

Student Attendance Policy

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Next Review:	June 2025

Introduction

STAR Exeter wants to help students have the best possible learning experience during their stay in the UK.

It is important for every student to attend every lesson of their course. STAR Exeter has a responsibility to look at the absence information every week to see if students need any support to improve their attendance.

If a student cannot come to school, they need to contact the office before 9.15am. Students can also ask their homestay to call for them.

- The telephone number is 07828 145328

STAR Exeter will decide if a student's absence is **Authorised** (they have permission to miss a lesson) or **Unauthorised** (they don't have permission to miss a lesson).

Students must attend 85% of their lessons (90 minutes each) each week. Therefore, students cannot miss:

- More than 1 lesson a week for a 15 hour course
- More than 2 lessons a week for a 21 hour course
- More than 3 lessons a week for a 25 hour course

Authorised Absences

Sometimes students need to miss a lesson. STAR Exeter understands this, and students will not be given warnings for missing lessons for the reasons stated in the table below.

Authorised absences for these or any other reason are at the discretion of STAR Exeter management.

What you need to do is:

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If you: <ul style="list-style-type: none"> are ill or have a medical appointment have an embassy or university appointment have a family emergency 	<ul style="list-style-type: none"> Inform STAR at least one day in advance for pre-arranged appointments. Call STAR before 9:15 in the case of illness or emergencies. If you are sick for 3 days or more, you must bring in a doctor's note.
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If you do not inform STAR Exeter then your absence will be considered non-authorised no matter the reason.

Unauthorised absences

Unauthorised absences are any occasion you miss lessons without permission from STAR Exeter. Examples of non-authorised absences include:

- Being denied access to a lesson due to late arrival at school
- Taking time off for illness without informing the school
- Taking a holiday without agreeing in advance with the school

If your attendance is poor the procedure below will be followed:

If your attendance falls too close to 85% across your time of study...	We will talk to you to check the reason(s) for missing lessons and agree what to do to avoid further absences.
If your attendance falls below 85% across your time of study...	We will talk to you and issue a verbal warning that will be kept on your record.
If your attendance continues to be below 85% across your time of study after the verbal warning ...	you will be issued a formal written warning which will be added to your record.
If your attendance continues to be below 85% across your time of study after the first written warning ...	you will be issued a second formal written warning and your agent/parent will be informed. This will be added to your record.
If your attendance continues to be below 85% across your time of study after the second written warning ...	STAR Exeter reserves the right to <u>cancel the student's course</u> , and <u>will not refund any fees</u> .

Note: Students who need a visa to study in the UK and are absent for more than 10 consecutive days will be reported to the Home Office UK Border Agency, in line with UKBA Policy.

Holidays

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Time off for holidays may be allowed during a student's time with STAR Exeter. If a student would like to take a holiday, they need to speak with the Director at least one week before their trip. STAR Exeter will then extend a student's course to cover the time they missed for their holiday*.

It is not possible to offer a different class as compensation for missing a student's scheduled course.

**Subject to availability and space in their classes.*