



P9 S7 Learner Attendance Policy

Ownership:	Managing Director, Academic Manager	
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Reviewed by:	Quality Assurance and Academic Governance Council (QAAGC)	
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PURPOSE OF PROCEDURE

The Learner Attendance Policy has been developed as part of Forus Training’s commitment to providing a supportive learning environment which enables all Learners who have chosen to study with us to achieve their full potential.

This policy extends to all Blended Learning and Fully Online courses so as to ensure that online Learners are not disadvantaged.

SCOPE

This policy is relevant to all Learners and trainers associated with Forus Training.

Attendance refers to the scheduled time spent on learning programmes. This may include class-based learning, work-based learning (work placement experience) and/or blended learning tutorial sessions as detailed in each programme/module teaching, learning and assessment plan.

For Learners to be able to engage successfully in their learning and achieve, it is important that they attend regularly and stay until the end of their course. Forus Training is committed to effective management of attendance in order to enhance both retention and achievement.

All Learners are expected to attend all of their scheduled learning activities, unless prior agreement has been made and agreed.



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Forus Training recognises that allowance should be made for particular personal circumstances, including limited mobility or required attendance at religious events or festivals.

Forus Training recognises that each case of absenteeism is different and will work with Learners on an individual basis to best address their individual needs.

POLICY STATEMENT

Attendance is a key component in Learner retention, progression, achievement and employability. Regular attendance and academic achievement are closely linked. Learners who actively participate in their learning by attending classes regularly are more likely to:

1. Enjoy a rewarding experience in which their knowledge, skills and abilities are developed,
2. Successfully complete their course,
3. Achieve better results.

POLICY IMPLEMENTATION

Forus Training expects all of the Learners to have full attendance in order to successfully complete their course. Attendance which falls below 80%, where there are no extenuating circumstances, is not acceptable. Absence for reasons covered by a medical certificate fall outside minimum attendance requirements. Unapproved absence includes coming late to class or leaving early before the scheduled time, without having informed the Trainer.

Every course requires a commitment from registered Learners to attend to all parts of the programme on offer, fully and punctually. To achieve this, the following actions are taken:

1. Before the event, the Learners are inducted into the Attendance Process.
2. During sessions Learners sign in on Attendance Record.
3. Attendance records completed are signed by the trainer.
4. After the session the trainer e-mails a copy of the attendance following the session to attendance@forustraining.ie



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It is the trainer's responsibility to maintain the programme schedule. This means;

- Ensuring all classes start on time,
- Any changes to the schedule are notified to the office in writing and in advance to hello@forustraining.ie. This includes but is not limited to finishing a session earlier than scheduled,
- Reminding Learners that attendance is compulsory for all timetabled classes and/or tutorial sessions (some examining bodies have a requirement of a minimum number of attendances e.g. QQI 80%),
- Informing Learners that where there is no stated minimum attendance requirement, Forus Training will expect attendances in excess of 95% unless there are acceptable and agreed reasons for less, for example, illness or bereavement,
- Reminding Learners that it is expected that Learners will consult with the trainer in advance, permission to approve an absence. This must be controlled via e-mail and can only be agreed for known events, e.g. holidays and medical appointments,
- Inform all Learners that where a Learner has been absent without approval, a prompt explanation will be required by the trainer immediately upon return,
- Inform all Learners that where considered necessary, for Learners under 18, the trainer may ask for confirmation by parents or guardians – informing the Learner that this is being done,
- Inform all Learners that a medical certificate may also be required for long absence due to sickness,
- Inform all Learners that if a Learner is receiving support in the form of funding, the absence must be authorised and where applicable evidence reported to the grantor by the trainer.

If Learners are absent, the following occurs:

Trainers will inform the Forus Training office where necessary to follow up absences.

Learner responsibilities on managing attendance (Classroom based events):



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- Learners are expected to telephone Forus Training using (on 044-9349400) by 10:00am on their first day of absence.
 - It is essential that Forus Training be notified as soon as possible if a Learner cannot attend classes,
 - If a call has not been received by 10:00am on that day, Forus Training reserves the right to contact the Learner at home to make enquiries,
- The Learner is responsible for providing satisfactory valid and verifiable evidence to Forus Training to substantiate the reason for their absence.

Learner responsibilities on managing attendance (Blended / Self-Paced based events):

- Inform the Trainer as soon as you become aware that you will not be able to attend the session,
- Ensure you watch the recording that is sent out the following day,
- Send the required 250 word synopsis of the tutorial session to the Trainer within 72 hours. A '[Tutorial Session Summarisation](#)' form is attached to the Zoom recording emails.
 - Those Learners whose attendance pattern is inconsistent may be referred to certification@forustraining.ie via the [P9 S6 Workable Improvement Notice \(WIN\)](#) Learner form,
 - Poor attendance will result in a Learner's place on the course being put at risk,
 - The [P9 S7 C8 Non Completion Form](#) will be completed by the course trainer after the criteria for non-completion have been met following lack of attendance.
 - The course Trainer should ensure that all Learners who do not attend the course after one absence are contacted by Forus Training,
 - Where the absence persists, the course Trainer should follow up with a template email, available on administrate or a second telephone call,
 - If absence continues for 3 weeks the Trainer should flag the Learner for non-completion to accounts@forustraining.ie and certification@forustraining.ie.

Specific Processes



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- Learners who are in receipt of Government Funds to participate in the course are expected to maintain excellent attendance unless they have an approved authorised absence.

Employer Sponsored

- If you are employer / government sponsored through a grantor - Forus Training is obliged to inform your employer if you fail to attend class,
- All attendance is reported via Administrate.

Monitoring Learner Attendance

In the context of attendance, we use the following terminology to describe withdrawal or non completion; these KPIs are tracked, monitored and reported to the QAAGC. Action is taken on an individual course basis where they fall short of targets.

The following classifications are useful:

1 Withdrawal	1.1 Withdrawal / Cancelled >30 before commencement
	1.2 Withdrawal / Cancelled <30 before commencement
	1.3 Withdrawal / Cancelled Postponement
2 Non Completion	2.1 Non Completion - Drop-out
	2.2 Non Completion - Deferred
	2.3 Non Completion - Duplicate Registration
	2.4 Non Completion - No-Show

Blended Learning Attendance.

Where a Learner does not have a working video feed, the following strategies are in place to enable the Trainer to note attendance:

Trainer to use interactive strategies / tools

- Breakout sessions
- Use of whiteboards
- Polling
- Chat panel
- Raising hands



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If Learners are unable to attend the asynchronous (virtual in-person) tutorial sessions (Blended or Self-Paced events), (80% mandatory attendance of the virtual in-person tutorials is required) they are required to watch the recording and submit a 250 word synopsis of what went on and what was discussed in the session to the Trainer by email. Learners must register before they can watch tutorial session recordings.

If a Learner doesn't turn up to a Self-Paced Virtual in-person tutorial session

- If the Learner misses a session and there are extenuating circumstances the session may be rescheduled,
- If a Learner wishes to reschedule a tutorial session they must give 24 hours notice in advance,
- If the Learner is a no show with no prior notice the session is forfeited,
- If the Learner is a no show, after 5 minutes the Trainer must email the Learner on Administrate to find out the reason,
- Wait 15 mins for the Learner to log on,
- Record the planned tutorial session (allow just 15 minutes),
- The Learner will be sent the recording as per usual after the end of the tutorial.

A check is in place after Learners submit assessment evidence to determine whether all sessions have been viewed / attended. If they have not, an email will be sent to the learner to tell them that completing all parts of the course is a necessary step before assessment can occur.

Consequence of Unsatisfactory Attendance

Issue of a WIN notices / Reminder template emails

The Learner will be informed by email that their attendance has been unsatisfactory. The Learner is required to set up a meeting with their trainer a record of the outcome of this meeting is sent to certification@forustraining.ie



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DISCIPLINARY PROCEDURE

1. Formal Oral Warning

The Ad-Hoc Disciplinary Committee is empowered to issue formal warnings in cases of low and/or erratic attendance, this can be part of an agreed process where a third party is paying for an individual to attend.

- The formal face-to-face oral warning will advise the Learner of the reason(s) for the warning, of the seriousness of the issue, and the possible consequences should it continue. If the person is not available, a verbal warning will be sent via e-mail and will be considered as a verbal warning. In the case of blended learning, the Learner will be contacted by telephone in the first instance and followed by an email,
- The Welfare Officer will formally warn a Learner who fails to show up to class over three consecutive sessions or/and with less than 85% attendance.

2. First Written Warning Via Email - WIN Policy

Should attendance not improve over the following two week period, the Welfare Officer will issue a first written warning via email.

- The first written warning will advise the Learner of the reason(s) for the warning; of the seriousness of the issue, and the possible consequences should it continue.

3. Final Written Warning Via Email - WIN Policy

Should attendance still not improve, or the absent Learner does not make contact with Forus Training, a final written warning via email will be sent by the Welfare Officer to the Learner informing him/her of their suspension.

4. Appeal

- Upon receipt of the suspension letter or/and an email, a Learner will have a time limit of 1 (one) week to appeal the situation to the Head of Centre.

5. Expulsion/Exit Letter



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- Should a Learner, after warnings and/or suspension, and/or does not attend the appeal; fail to comply with Forus Training policies, the Learner will be expelled by the Head of Centre in week 5/6 (approximately). An exit letter will be sent to the Quality Assurance and Academic Governance Council, with a copy sent to the Learner.
- Forus Training views expulsion as the last step, should a Learner's attendance, progress, and/or behaviour fail to adhere to our policies and codes. Only the Head of Centre is empowered to expel Learners.

ROLES AND RESPONSIBILITIES

It is the responsibility of everyone involved in Forus Training examination processes to read, understand and implement this policy.

CONTACT INFORMATION

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Amendment History			
Amendment summary sheet			
Revision	Date	Amendment summary	Training Requirements
	18/2/2020	Initial release	Read and Review
001	26/1/2021	This policy extends to Blended Learning courses. Our online Learners will not be disadvantaged.	
002	01/06/2023	'Tutorial Session Summarisation' form is now sent to learners along with the Zoom recordings. If a learner doesn't attend the tutorial, they can complete the form and return it to Forus Training.	Circulated to Staff
003	30/04/2025	Updated to reflect Fully Online Learning	
004	05/12/2025	Email address updated - attendance@forustraining.ie	