

ConnectED Learning



Attendance and Cancellation Policy

At ConnectED Learning, we are dedicated to providing consistent, high-quality, and reliable educational support. Because our sessions are highly personalised and specifically scheduled for each student, regular attendance is vital to support progress and structural routine.

We recognise that many of our students, particularly those accessing Education Other Than At School (EOTAS) provisions or navigating complex neurodivergent profiles (such as Autism, ADHD, or PDA), can experience fluctuations in health, anxiety, and engagement levels. While we aim to be empathetic, trauma-informed, and adaptable, consistent session delivery ensures continuity of learning and secures your tutor's dedicated time.

This policy outlines our expectations regarding attendance, rescheduling, and cancellations, operating in strict alignment with the ConnectED Learning Terms and Conditions.

Standard Client Cancellation & Rescheduling Terms

To ensure fairness to our professional team and maintain smooth organisational operations, we enforce a strict notification window for all schedule changes.

The 24-Hour Policy

- **Notice Requirement:** The Client must provide a minimum of **24 hours' notice** prior to the scheduled start time for any session cancellation or request to reschedule.
- **Submission Pathway:** All cancellation or rescheduling requests must be submitted in writing directly to Hannah Clark to ensure the request is timestamped accurately.

Late Cancellations

- If notice of cancellation or a request to reschedule is provided **less than 24 hours** before the scheduled session start time, the **full session fee remains payable**.
- This fee compensates our tutors, who have already dedicated time to lesson preparation and bespoke resource creation, and turned down alternative client bookings to preserve your slot.

EOTAS Statutory Protocols

Where tuition is funded, commissioned, or overseen by a Local Education Authority via an EHCP, Alternative Provision framework, or EOTAS package, the following quality assurance and safeguarding mandates apply:

First Day Absence Safeguarding Check

- If a student fails to attend an in-person session or log into a scheduled online session without prior notice from the parent/carer, ConnectED Learning will enact an immediate **First-Day Response**.
- The tutor or management team will contact the parent/carer within **30 minutes** of the missed start time to verify the child's safety and well-being. This ensures we actively mitigate any "Children Missing Education" (CME) risk.

Local Authority Escalation Thresholds

- **Consecutive Absences:** If a funded student misses **three (3) consecutive scheduled sessions**, ConnectED Learning is contractually obligated to formally report this absence pattern to the assigned **LCC SEND/Inclusion Caseworker** or EOTAS team.
- **Attendance Drop:** If a student's cumulative placement attendance drops below **85%**, an internal review will be triggered, and LCC will be notified to ensure multi-agency oversight.
- **Funding Transparency:** Unauthorised or late-cancelled sessions will be detailed transparently on monthly monitoring returns submitted to Lancashire County Council. Persistent non-attendance may trigger an emergency review of the student's Education, Health, and Care Plan (EHCP).

Late Arrivals and Remote Session "No Shows"

- **In-Person / Home Visits:** If a student is not ready or present when the tutor arrives at the property, the tutor will wait for a maximum of **15 minutes**. Every effort will be made to contact the parent/carer on-site. If the session cannot proceed after 15 minutes, the tutor will leave, and the session is billed in full.
- **Online Sessions:** Tutors will remain active in the virtual classroom (Zoom/Teams) for **15 minutes** past the scheduled start time. If the student has not joined within this window, the tutor will log off, and the session will be treated as a late cancellation (fully payable).
- *Note: Any time lost due to a student arriving late cannot be extended past the scheduled end time of the session, as tutors must respect consecutive bookings and travel schedules.*

Tutor Cancellations and Disruptions

In the unlikely event that a Connect-ED Learning professional must cancel a session due to acute illness, emergency, or severe unforeseen circumstances:

- **Makeup Sessions:** A makeup session will be offered to the client at a mutually convenient alternative time.
- **No Charge:** The client/local authority will never be charged for a session cancelled by a Connect-ED Learning staff member.
- **Alternative Cover:** For long-term EOTAS provisions, if a tutor experiences an extended absence, Connect-ED Learning will work proactively with the family and Lancashire County Council to arrange suitable cover to minimize disruption to the student's educational delivery.

Extenuating Circumstances

ConnectED Learning management reserves the right to review emergency or severe medical situations on a case-by-case basis regarding fees. If a student is suddenly hospitalised or experiences an acute, unexpected medical or mental health emergency, please contact Hannah Clark as soon as it is safe to do so.

Policy Declaration & Agreement

By accessing services, enrolling your child, or entering into a commissioning agreement via ConnectED Learning, you acknowledge that you have read, understood, and agree to abide by this Attendance and Cancellation Policy.

Client / Parent / Carer Name: _____

Signature: _____ **Date:** _____

Written November 2025

Reviewed Annually

Next Review: November 2025