

lexia
Education Services
Changing the lives of young people



Attendance and Cancellation Policy

Lexia Education Services Ltd
61d High Street
Nailsea
Bristol
BS48 1AW

For any questions or clarifications regarding this policy, please contact us at:
0117 4274267
info@lexiaeducation.co.uk

Date of Implementation: 23rd July 2025
Date of Review: 2nd September 2026 (reviewed annually)
Date of Next Review: 2nd September 2027

1. Purpose

At Lexia Education Services, we are committed to providing high-quality, bespoke tuition support tailored to the unique needs of each student, particularly those at risk of disengagement from traditional schooling. This Attendance and Cancellation Policy outline our procedures and expectations to foster a supportive and flexible learning environment.

2. Scope

Lexia Education Services recognises that attendance and engagement are key indicators of a child's safety and wellbeing. All attendance concerns are treated as potential safeguarding matters and are monitored, reviewed, and escalated in line with Keeping Children Safe in Education.

3. Attendance Requirements for Students

3.1 Regular Attendance

- Students are encouraged to attend all scheduled tutoring sessions, as consistent attendance is vital for their educational progress and stability.

3.2 Providing supportive options for Attendance issues and Cancellations

- Understanding that many of our students and families may face unique challenges, we recognise that attendance and engagement can be a challenge. If a student is experiencing difficulties around this, we encourage parents or guardians to communicate this to the tutor or administration. Our goal is to provide flexible options and support in these situations. An example could be to alter session times / days to better suit the needs of the student to improve attendance.

3.3 Reporting Absences

- If a student cannot attend a session, parents or guardians are requested to inform the tutor as soon as possible and provide a reason.

3.4 Non-Attendance and Safeguarding

- Lexia recognises that poor attendance, missed sessions, or unexpected non-engagement may present a safeguarding concern for students in receipt of our interim or EOTAS packages. Therefore, all tutors are required to accurately record attendance and actual engagement for every scheduled session.

3.5 Escalation Process

We will regularly review attendance data to identify patterns and provide appropriate support where needed.

Where concerns or patterns are identified, Lexia will:

- Contact the parent/carer to understand barriers to engagement
- Utilise our internal coordination team to work with tutors on ideas to improve engagement and attendance.
- Inform the commissioner (e.g. Local Authority / school)
- Contribute to multi-agency communication where required

Where there are safeguarding concerns, these will be escalated in line with internal safeguarding procedures, including referral to the Designated Safeguarding Lead (DSL).

3.6 Absence reporting to funding authority

- If a student is absent from a session the funding authority will be notified via email and weekly tuition report.
- Lexia will contact the carers/parents acknowledging the non-attendance and discuss any support that can be offered to the student to enable their attendance to improve. The information gathered will be shared with the funding authorities.

5. Attendance Requirements for Tutors

5.1 Commitment to Quality Education

- Our tutors are all very experienced, knowledgeable and committed to delivering the highest standards of educational support and are expected to attend all scheduled sessions punctually.

5.2 Late cancellation

- Cancellations made with less than 48 hours' notice will still result in the tutor being compensated for the session. This policy reflects our commitment to valuing our tutors' time and preparation.

5.3 Reporting Cancellations

- Should a tutor be unable to attend a session for any reason, they must notify Lexia Education Services as soon as possible but at least **48 hours in advance**. Timely communication allows us to make necessary adjustments and ensures that students have time to process that the session will not be taking place.

5.4 Tutor Cancellation / Rescheduling

- If a tutor cancels a session at any point, they will not receive payment for that session.
- Tutors cannot be paid for any additional hours which are above the set allocated weekly hours. E.g. if a tutor cannot attend a session, they cannot bank / reschedule those unbilled hours for delivery in a following week(s).

5.5 Payment Policy for Missed Sessions by Students

- If a student is unable to attend a scheduled session due to their needs, the tutor will still receive full payment for that session. This ensures that our tutors are recognized for their commitment and expertise.

6. Policy Review

- This policy will be reviewed annually to ensure its relevance and effectiveness in supporting our mission at Lexia Education Services to provide exceptional bespoke educational support.

7. Acknowledgment

- By engaging in programs at Lexia Education Services, both students and tutors agree to adhere to this Attendance and Cancellation Policy.

At Lexia Education Services, we value understanding, collaboration, and the individual needs of our students. Thank you for your cooperation in following this policy, which enables us to deliver effective and personalised educational support. Together, we can help our students achieve their learning goals.