

1.0 Principles

Nisai Group recognises the importance of good attendance in achieving its aim of ensuring each student maximises their academic and wider achievement. With the intention of enabling all students to take full advantage of the educational opportunities available to them, Nisai aims to encourage excellent levels of attendance and punctuality.

Nisai will strive to provide an appropriate curriculum to meet the needs of each student. We will also work to ensure a welcoming, caring environment, whereby each member of the NVA community feels welcomed and secure. Staff will work with customers, students and their families/carers to encourage each student to attend lessons regularly and punctually.

Nisai will endeavour to implement the attendance policies set out below in a systematic and consistent way. It is essential that all stakeholders recognise their responsibilities and work together to ensure the success of this policy to enable all students feel valued, supported and secure in the community, regardless of their race, class, gender, sexual orientation, disability, accent or dialect, age, colour, culture, belief or achievement level.

2.0 Aims of the policy

The aim of this policy is to improve and maintain the overall attendance and punctuality of students at Nisai. In order to achieve this primary aim, Nisai Learning has adopted the secondary aims set out below:

- To make attendance and punctuality a priority for customers, students, parents, teachers, and Nisai Management. In particular, to ensure through Nisai's publications and websites that all are aware of our high expectations.
- To provide support, advice and guidance to parents/carers and students and to maintain positive and consistent communication between the customer, student, parent/carers and Nisai.
- To provide an effective and efficient system for recording and monitoring attendance and to adopt a systematic approach to analysing attendance-related data.
- To adopt specific strategies to improve and maintain attendance and to respond to patterns shown by regular data monitoring and analysis.
- To promote attendance among students by celebrating good attendance in the rewards system

3.0 Roles and Responsibilities

Nisai students must be encouraged to take prime responsibility for maintaining an excellent record of attendance and punctuality. Our high expectations in this area will be made clear in student publications and by practitioners. For online students, they are expected to attend live lessons at times indicated by their timetable, unless their parents/carers or customer have made a request that they need to be absent and are authorised in advance of the lesson.

Parents are responsible, by law, for ensuring the regular and punctual attendance of their children. Parents should be aware of this attendance policy and should work closely with Nisai and customers to overcome any problems which may affect a student's attendance.

Parents are asked to notify Nisai as early as possible of any absence known in advance, for example to attend a medical appointment. Routine medical appointments, for example dental check-ups, should be arranged, where possible around the timetable. A telephone call to the Nisai Customer and Student Support Team (CaSST) on 0208 424 8475 would be sufficient. If the reason is not authorisable, then CaSST will make a note of the reason in the student notes and the absence will be recorded in the register as unauthorised but reason known.

Nisai Teachers have the prime responsibility for managing all matters relating to the attendance and punctuality of students. This includes:

- Conducting registration at the start of each lesson and recording reasons for absence in accordance with the detailed guidance.
- Following the relevant internal escalation processes to ensure that any attendance issues are proactively dealt with in an efficient and timely manner.

- Dealing with requests for permission to leave during the lesson.
- Investigating and discussing unauthorised absence or patterns of absence with Nisai CaSST
- Discussing patterns of absence within subject areas to Senior Teachers and the Head of Teaching & Learning
- Ensuring that their students are aware of the expectations of this policy and that they take every opportunity to encourage high standards in these areas.

The Nisai Customer and Student Support Team Manager is responsible for monitoring the overall attendance of students and for ensuring appropriate action is taken to improve the attendance of individuals. The Manager will:

- Monitor overall Nisai attendance.
- Work closely with the Head of Teaching and Learning to ensure that all processes are followed.
- Carry out spot checks of escalations to ensure the correct processes are in place.
- Support the team with any complex cases and provide guidance as and when required.
- Promote good attendance through systems of praise and rewards for students and via the NVA Community.
- Provide an attendance analysis for the termly governors meeting and when required to the Senior Leadership Team.

The Nisai Attendance Team (sub-department of CaSST) is responsible for managing attendance. This includes:

- Daily checks to ensure that registers have been completed.
- Ensuring that reasons for absence are recorded.
- Recording reasons for absence known in advance from parents, carers and customers.
- Contacting customers on a regular basis to discuss attendance issues and agree action.
- Creating and providing weekly attendance reports for form tutors.

Nisai works closely with its **customers**, who assist in the monitoring of attendance through meetings and by accessing the attendance data via the Nisai Customer portal. The customer should visit the parents/carers of students with persistent attendance problems, implementing follow up action as appropriate.

The Nisai Senior Leadership Team will approve and review policies on attendance and punctuality and receive regular reports on these matters from the Nisai Customer and Student Support Team.

4.0 Recording, Monitoring and Communication

It is a statutory requirement in schools that the attendance of all students is recorded at the beginning of the morning and afternoon school sessions. **At Nisai, we mark registers for each lesson as students may not complete a full day with us.**

Registers must be taken every lesson. The Register must be taken by the teacher, ten minutes after the start of the lesson. Any technical problem preventing this must be reported and a temporary paper register completed.

In the event of a student not attending and not being pre-authorised, the marking of registers triggers an automated Nisai non-attendance alert that will be go out to those people nominated and set up at the time of referral. All attendance data is stored securely in NISIMS. Customers and Parents are given access to view live attendance data via the Nisai Customer and Parent Portals. In addition to this, they can also see assignment marks and feedback.

Nisai Learning seeks to work closely with customers and parents/carers in tackling any identified attendance problems and for this good communication is essential. In addition to any informal contacts, the formal system of communication and action when attendance concerns arise is as follows:

- The first contact in the case of unexplained absence will be the sending of the non-attendance alert email.
- Weekly communications will be carried out by the student's tutor or CaSST who will seek to identify reasons for absence.
- A weekly email or telephone call will be made to customers to provide updates of actions taken or to discover information.

Review Date: September 2026