

ITALIA CONTI

Attendance Policy

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The Policy Steering Group and Board will annually review this policy, and additionally where there are relevant legal or operational changes, or where issues arising from its operation indicate a need for earlier review.

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1. Introduction

- 1.1 This policy is applicable to all students of Italia Conti.
- 1.2 **Section A** of this policy outlines the attendance requirements and procedure of absences for each student attending courses on site or through hybrid delivery.
- 1.3 **Section B** of this policy outlines the engagement requirements and monitoring for the students on the online courses.
- 1.4 The policy is supported by academic and professional staff using the EventMAP™ Timetabling system. Students can also check their attendance via this system.

2. Key Principles

- 2.1 Italia Conti expect all students to attend 100% of their timetabled sessions, including classes, rehearsals, workshops and tutorials.
- 2.2 Timely and full attendance is expected from all Italia Conti students. All students confirm their agreement to the expected standards of the Attendance Policy by signing the *Student Code of Conduct*. This makes it clear that lateness is not permitted, and that unauthorised lateness or absence may constitute misconduct (a disciplinary offence).
- 2.3 Students are active participants in the learning experience, and as such, must show responsibility for achieving their potential through successful completion of each stage of their studies. If students are absent, they break the patterns that are required within training, as well as being disruptive to both the teacher and the learning of others.
- 2.4 Regular attendance and academic achievement are closely linked. There is a clear correlation between good attendance and artistic, technical, and academic development. Attendance that falls below expected levels may impact adversely on assessment outcomes, in particular, on Cumulative Practice assessment attainment.
- 2.5 Italia Conti strongly believes that all students must acquire the self-discipline required for timely and consistent attendance at all scheduled sessions and effective use of private practice/study time, if they are to get the best from the training, enjoy a rewarding experience in which core skills, techniques and abilities are developed, and move on to successful careers as professional performers.
- 2.6 This Attendance Policy recognises that students may sustain injury, become ill, or may have personal difficulties that mean they cannot attend, or can only partially complete a class or students may occasionally be late in the morning, due to travel disruptions. Therefore, the minimum level of attendance required for progression to the next level is 90%.

- 2.7 Where a student has been requested not to attend sessions due to significant and uncontrollable circumstances, such as the necessity to self-isolate or quarantine to keep the wider student body safe, the student will be marked accordingly in the registers. Such a request can only be made through official channels with evidence, ensuring that it does not affect the student's overall attendance record.
- 2.8 Italia Conti recognises and is supportive of the legal requirements to make reasonable adjustments for students relating to disclosed protected characteristics which, in line with our Equal Opportunities Policy, may adversely affect attendance. Where a student has made a disclosure relating to a disability or health condition, the course management team, in conjunction with the Head of Wellbeing and/or other appropriate staff as appropriate, will assess and determine what adjustments, if any, are necessary and possible. These adjustments will be made within the requirements of the course and the responsibilities of both students and staff, ensuring they are reasonable and practical. Such adjustments will be made on a case-by-case basis. Students will be linked through to Italia Conti's Support Through Studies and reasonable adjustment processes, and an Individual Learning Plan (ILP) implemented as appropriate. Similarly, Italia Conti will seek to accommodate significant religious observances and religion or belief festivities, where possible. Students will need to apply for this where it falls within normal term time via the UPB process (see [Section 6](#)).

Section A: Onsite Delivery

3. Attendance Regulations

- 3.1 Attendance requirements are clearly set out in this policy, in the *Student Code of Conduct*, and in the *Student Handbook*. Attendance expectations and regulations for each course are discussed with students in induction.
- 3.2 All students are required to sign the *Student Code of Conduct* annually to indicate their understanding and commitment to attendance, punctuality and conduct within their course.
- 3.3 Students at Italia Conti are expected to attend **all** (100%) timetabled sessions.
- 3.4 Students will be registered at every session taught. Additionally, all students must swipe in and out of the building. This links to the Paxton App for Fire Safety attendance monitoring. All 16-18 students must additionally sign in and out using the signing sheets at Reception.
- 3.5 Exceptions to this are authorised absences, e.g. illness, Urgent Personal Business (UPB) or Absence for Auditions (AfA). While UPBs and illness are authorised, they will impact attendance profiles. Approved AfA will be marked as Educated Off-Site and will not affect the overall attendance record.
- 3.6 Notwithstanding authorised absences, all students must ensure a minimum of 90% attendance profile throughout their course of study, in order to progress through each level of the course or to final Award.

3.7 Students should apply for authorised absences in advance (see [section 6](#)).

3.8 Students should arrive in time for classes and be fully prepared to begin the class at the scheduled time. They should remain for the duration of the teaching session.

3.9 There are three attendance categories:

- Present / Educated off-site
- Authorised Absence (Absent with Permission e.g. Urgent Personal Business, illness)
- Unauthorised absence (Absent)

3.10 Consequences on unauthorised attendance

The possible consequences for students with attendance profiles that fall below 90% may include:

- Regular monitoring and follow up by the Attendance Officer
- Follow up meeting with HOY and / or Wellbeing team
- Disciplinary action
- Lower than expected module achievement
- Failure to achieve continuous assessment components (CP)
- Failure to achieve a module
- Failure to progress to next level of study / gain award
- Referral to the Support through Studies (Fitness to Train) process
- Requirement to repeat a year of study
- Termination of studies.

3.11 Students should be aware that if their attendance profile falls below 90% this may have an impact on their assessment outcomes, including cumulative practice marks,¹ and in some cases, on their summative assessment outcomes.

3.12 Where a student's attendance profile falls below 90%, progression from one level to the next may be affected. The students may be asked to undertake a retrieval assignment, to retake appropriate units/modules or where appropriate retake the entire year, subject to extenuation procedures where appropriate (please see the *Italia Conti Extenuation Policy and Procedures*).

3.13 In some cases, an attendance profile below 90% may also lead to termination of studies.

¹ In exceptional circumstances the Extenuation panel may consider the compensation of individual cases of attendance levels below 90% on submission of relevant evidence.

4. Attendance monitoring

- 4.1 Attendance is monitored through class registers taken by the tutor at the beginning of the class. Students must be on time and with the correct kit and equipment before the register is taken to be recorded as present. If a student is not present and does not have a prior authorised absence mark recorded on the class register, they will be marked as absent without permission (unauthorised absence).
- 4.2 A central record of attendance is maintained on the EventMAP™ timetabling system and monitored on a regular basis by the Attendance Officer, Wellbeing and course teams and the Quality Assurance team through the attendance monitoring procedure.
- 4.3 If a student is injured or unwell and unable to participate in a practical session (e.g., dance or movement), they must request permission to observe the class from the Wellbeing Team. The Wellbeing team will issue a permission slip, this supports the monitoring of injuries and patterns of absence.
- 4.4 All absences will be monitored by the Attendance Officer and reviewed through the weekly Attendance monitoring meetings. Attendance for 16–18-year-olds is checked daily, and relevant contact made with parents / guardians as required.
- 4.5 Information on students with attendance levels that are a Cause for Concern is circulated regularly to the Course Teams and Course Team Leaders for further monitoring.

5. Unauthorised absence

- 5.1 A student is deemed as 'unauthorised absent' when they fail to attend sessions and such time off was not approved (UPB/AfA) or notified (illness) in advance.
- 5.2 Students should only be absent from sessions for genuine and unavoidable reasons. If a student is aware of forthcoming planned day(s) of absence(s) they should seek approval in advance via the Urgent Personal Business (UPB) process. Each application is assessed on a case-by-case basis (see [section 6, below](#)).
- 5.3 Students who take time off without permission (unauthorised absence) may be subject to disciplinary procedures for a breach of the Student Code of Conduct / unprofessional conduct. Continued poor attendance, or an attendance profile below 90% may impact on student achievement and could result in failure to move to the next level/receive an award or to the termination of studies.
- 5.4 Students in receipt of DaDA awards, bursaries, hardship fund donations or scholarships should be aware that poor or unauthorised attendance could affect their entitlement to their financial award.

5.5 In accordance with UK immigration law, a report will be made to UK Visas and Immigration, if an international student holding a student visa is absent from the Italia Conti for more than 10 working days without authorisation.

6. Authorised Absence: Urgent Personal Business (UPBs)

6.1 If a student needs to be absent from Italia Conti, for any reason, they must apply for permission beforehand, using the UPB (Urgent Personal Business) process.

6.2 All UPBs should be requested at the earliest possible point and will be considered at the discretion of the Head of Student Services, in conjunction with the Course Team.

6.3 The following are examples of UPBs:

- Serious illness or death of a close relative or friend
- Problems with the Home Office regarding immigration status
- Acute medical situations requiring immediate attention.

This is not an exhaustive list.

All UPBs will be considered at the discretion of the Course Management Team.

6.4 UPB requests should be applied for in advance of the intended absence the Microsoft Form link supplied via the Timetabling Team, and / or via the Form link on ProPortal.

6.5 In exceptional cases of short notice, students may contact the Head of Student Services or Attendance Officer cc'ing in the respective Head of Year, or email the course team inbox, explaining the situation in order to obtain permission to submit the UPB retrospectively. In this situation, students should include **"Urgent UPB request"** in the subject line of the email, copy in the Head of Student Services and the Attendance Officer, and provide supporting evidence where possible, and explaining why they could not apply for the UPB in advance.

6.6 Course email inbox addresses are as follows:

Musical Theatre	Musicaltheatre@italiaconti.co.uk
Dance	Dance@italiaconti.co.uk
Acting	Acting@italiaconti.co.uk
Postgraduate	Postgrad@italiaconti.co.uk

6.7 For all UPBs, documentary evidence should be uploaded where possible, as per the student guide to UPBs. Students should retain evidence as this may be required at a later date.

6.8 The following members of staff can authorise UPBs:

- Head of Student Services
- Attendance Officer

These members of staff may also liaise with HOY, Wellbeing and Course Leaders. They can:

- authorise the absence
- decline the absence
- request further information or evidence; or
- request a meeting to discuss the request further.

Once permission for the absence has been granted, the student record will be updated on the EventMAP system, and the authorised absence for the relevant sessions will be updated on the register system.

6.4 Students need to check their emails / messages to ensure that the UPB has been authorised and respond to any further requests for information.

6.5 The absence is not authorised if the UPB rejected or not approved before the absence

6.6 Appeals connected to rejected UPBs should be made to the relevant Course Leader.

6.7 For periods of absence of longer than two consecutive days relevant documentation must be submitted to the Head of Student Services or the Attendance Officer on the first day of the student's return.

6.8 Absence for Auditions

CertHE and Year 3 students who are absent due to an audition must apply for authorised absences in advance of the intended absence using the Microsoft Form link supplied via the Timetabling Team, and / or via the Form link on ProPortal, stating 'AfA' as a reason.

- Evidence should be provided wherever possible, and documentation retained for checking.
- An absence mark for auditions is a positive attendance mark.

7 Illness

7.1 In the case of **illness**, students must notify Italia Conti at least half an hour before the start of their first session on each day of the absence by one of the following means:

- (i) By phone to Reception: 01483 322220
Voicemail messages must include first name, surname, year of study and the reason for absence.
- (ii) Via The MS Form / ProPortal link, stating illness option in the UPB process.
Messages must include first name, surname, year of study and the reason for absence.

7.2 Absences must be communicated formally. Messages cannot be sent via other students or social media. Students should note that while a courtesy email may also be sent to the tutor to inform them, these are not a replacement for formal methods of notification as stated on 7.1 above.

7.3 If a student is sufficiently unwell to be able to attend to attend their first session of the day, then they are expected stay off college for the remainder of the day so that they recover. If a student is ill with a stomach upset, then they are required to stay away from college until 48 hours after last incidence of sickness or diarrhoea.

7.4 All absences will be followed up by the Attendance Officer.

8 Lateness/ Punctuality

8.1 Italia Conti expect 100% punctuality at all sessions.

8.2 All students should arrive on time for classes with the correct kit/equipment and be fully prepared to begin the session at the scheduled time. They should remain for the duration of the teaching session.

8.3 Students who arrive after the start of the session will be marked 'late'. In some circumstances they may be refused entry (e.g. dance classes) or given alternative work and, once the register has been taken, may be marked as absent without permission

The exceptions to this are:

- designated rehearsal and / or acting sessions, when it is at the individual director's discretion as to whether a student may participate
- an authorised session conflict, such as a scheduled SEN session or 1-1 singing lesson

8.4 Late arrival or early departure from, teaching sessions without legitimate reason is disruptive, discourteous, unprofessional, and unfair to other class members and tutors. and may result in disciplinary procedures. Missing the warm-up for practical activities may also constitute a health and safety risk.

8.5 Any student who is late for their first class of the day, for any reason, must contact Reception and explain the reason for their lateness.

8.6 Persistent lateness as defined by the Course Leader (e.g., 3 or more lates in a single term may result in a warning in line with this *Student Code of Conduct* and the *Disciplinary Procedure* for unprofessional conduct, after which, any additional lateness will incur further warnings as per the above policy and could result in a disciplinary hearing. Lateness will affect a student's attendance profile (for assessment and progression purposes) and may impact your casting. A disciplinary hearing that could ultimately that may ultimately end in termination of studies.

8.7 Lateness may affect both a student's attendance profile (for assessment and progression purposes). Students should be aware that regular lateness, or missing significant sections of a session, or a block of sessions, will impact negatively on their cumulative practice assessment outcomes, and may also result in the withdrawal from

summative assessment(s) such as performances or presentations.

- 8.8 There may be some circumstances in which the door will be 'held' and 'lates' do not apply for that session. For example, if a significant percentage of the student or staff body is affected by significant delays. All 'lates' and 'held doors' are determined only at the discretion of the Duty Manager or the Head of Student Services.
- 8.9 Being elsewhere in the building and losing track of time is not a valid excuse, is deemed as "internal truancy" and will be dealt with accordingly by the Course Leader and will be recorded as "unauthorised absence".
- 8.10 Students must be in the allocated studio and ready to work (i.e., changed and in the space) **before** the class starts. The register will be taken at any time after this point, if students are not present by the end of registration they will be considered late and marked accordingly (lateness of more than 1/3 of the session may be converted to an absence).
- 8.11 Persistent lateness as defined by the Course Leader (e.g., 3 or more lates in a single term may result in a warning in line with this *Attendance Policy* and the *Disciplinary Procedure* for unprofessional conduct, after which, any additional lateness will incur further warnings as per the above policy and may result in suspension pending a disciplinary hearing.
- 8.12 Lateness will affect your attendance profile (for assessment and progression purposes) and may impact your casting.
- 8.13 There are circumstances in which the door will be 'held' and 'lates' do not apply for that day. For example, if a significant percentage of the student or staff body is affected by delays. All 'lates' and 'held doors' are determined only by the office and any final decision is at the discretion of the Course Leader / Head of Student Services / Duty Manager.

9 Entering and leaving the premises

- 9.1 Italia Conti operates an electronic entry/exit system to monitor who is in the buildings for health and safety purposes and in case of fire or emergency evacuation.
- 9.2 If a student falls ill, is injured, or suffers an emergency whilst at the college, and this requires them to either miss a class or leave early, they must be assessed by and get permission from a member of the Wellbeing team, who will notify Reception and the Attendance Officer, who will then authorise the absence.
- 9.3 In the absence of a member of the Wellbeing Team, the Duty Manager may also grant permission for a student to leave the premises to go home.

Section B: Online Delivery and Distance Learning students

10 Attendance and Engagement regulations (Online Learning)

10.1 Attendance and engagement requirements for online learning courses on online courses are clearly set out in writing in this policy, in the *Student Charter* and in the *Student Code of Conduct*, which is available in the *Student Handbook*. Attendance and engagements regulations are discussed with students in induction.

10.2 All students are required to sign the *Student Charter* and the *Student Code of Conduct* annually to indicate their understanding and commitment to attendance, engagement and conduct within their course.

10.3 Italia Conti will monitor students' engagement with their distance learning course throughout the duration of their course.

10.4 Students who do not fulfil the required amount of study/learning time per module or miss deadlines without permission, may be subject to disciplinary action, which may result in the termination of studies.

10.5 Students are responsible for informing their Module Leader when ill health or other legitimate reasons prevent them from engaging with scheduled and designated study hours and activities.

10.6 Online learning students are expected to demonstrate full commitment to their studies and to demonstrate this through their level of engagement. Engagement time is monitored online, and students are expected to:

- make good use of the wide range of resources and opportunities available.
- engage with **all** sessions and / or learning opportunities, that are scheduled as necessary, whether face to face or through engagement with recorded sessions and material, in order to achieve the learning outcomes of their course.
- log on in good time for any live online sessions (where required), stay online for the entirety of the session, and participate fully.
- complete and submit all coursework on time as set for their course.

10.7 Consequences on lack of engagement

The possible consequences for students where lack of engagement is a Cause for Concern include:

- Regular monitoring and follow up by the Course Team

- Follow up meeting with Attendance Officer, HOY and / or Wellbeing team
- Disciplinary action
- Lower than expected component or module achievement
- Failure to achieve a module
- Failure to progress to next module / level of study / gain award
- Referral to the Support through Studies (Fitness to Train) process
- Requirement to repeat a year of study
- Termination of studies.

11 Monitoring of engagement (Online courses)

11.1 Engagement will be monitored on a rolling basis throughout the academic year through students' log in and online access data and activity, for example, via Moodle™ and Athens™, through the student's progress through the module milestone points.

11.2 For online learning courses, students have continuous access to Moodle. New modules will be unlocked as the student progresses through and completes each module. Once a module is opened, students have access to it for the duration of their course. Module Leaders may monitor student engagement and progress through their engagement with Moodle, as well as through engagement with other channels including tutorials and group forums.

11.3 Italia Conti will review this data on a regular basis and will contact students should we identify a pattern of poor engagement.

11.4 Lack of engagement with scheduled sessions, synchronous and asynchronous learning and online resources or repeated non- engagement may lead to disciplinary procedures and risk students being withdrawn from their course of study.

13 Urgent Personal Business (UPBs)

13.1 The Course Leader may grant compassionate leave on the following grounds, provided a student communicates the problem at the earliest possible point:

- serious illness or death of a close relative or friend;
- problems with the Home Office regarding immigration status;
- acute medical situations requiring immediate attention.

This is not an exhaustive list.

13.2 All other personal business must be negotiated in advance with the Course Leader using a UPB request form on MS Forms (and ProPortal link).

14 Illness (Online / Distance Learning courses)

14.1 Students on online / distance learning courses are encouraged to keep their Course Leader informed in the case of **illness**, by one of the following means:

- (i) Via email or Slack message to the Course Leader. Emails should include first name, surname, year of study and the reason for absence. Messages must include first name, surname, year of study and the reason for absence.
- (ii) For Postgraduate students, via email to postgrad@italiaconti.co.uk inbox. Emails should include first name, surname, year of study and the reason for absence.

14. Links to other policies:

This policy links to:

- Student Code of Conduct
- Student Charter
- Disciplinary Policy
- Support through Studies Policy
- Safeguarding Policy
- Children Missing from Education (Students 16-18)
- Attendance Monitoring Procedure
- Equal Opportunities Policy
- Extenuating Circumstances Procedure
- Withdrawal and Intermittence procedures of the relevant awarding organisation.

Appendix A: Register Codes

3.1 Students at Italia Conti are expected to attend **all** (100%) timetabled sessions.

3.2 Exceptions to this are authorised absences, e.g. illness, Urgent Personal Business (UPB) or Absence for Auditions (AfA). While UPBs and illness are authorised and will impact attendance profiles, approved AfA will be marked as Educated Off-Site and will not affect the overall attendance record.

3.3 Notwithstanding authorised absences, all students must ensure a minimum of 90% on site attendance profile throughout their course of study, in order to progress through each level of the course or to final Award.

3.4 Students can check their attendance profiles through their EventMAP™ account.

3.5 Explanation of Register codes:

- **Positive register codes** contribute towards the attendance profile.
- **Neutral register codes** do not impact on a student's attendance profile.
- **Authorised attendance codes** justify absence but are nevertheless negative marks. While they mitigate attendance, they **do not** contribute towards the students' overall attendance profile.
- **Unauthorised attendance codes** impact negatively on a student's attendance profile and may trigger disciplinary processes.

Available to staff marking registers

Code	Definition	Scenario	Category of Mark
P	Present	Student is present	Positive
N	Not in attendance	Student is absent <i>once this nonattendance is followed up, this mark will be updated to either UAA (Unauthorised absence) or an authorised mark category.</i>	Negative
L	Late	Student arrives late	Positive *
PNP	Present but not participating	Observing a session, e.g. due to injury, ill health	Positive
SLR	Self-Led Rehearsal	e.g. Scheduled independent work during rehearsals	Positive

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Administrative codes – for reference

Note: these are disabled for standard register users, but staff may see them appear on a register. They are used in tracking students' attendance and engagement.

Code	Definition	Scenario	Category of Mark
SICK	Sick	College has been notified that a student will be absent due to illness	Negative (authorised)
AA	Authorised Absence	Student has permission to be absent (e.g., UPB)	Negative (authorised)
UPB	Urgent Personal Business	Student has permission to be absent (e.g., UPB)	Negative (authorised)
ILP	Authorised ILP Non-Attendance	e.g. Student is on a personalised support timetable / Not required to be in college	Neutral
AFA	Absence for Audition / Professional Engagement	Student is at an audition for Further Study or for employment / or is working professionally or is on a work experience placement	Positive
EOS	Educated off-site	e.g. Student is on an educational visit/trip organised, or approved, by the college	Positive
UAA	Unauthorised Absence	Student does not have permission to be absent	Negative
EC-Y	Unable to attend due to exceptional circumstances	e.g. College site is closed; there is widespread disruption to travel; or student is in custody	Neutral
E	Left Early	Student left the class early	Positive
WD	Withdrawn	Student has been withdrawn / is on a break in study	Neutral

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Register Codes as they appear on the EventMAP™ system – for reference

Note: Some of these codes are disabled for standard register users, but staff may see them appear on a register.

The codes 'FIN (Finished) and NYS (Not Yet Started) are not currently in use.

☒	☒	Present P	
☒	☒	Absent AB	
☒	☒	Late L	
☐	☒	Authorised Absence AA	
☒	☒	UPB UPB	
☒	☒	Absence For Audition / Professional Engagement AFA	
☐	☒	Finished FIN	
☒	☒	Sick SICK	
☒	☒	Authorised ILP Non-Attendance ILP	
☒	☒	Educated Off-Site EOS	
☒	☒	Unauthorised Absence UAA	
☒	☒	Present Not-Participating PNP	
☐	☒	NotYetStarted NYS	
☒	☒	Not In Attendance N	
☒	☒	Withdrawn WD	
☒	☒	Unable To Attend Due To Exceptional Circumstances EC-Y	
☒	☒	Left Early E	
☒	☒	Self-Led Rehearsal SLR	

Appendix B: Children Missing from Education Policy

Relevant for students aged 16-18.

- All children, regardless of their age, ability, aptitude and any special education needs they may have, are entitled to a full-time education. Italia Conti recognises that a child missing education is a potential indicator of abuse or neglect and will follow Italia Conti procedures for unauthorised absence and for children missing education.
- Italia Conti will hold at least 2 emergency contact numbers for each student and will use both numbers, if necessary, as part of the First Day calling process.
- Parents / Guardians should always inform us of the reason for any absence. Where contact is not made, a referral may be made to another appropriate agency, for example, Local Authority Pupil Services, Social Care or Police, particularly when a young person goes missing on repeat occasions and/or are missing for periods during the school day, in conjunction with 'Children Missing Education: Statutory Guidance for Local Authorities².
- Italia Conti must inform the Local Authority of any student who fails to attend Italia Conti regularly or has been absent without Italia Conti permission for a continuous period of 10 working days or more.
- Staff must be alert to signs of young people at risk of travelling to conflict zones, female genital mutilation and forced marriage.

Monitoring

Monitoring takes place as detailed in Section 4 of the Attendance Policy, with the additional protocols for students aged 16-18:

Student attendance is monitored by the Attendance Officer by 12 pm every day.

Additional protocols include:

- Checks on registers and the Paxton App system to ensure that students are in the building every day
- Follow up call by the Attendance Officer by midday everyday
- Referral to the Wellbeing Team if a student is absent, and contact has not been successful, who then contact trusted contact / emergency contact
- Follow up through review of registers, check in with the Attendance Officer.

Important note for 16-18 students

In addition to the Paxton app system, all 16-18 students must sign in and out using the signing sheets at Reception.

² <https://www.gov.uk/government/publications/children-missing-education>

Appendix C: Responding to reports of absent or missing Students

1. All students are expected to attend all taught sessions and engage in all activities that are scheduled as necessary to achieve the learning outcomes of their programme. Students whose attendance falls below expected levels will be followed up routinely as outlined in the Attendance policy.

Weekly course attendance meetings ensure that any emerging persistence absence is identified and addressed early, and intervention or support implemented as needed.

2. In line with its partner universities, Italia Conti will use the most recent definition(s) of 'absent person' and 'missing person' as proposed by the Association of Chief Police Officers of the United Kingdom (March 2015) to update their Authorised Professional Practice (APP) and following the Interim Guidance on the Management, Recording and Investigation of Missing Persons (2013):
 - **Absent** – “A person not at a place where they are expected or required to be and there is no apparent risk.
 - **Missing** - “Anyone whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be subject of crime or at risk of harm to themselves or another.”
3. Where there is a report or concern regarding an absent or missing student, Italia Conti will be guided by the following principles:
 - Act in a timely and sensitive manner to the report of an absent or missing student.
 - Checks on registers and the Paxton App system to check students are in the building, check in with the Attendance Officer, Head of Student Services and Wellbeing Team.
 - Referral to the Wellbeing and Safeguarding Team if a student is absent, and contact has not been successful, who will then attempt to contact using the 'trusted contact' or emergency contact, if need be.
 - Analyse attendance records, contact with relevant teaching teams and the Wellbeing support teams, to gather information about previous engagement and academic progression. Where appropriate, other sources of information may also be sought.
 - The Wellbeing and Safeguarding Team at Italia Conti will normally take the lead on establishing the level of risk posed to ensure that decisions around 'missing', and 'absent' students are soundly based on risk.
 - Italia Conti will aim to collaborate and cooperate with external agencies to facilitate any investigations or administrative activities related to the reporting of a missing or absent student and seek to establish a decision on a reasonable response with them.
 - Care will be extended to those closely involved with the student, including the named trusted contacts, family, friends or staff members that may have raised the enquiry, as appropriate.
 - Italia Conti will act discretely when dealing with information relating to the student and the incident and will always abide by the limitations of the Data Protection Act (2018). Any public statements made for or on behalf of Italia Conti will only be released after they have been checked for accuracy and approved by a member of

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the Senior Leadership Team Any staff involved in responding to the incident will always use discretion.