



Learner Attendance, Non-Attendance and Welfare Procedure

Purpose

This procedure outlines the actions to be taken when an apprentice fails to attend a scheduled teaching session, review meeting, residential, or other planned appointment with Lavender International. The purpose is to ensure apprentices' welfare, maintain engagement, support achievement, and identify any safeguarding concerns at the earliest opportunity.

Scope

This procedure applies to all apprentices enrolled with Lavender International, including apprentices aged 16-18 and those aged 19+, where safeguarding concerns may be present.

Attendance Expectations

All apprentices are expected to attend and actively participate in all planned learning activities, reviews, residentials, and meetings as scheduled.

Employers are expected to support attendance and notify the provider of any known reasons for absence.

Procedure for non-attendance

Stage 1: Learner Late by 15 Minutes

If an apprentice has not arrived within 15 minutes of the scheduled appointment time:

- The tutor will attempt to contact the apprentice by telephone.
- A voicemail will be left where possible, requesting immediate contact.
- A text message and/or email may also be sent.

Stage 2: Contact Employer

If the apprentice cannot be contacted:

- The employer recorded in the apprentice's file will be contacted.
- The employer will be asked whether they have seen or heard from the apprentice and whether there is a known reason for absence.
- The employer will be informed that the apprentice has failed to attend their scheduled appointment.

Stage 3: Contact Emergency Contact

If neither the apprentice nor the employer can provide information regarding the apprentice's whereabouts or welfare:

- The emergency contact recorded on the apprentice's file will be contacted.
- The purpose of the call will be to establish the apprentices' welfare and ensure they are safe.



Stage 4: Parent/Guardian Contact for 16–18 apprentices

For apprentices aged 16–18:

- Parents or guardians will be informed of non-attendance where appropriate.
- Parents or guardians may also be contacted regarding repeated lateness, recurring absence, welfare concerns, or disengagement from learning.

Recording and Monitoring

All attendance, lateness, absences, and contact attempts must be recorded on the apprentice's Smart Assessor, including:

- Date and time of the missed appointment.
- Attempts made to contact the learner.
- Responses received.
- Contact with employer, parent/guardian, or emergency contact.
- Any actions agreed.

Employer Notification

Employers will be informed of:

- Missed appointments.
- Unauthorised absences.
- Persistent lateness.
- Concerns regarding learner engagement.

Employers will be expected to support improvement actions where attendance concerns arise.

Repeated Absence and Attendance Concerns

Where attendance falls below expected standards, or an apprentice repeatedly misses appointments:

- The tutor will discuss attendance concerns with the apprentice.
- An action plan may be implemented to support improvement.
- Attendance will be monitored more closely.
- Employers and, where applicable (16-18), parents/guardians will be involved in support arrangements.

Safeguarding Considerations

Lavender International recognises that attendance is an important indicator of apprentices' wellbeing and safety.

In line with safeguarding guidance effective from September 2025, poor attendance, repeated missed appointments, unexplained absences, sudden disengagement from



Apprenticeships

learning, or significant changes in attendance patterns may indicate that an apprentice requires additional support or may be at risk of harm.

Examples of safeguarding indicators linked to attendance include:

- Frequent unexplained absences.
- Repeated missed reviews or training sessions.
- Sudden changes in attendance patterns.
- Apprentices are becoming difficult to contact.
- Employers reporting concerns regarding behaviour, wellbeing, or engagement.

Where attendance patterns give rise to concern:

- The concern must be reported to the Designated Safeguarding Lead without delay.
- The DSL will assess the information and determine whether further safeguarding actions are required.
- All actions and decisions will be recorded in accordance with Lavender International's safeguarding procedures.

Attendance concerns should never be viewed solely as a performance issue; they should also be considered as a potential safeguarding and welfare matter.

Escalation to the Designated Safeguarding Lead

An immediate referral to the DSL should be made where:

- The Apprentice's whereabouts are unknown.
- No contact can be established with the apprentice, employer, parent/guardian, or emergency contact.
- There are repeated unexplained absences.
- Staff have concerns about the apprentice's safety, wellbeing, exploitation, mental health, or vulnerability.
- Information obtained during absence follow-up raises a safeguarding concern.

The DSL will determine any further action, including referrals to external agencies where necessary.

DSL Lavender International

Julie Goodfellow

julie.goodfello@lavenderndt.com

safeguarding@lavender-ndt.com

07842432919

Review



Apprenticeships

This procedure will be reviewed annually or sooner where changes in legislation, safeguarding guidance, or funding requirements occur.