

Absence Management and Reporting Procedure

Policy owner	Dr Eleanor Hockley
Applies to	Private tuition, SEND, EOTAS and commissioned Alternative Provision
Effective date	October 2026
Review date	October 2027, or sooner following changes to contractual requirements

1. Purpose

This procedure explains how Wealth of Knowledge Tuition monitors attendance, responds to absence and reports concerns. It supports learner welfare, safeguarding and continuity of education while recognising that many learners have SEND, medical needs, anxiety or individually agreed flexible timetables.

For Local Authority-commissioned provision, any specific attendance and notification requirements in the placement agreement take precedence where they are more stringent.

2. Responsibilities

Dr Eleanor Hockley, as sole trader, is responsible for maintaining accurate session records, making appropriate enquiries about unexpected absence, notifying parents/carers and commissioners where required, and escalating safeguarding concerns. Parents/carers should report known absences as early as possible using the agreed contact method. Commissioning authorities remain responsible for their wider statutory attendance and placement functions.

3. Attendance records

- Record the date, planned session times, actual attendance and whether provision was delivered.
- Distinguish attended sessions, agreed cancellations, learner absence, provider absence, late arrival, early departure and alternative provision delivered.
- Record factual reasons provided for absence, contact attempts, actions taken and any agreed changes.
- Store attendance and related records securely and share reports with the commissioning body at the frequency specified in the agreement.

A learner's flexible timetable, planned regulation break or agreed adjustment will not automatically be treated as unauthorised absence.

4. Unexpected learner absence or non-arrival

If a learner does not attend an agreed session and no absence has been reported, Dr Hockley will promptly attempt contact through the agreed parent/carer or responsible adult. For commissioned placements, the placing authority will be notified within the contractual reporting window; where the FPS requirement applies, this includes notification within 30 minutes of non-arrival.

If contact cannot be made, the level of risk will be considered using the learner's age, vulnerability, location, individual risk assessment and known circumstances. Where there is reason to suspect immediate danger, safeguarding procedures and emergency services will be used without delay.

5. Leaving a session unexpectedly or missing learner

If a learner leaves supervision unexpectedly, immediate priority is their safety. The tutor will follow the learner-specific risk assessment, notify the responsible adult and commissioning authority promptly, and contact emergency services where the circumstances indicate immediate risk. The tutor will not take unsafe action or leave other learners unsupervised to pursue someone.

Any absconding or missing-learner incident will be reported immediately where required by the commissioning arrangements, recorded factually and reviewed to identify preventative adjustments.

6. Planned absence and illness

Parents/carers are asked to notify planned appointments, holidays and illness in advance where possible. The reason and expected duration will be recorded only to the extent necessary. Where a learner cannot attend due to health, anxiety or regulation needs, appropriate alternatives may be considered in discussion with the family and commissioner, but changes to commissioned provision will be agreed rather than assumed.

Charging, cancellation and rearrangement arrangements remain governed by the relevant contract or tuition terms and conditions; recording an absence does not itself determine whether a fee is payable.

7. Persistent or concerning absence

Patterns of missed sessions, reduced engagement or repeated lateness will be considered sensitively and without assuming wilful non-compliance. Dr Hockley will discuss barriers with the learner, family and relevant professionals as appropriate, consider reasonable adjustments and record agreed actions.

Where attendance raises welfare, safeguarding or education-access concerns, these will be escalated through the agreed commissioner and safeguarding channels. Persistent absence will not be managed solely as a disciplinary issue.

8. Tutor absence and service disruption

If Dr Hockley cannot deliver a session, the family and relevant commissioner will be informed as soon as reasonably practicable. Online provision, appropriate learning activities or rearrangement may be considered where suitable and agreed. Prolonged disruption will be managed under the Business Continuity Plan. No substitute tutor is automatically available.

9. Reporting and communication

- Share routine attendance information and progress reports at the frequency and in the format required by each commissioner.
- Report significant safeguarding incidents, missing learners and serious concerns immediately through the appropriate routes.
- Inform the commissioner promptly of material timetable changes or interruptions to commissioned provision and obtain approval where required.
- Communicate with learners in an accessible, respectful way, taking account of SEND and communication needs.

10. Confidentiality and review

Attendance information may include sensitive personal data. Records will be factual, proportionate and stored and shared in line with the Data Protection and Information Management Policy and applicable agreements. This procedure will be reviewed annually and following a significant incident or change in contractual requirements.

Related policies: Safeguarding and Child Protection; Behaviour; Health and Safety; Data Protection and Information Management; Business Continuity.

Approved by: Dr Eleanor Hockley, Proprietor