

Remedicare Education Services

Attendance Policy

September 2026

Review: September 2027

Introduction

Remedicare Education is committed to supporting all learners to achieve their full potential. Regular attendance is essential to ensure learners can access their personalised learning programmes, develop positive routines, and make meaningful progress.

This policy outlines Remedicare Education's expectations regarding learner attendance, the procedures followed to monitor attendance, and the support available to overcome any barriers that may impact a learner's ability to attend.

Expected Attendance

All learners are expected to attend Remedicare Education for their agreed timetable and scheduled sessions unless they are genuinely unwell or have an authorised absence.

Learners should arrive on time and be ready to engage in their planned learning activities.

Where appropriate, Remedicare Education will work collaboratively with schools, local authorities, parents/carers, and other professionals to promote positive attendance and ensure learners receive the support they need.

Reporting Absence

Parents/carers must inform Remedicare Education by telephone or email on the first day of absence, ideally before 8:30am, providing the reason for the learner's absence.

Parents/carers should notify Remedicare Education in advance of any planned absences, appointments, or changes to the learner's availability.

Where a learner is absent, Remedicare Education will ensure that the learner's school on roll, local authority, and/or relevant professionals are informed as appropriate.

Recording and Monitoring Attendance

Remedicare Education records learner attendance using DC Pro (<https://ap.dcpco.co.uk/>). Attendance records are maintained accurately and monitored regularly to identify any emerging concerns.

Schools on roll and local authorities receive a weekly attendance report every Friday, providing an overview of learner attendance.

Where a learner is absent unexpectedly, the learner's school on roll and/or local authority will be notified as soon as possible. Any concerns regarding unexplained absence will be communicated promptly to ensure appropriate safeguarding actions can be considered.

Attendance patterns are reviewed regularly, and parents/carers will be contacted where concerns are identified.

Where required, a meeting may be arranged with the learner, parents/carers, school, local authority, and relevant Remedicare Education staff to discuss attendance concerns and agree appropriate support strategies.

Unauthorised Absence

Any absence where no reason has been provided or where the absence has not been agreed with Remedicare Education will be recorded as unauthorised.

Where there are persistent unauthorised absences, Remedicare Education will work with the relevant professionals, including the school on roll, local authority, and other agencies where appropriate, to identify concerns and agree next steps.

Supporting Attendance

Remedicare Education recognises that there may be a range of reasons why a learner may experience difficulties attending regularly.

We are committed to working collaboratively with learners, parents/carers, schools, local authorities, and external agencies to identify barriers and provide appropriate support.

Support may include:

- Bespoke or reduced timetables where appropriate.
- Individual attendance support plans.
- Regular communication with families and professionals.
- Welfare checks.
- Support with transport arrangements.
- Additional transition or reintegration support.
- Multi-agency meetings to address barriers to attendance.
- Procedures for Unknown or Unexplained Absence

If a learner is not present for their planned session and Remedicare Education has not received notification of absence:

The Provision will attempt to contact the parent/carer to establish the reason for absence.

If contact cannot be made, Remedicare Education will notify the appropriate professionals, including the learner's school on roll, local authority, and/or social worker where applicable.

If contact is made with the parent/carer, the reason for absence will be recorded on the attendance system and CPOMS safeguarding system where appropriate.

Where a learner has an unauthorised absence for two consecutive days, Remedicare Education will consider appropriate safeguarding actions, including arranging a welfare/home visit where required.

Any welfare visit outcomes and communication will be recorded on the safeguarding and attendance systems.

If a learner has not been seen by a member of Remedicare Education staff following agreed safeguarding procedures, further action will be considered, including informing relevant professional bodies.

Safeguarding and Attendance Concerns

Attendance concerns may be linked to wider safeguarding or wellbeing needs. Remedicare Education will ensure that any concerns are considered in line with safeguarding procedures and recorded appropriately.

All safeguarding concerns will be logged on CPOMS and shared with relevant professionals where necessary.

Bespoke Attendance Plans

Where a learner requires additional support, a bespoke attendance plan may be created. These plans will be developed collaboratively with the learner, parents/carers, school, local authority, and other professionals where appropriate.

Attendance plans will be reviewed regularly to ensure they continue to meet the learner's needs.

Review

This Attendance Policy will be reviewed annually by Remedicare Education and updated where necessary to reflect changes in legislation, guidance, and the needs of our learners.

Contact Information

For any questions or concerns regarding this policy, please contact:

Remedicare Education

Email: management@remedicare.co.uk

Additional Considerations

Remedicare Education will ensure this policy is communicated clearly to learners, parents/carers, staff members, schools, and local authorities.

Positive attendance will be recognised and celebrated where appropriate, supporting learners to develop confidence, independence, and positive routines.

Policy Reviewed September 2026