6th January 2025):

- All new students must have **80% or higher attendance** to receive their course certificate.
- This rule will be strictly applied, with no exceptions.

For Current Students (enrolled before 20th December 2024):

- If you are a current student completing your course in 2025, you must have **at least 60% attendance** to receive a certificate.
- We still encourage you to **aim for 80% attendance** or higher to align with the new policy.

Why is attending class important?

Attending your classes regularly is really important for improving your English skills and making the most of your time at the academy. Attending your classes will help you stay on track, practice speaking and listening more frequently, and will help you gain confidence in using English every day.

If you have any questions about your attendance or this policy, please feel free to come and chat to the reception team.

Kind regards,