

Did not Attend (DnA) Policy



Policy Date: April 2021

Reviews

Date	Key changes (if any)	Next review
June 2022	No changes	June 2023
September 2023	No changes	September 2024
July 2024	Contact details added	July 2025
August 2025	No changes	August 2026
September 2026	No changes	September 2027

Purpose and Scope

This policy outlines Community Matters' expectations regarding attendance at scheduled training sessions, including workshops, webinars, and 1:1 meetings, and the actions we will take when a participant does not attend without notice.

This policy applies to all learners, apprentices, or employees registered for training delivered by Community Matters or its delivery partners.

Expectations

We understand that occasionally, emergencies or unavoidable circumstances may arise. However, consistent attendance is essential to:

- Support learning and progression
- Ensure fair access to resources and tutor time
- Allow us to meet funding, compliance, and quality assurance obligations

We therefore expect all participants to:

- Attend all scheduled sessions on time
- Inform us as early as possible if they are unable to attend
- Respond promptly to any follow-up contact regarding missed sessions

A DNA (Did Not Attend) is recorded when a learner:

- Does not attend a scheduled session without providing notice at least 24 hours in advance (where feasible)
- Fails to respond to post-session follow-up within 3 working days

Notifying us for Absence

We recognise that illness, family emergencies, and unforeseen issues can arise. Where possible, we ask for:

- Advance notice by phone or email

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- A brief explanation (to help us record appropriately)
- Evidence of reason (e.g. sick note) if patterns of absence emerge — any such evidence will be handled in accordance with Community Matters' Data Protection Policy.

We recognise that there will be occasions where advance notification of absence is not possible, particularly in emergencies. Where a learner or participant is unable to notify Community Matters of their absence before the session, we encourage them to do so as soon as possible after they miss their session.

Where a learner has a disability or long-term health condition that affects their ability to attend sessions or provide notice within the usual timescales, Community Matters will consider reasonable adjustments in line with the Equality Act 2010. Learners should discuss any support needs with their Assessor or the Head of Apprenticeship Delivery.

Communication Channels

Emails: apprenticeships@communitymatters.co.uk or training@communitymatters.co.uk

Phone: 020 3880 5203

Apprentices should also inform their employers and/or line manager.

Actions Following a DnA

It is important to underline that our top priority is the wellbeing of the learner and/or participant. Therefore, all of the actions below aim to, first and foremost, ensure that any wellbeing issues are identified and appropriate support is put in place.

Number of DnAs	Action Taken
1st DnA	Learner is contacted via a phone call, text message or email to check wellbeing and reminded of the importance of attendance. The session may be rescheduled, if it was a 1-2-1 session.
2nd DnA	Formal reminder issued via email. Risk of disengagement discussed with the learner. Employer may be informed (if applicable).
3rd DnA	Review meeting arranged with the learner (and employer if applicable) to assess continuation on programme. A formal attendance improvement plan may be issued.
Ongoing DnAs	May lead to withdrawal from the programme. Learners have the right to challenge a withdrawal decision in line with Community Matters' Feedback Complaints and Compliments Policy.