



Learning Matters Procedure for Student Absences

Purpose:

Learning Matters is committed to quality education. We are aware that at times students may not be able to attend sessions for various reasons. To clarify expectations in terms of communication and any potential credits the following will be taken into consideration.

Scope:

This policy covers and directs transparency of information for all parents and educators of Learning Matters however, it is to be acknowledged that Learning Matters reserve the right to use their discretion when dealing with individual cases of absence.

Directive:

The following is the expectation in the case of a student non-attendance at a session.

Planned Absences (eg. camps)

1-1s

- 1) Where planned absences occur, and parents have notified Learning Matters with **at least 4 weeks** notice, the educator will offer two options for a catch up session. No credit will be given.
- 2) Where planned absences occur, and parents have notified Learning Matters with **2 - 3 weeks notice**, the educator will offer one option for a catch up session. No credit will be given.
- 3) Where planned absences occur, and parents have **not** notified Learning Matters at all or give less than two weeks notice, the educator will not offer any catch up session and no credit will be given.

Groups

Catch up sessions for groups cannot be offered due to the session still taking place for the other student.

- 1) Where planned absences occur, and parents have notified Learning Matters with **at least 4 weeks** notice, Learning Matters will credit a group session. Only 1 'planned absence' group credit will be given per year.
- 2) Where planned absences occur, and the parents have notified Learning Matters with **less than 4 weeks** notice, no credit will be given.

Unexpected Absences (eg. sickness, non-attendance)

1-1s

- 1) When a student is sick and parents have notified Learning Matters by **at least 8:00am** on the morning of the student's session, the educator will offer two options for a catch up session. If either of these sessions cannot be attended, a credit will not be given.
- 2) If a student does not attend their session and the Learning Matters educator has not been notified, there will be **no** credit issued.

Groups

- 1) When a student is sick and parents have notified Learning Matters by **at least 8:00am** of the morning of the student's session, Learning Matters will credit 50% of the session charge. A maximum of 2 '50% credits' will be given per year.
- 2) In a case of when no notification is given and a student does not attend the session, there will be **no** credit issued.

No credits will be given on **any** missed sessions for whatever reason unless their account is fully up to date.

All sessions shall be charged as per the [terms and conditions](#) on the Learning Matters Enrolment Form when a student is absent.

Signature:



Date: 31 October 2018