

GSS – Attendance Policy

At Global Solution Services (GSS UK Ltd), all staff work collaboratively to encourage every learner to strive for excellence. Every learner will be supported, challenged and valued and encouraged to maximise the learning experience in order that they reach their maximum learning potential.

We are determined in encouraging the development of high self-esteem and for learners to take pride and ownership of their learning.

Our policy applies to all learners engaged with us for training and this policy is made available to all learners and those who refer learners to our training courses whether this is face to face, webinars or on-line training.

Aims & Objectives

Our attendance policy ensures that all Management and staff are fully aware of and clear about the actions necessary to promote good attendance.

Through this policy we aim to:

- Improve learners' achievements by ensuring high levels of attendance and punctuality.
- Create an ethos in which good attendance and punctuality are recognised as the norm and seen to be valued by all.
- Raise awareness of the importance of uninterrupted attendance and punctuality at every stage of the learning process.
- Promote a positive and welcoming atmosphere in which Learners feel safe, secure and valued, and encourage their own sense of responsibility.
- Establish a pattern of monitoring attendance and ensure consistency in recognising achievement and dealing with difficulties.
- Recognise the key role of all GSS staff in promoting good attendance in our learners

Absences

It will be the responsibility of all learners to:

- Notify us on the first day of absence before 9:30am or as soon as possible dependent on the start of the training) via telephone or email
- Ensure that as far as possible, appointments are arranged for outside of learning hours so as not to disrupt their attendance for the duration of the course or session
- Liaise with us as soon as possible regarding any specific issues that might cause absence or lateness

Where a customer is due to be at a course and has not attended, the tutor will inform the GSS office to make contact with the learner as soon as is possible by phone, text or email.

Illness/Medical absences

Where a learner is unable to attend training due to ill health arrangements will be made to re-book on to the next available date convenient for the learner.

Absence for Holidays

GSS understand that learners will take holidays and where this may fall at a time that the learner is expected to attend a training course alternative dates will be offered to ensure the learner can continue their learning with us.

Absence for Other Reasons

Where learners are absent from training for reasons such as religious observance or family bereavement GSS will make every effort to ensure that we can offer alternative learning times, information or dates to accommodate and facilitate their continual learning with us.

Unexplained Absence

Where a learner is expected to attend a training session and GSS has made every effort to contact the learner with no success (ie email, telephone or text message) then the customer will be deemed as no longer willing to engage and will either be referred back to the referring organization or market as no longer interested.

Persistent Latecomers

Learners who repeatedly attend training late (10 mins + past training start time) will be spoken to regarding this as persistent latecomer not only lose vital training time but also disrupt the rest of the learners who have arrived on time. Customers who are persistently late after discussions regarding timekeeping could be taken off the course unless there is a valid reason for this.

Learners who may be shielding or self-isolating

GSS offer training through a number of different portals including webinars, classroom and on line learning platforms. We understand a small number of learners may be unable to attend face to face training in line with public health advice because they are self-isolating and have had symptoms or a positive test result themselves; or because they are a close contact of someone who has coronavirus (COVID-19)

Where a Learner is unable to attend training because they are complying with clinical and/or public health advice GSS will offer them access to remote training where applicable or alternative courses where the course they may wish to attend is only available via a particular portal.

Review

This policy will be reviewed and updated as necessary to reflect best practice, future amendments to legislation or GSS's policies and procedures and at least on a yearly basis.

This policy is not exhaustive and is in conjunction with GSS other learning policies including malpractice and quality review



Signed by Sonia Benjamin-Leach
Director
July 2020 v1