

## ATTENDANCE POLICY

1. All Delegates are responsible for attending all timetabled classes associated with their chosen Course.
2. You must not switch Courses without agreeing it in writing with LBTC. If you switch group or course without advising us, then you will be marked as absent.
3. If you are unsure what time your classes are due to start please speak with a member of the LBTC Customer Services staff.
4. Ensure that you are in class at the scheduled start time and remain for the duration of the class. Latecomers will be asked to join the group at the next available break time and the register marked as late attendance.
5. Registration taken twice a day by the consultant – morning and end of the day. These are vital for health and safety purposes.
6. Attendance calculation: Arriving late = half a day's absence; Leaving early = half a day's absence.
7. You must achieve a minimum of 80% attendance to receive a Course certificate.
8. Wherever possible, you must notify and obtain prior permission from (e.g. in person, by phone or email) the customer service team in advance that you expect to be absent from any classes.
9. You must advise us within 2 hours of a class if you are ill and provide a doctor's note(s).
10. If you miss a class then consultants cannot be expected to spend additional time going over work that has been missed. Additional time with the consultant will be at his/her discretion.
11. Unsatisfactory attendance includes failure to regularly attend classes without providing a satisfactory reason to customer service staff for absence and persistent late arrival at, or early departure from, classes without prior permission.
12. Delegates who are absent from classes or any other required contacts with LBTC Staff, without permission on two or more consecutive occasions will be issued with a warning letter and asked to contact the relevant customer service team. They may also be called in for a formal meeting with customer service staff/CEO.