

Attendance Policy

Randstad recognises the importance of sharing guidance on expectations of attendance to tuition sessions to encourage and support positive learning environments. The expectations outlined in this document reflect the tuition session attendance expectations of both Randstad Tutors and pupils. This document also offers guidance for parents/carers and appropriate stakeholders in preparing and supporting pupils to attend tuition sessions.

Pupil and Tutor attendance to tuition sessions is tracked and monitored using our internal session tracking platform, the Randstad Portal.

Pupil attendance to session

Pupils must attend scheduled sessions on time and be prepared to engage positively with Tutors, please see the Randstad Behaviour policy for guidance on behaviour expectations. Parents/carers or appropriate stakeholders must support pupils to attend sessions on time and be prepared to engage in tuition, this preparation can include:

- Where tuition is delivered face to face or online in a pupil's home, a parent/carer or appropriate adult must be present for the duration of the session. If this is not possible, the Randstad Tuition Team must be advised before the session is confirmed and appropriate arrangements will be confirmed by stakeholders with responsibility for the needs of the pupil
- Parents/carers or appropriate stakeholders must advise the Randstad Tuition Team of any circumstances, concerns or issues that have happened prior to a pupil attending a scheduled session that may impact a pupils engagement during a session. The Randstad Tuition Team will ensure Tutors are made aware of this and adapt a session accordingly.
- Ensure a pupil is aware that a session is planned, with who and why
- Ensure a pupil has the right equipment needed to attend a session, for online sessions this may include access to the internet, a laptop/tablet/device and headset/earphones
- Ensure there is a safe and calm environment away from distraction for a pupil to attend a face to face or online session.
- Ensure a pupil is appropriately dressed and has access to appropriate refreshments prior to or during a session.
- Ensure a pupil is aware of the behaviour and conduct expectations guidance and policy

In the event that parent/carer or a stakeholder with responsibility for a pupil needs to cancel a scheduled tuition session then they must provide a minimum of 24 hours' notice to the Randstad



Tuition Team, sending notice to tuition@randstad.co.uk. In the event that no prior advice of non attendance is shared by a parent/carer or stakeholder with responsibility for a pupil, Tutors must advise the Randstad Tuition Team of the non attendance to a session immediately. This will be recorded by Tutors on Randstads session tracking platform.

If a pupil misses more than 3 sessions in a row or is consistently missing sessions without prior advice of a parent/carer or stakeholder with responsibility for a pupils needs, the Tutor must contact the Randstad Tuition Team on tuition@randstad.co.uk to seek guidance on next steps. The Randstad Tuition Team may pause the tuition programme and seek advice and guidance from stakeholders with responsibility for the pupils needs to understand; if and/or when a pupil will be available to attend future scheduled tuition sessions and if any changes need to be made to scheduling or content of the tuition session to encourage future pupil attendance.

Tutor attendance to sessions

Consistent Tutor attendance to scheduled sessions is key to establish, maintain and encourage a positive learning environment for pupils. Tutors should attend sessions on time and be prepared to deliver tuition. We recommend Tutors review the schools, settings or local authority attendance policy before attending a tuition session.

Tutors are encouraged to book holidays and personal appointments during school holidays or before or after the start and end of the school day. In the event that a Tutor is unable to attend a session, Tutors must give 24 hours notice. Randstad operates a 24 hour "out of hours" on-call service for Tutors to advise illness or unexpected absence. The Randstad Tuition Team will liaise with parents/carers or stakeholders responsible for the needs of the pupil and rearrange the session as required.

If a Tutor is consistently missing scheduled sessions or scheduling holidays or personal appointments during term time or core teaching hours, the Randstad Tuition Team may pause the tuition programme and re-confirm a Tutors availability and commitment to the remainder of the tuition programme, seeking guidance from parents/carers or appropriate stakeholders on next steps.