Completing your register 23/24

It is important to:

- complete the register within 15 minutes of the start of the session
- maintain an accurate record of who is in attendance
- Paper registers - total, initial and date the register at each session
- record the names of any new learners when they first attend
- include visitors to the class, add their names and mark in the normal way
- keep the register with you at all times during class time in case of emergency (fire etc.) *and to comply with data protection*.
- Contact attempts with learners to obtain reasons for absence or whether a learner in withdrawing should be recorded in the Absence Log (paper) or in notes (electronic registers).

Learner absence

KPI: 85% positive attendance

When a learner is absent from a class, please mark the register showing the reason for the absence. This is for your own use (e.g. a reminder that a learner is on holiday/in hospital etc.) and it also provides useful management information about patterns of attendance. If the reason for absence is not known at the time, please amend the register once you have the information.

Present	/
Absence - Holiday	H
Absence - Sickness	S
Absence - Childcare	B
Absence – Family Emergency/Appointment	M
Absence – Religious Festival	F
Absence – Strike Action	G
Absence - Working	J
Other known reason for absence – please record in notes or on Absence log	A
Reason unknown	O
Withdrawn (4 or 6 if authorised, consecutive sessions missed and no information on intention to return)	W + withdrawal code (see below)
Learner is sitting exam at the same time as session	*E*
Learner attended another class this week to make up for missed session	*C*

Learners marked with these codes will not be counted as absent for attendance rates. If a learner attends another session to make up for an absence – mark the session on the course they are enrolled on with a C (when you are sure they have attended another session), add them as a visitor to the class they actually attended and mark them present on the appropriate session.

Learner absence should be followed up as soon as a class is missed.

Tutors should be aware that if a learner is absent for four weeks without informing the tutor or centre office that they intend to return, they would be assumed to have withdrawn from the course and their place withdrawn.

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Page **1** of **3**

Learner lateness

KPI: 1% or less

When a learner is late for class please mark the register with an L. Please also include the number of minutes they were late and a reason for their lateness. For paper registers this can be recorded against the last attendance. On electronic registers there is a field that number of minutes late can be recorded and the reason for lateness should be recorded in notes.

Late	L

Reasons for lateness

Traffic
Public Transport
Childcare/School
Medical
Strike

Learner Withdrawal

KPI: 94% retention

When a student informs you that they will no longer be attending your course please indicate this in the register by writing a 'W' against the last attendance and indicate the reason by using the codes below. On electronic registers record this in the notes.

It is important that you let Data Processors know if a student has informed you they will no longer be coming to class, and the reason why. This is importance evidence that can be used to evaluate and improve the service.

Withdrawal codes

	Register Code	EBS Code
Bereavement	18	W18
Cancelled class	11	N/S
Changes to existing job	19	W19
Course content/teaching style	22	W06
Course details amended after enrolment (e.g. day of week/time changed)	17	N/S
Did not like subject	6	W06
Distance/Travelling Difficulties	1	W01
Enrolment due to admin error – should never have been enrolled	14	N/S
Entered employment – new job	7	W33
Family and Childcare	8	W34
Finance	9	W43
Illness (learner or family)	5	W03
Left Area/Moved away	2	W02
Moved on to Higher Education	13	W15

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Page **2** of **3**

Other personal reason (e.g. reason of a personal sensitive nature)	21	W44
Other reason not listed above – please specify	23	W97
Poor Advice	3	W97
Pressure of work/other study	16	W36
Learner death	12	W35
Learner forgot/changed mind	20	W06
Studying elsewhere	15	W15
Transferred to another course	10	TS
Unknown	99	W98
Unknown – tutor has tried to contact (evidenced by absence monitoring form)	95	W47
Wrong Level	4	W37

Notes in registers

If a note has been put in your register, please ensure that you respond to it. Data Processors are trying to ensure data is as accurate and complete as possible while the learner is on programme to prevent data quality issues in the future.

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Page **3** of **3**