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Community Learning and Skills Service

Absence and Withdrawal Procedures

**Absence Procedure** (Full Course)

1. Learner absent for 2 consecutive sessions without notification. Provider (tutor or support staff) contacts the learner by telephone or email to establish the reason for absence.

Learner is contacted and indicates he/she wishes to continue with course

Provider is unable to contact the learner

Learner is contacted and indicates he/she wishes to withdraw from the course

Action to be taken

No further action required as long as learner attends next session. If absent go to stage 2 or 3.

Establish reason for withdrawal and go to withdrawal procedure.

No further action required as long as learner attends next session. If absent go to stage 2 or 3.

2. Learner absent for 3rd consecutive sessions without notification.

Provider (tutor or support staff) contacts the learner by telephone or email to establish the reason for absence.

Action to be taken as detailed above

3. Learner absent for 4th consecutive sessions without notification.

Provider (tutor or support staff) contacts the learner by telephone to establish the reason for withdrawal.

Go to withdrawal procedure

**Withdrawal Procedure** (Full Course)

4. Provider (tutor or support staff) completes withdrawal form (CLaSS 15) recording dates of contacts made with learner prior to withdrawal and reason given by learner for withdrawal from the course.

6. Withdrawal form submitted to CLaSS with all other course paperwork.

5. Withdrawal form passed to provider’s main office to update records as necessary.

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**Absence and Withdrawal Procedure** (Short Course)

For short courses (a course lasting between 1 and less than 9 hours and having a maximum of 4 sessions) the following absence and withdrawal procedures should be adopted:

* If a learner is absent from a session without notification the provider (tutor or support staff) should contact the learner to ascertain whether he/she intends to return to any later sessions. If not a withdrawal form should be completed.
* A learner should be considered to have withdrawn if he/she has attended for less than 60% of the course. i.e. missed 1 session of a course that lasts for 2 sessions. Or missed 2 or more sessions of a course lasting for 3 or 4 sessions. In such cases learners should be contacted to establish reason for withdrawal and a withdrawal form completed.