

L1.1 Student absence policy

All student absences must be reported to the Academic Teacher Manager by the Bucksmore Homelinguia teacher and logged in Salesforce. The teacher must also add this information to the weekly Course Report.

L1.1.2 Student requests lesson or excursion cancellation

Students sometimes request to cancel lessons or an excursion on a certain day because of a family visit, a planned trip or work commitments. If this is an adult (18+), then the teacher does not need to request parental permission. The cancelled lessons must be logged in the course report and the Academic Teacher Manager informed by email.

If the student is under 18, parental / guardian permission must be sent in writing by email to the teacher and Academic Teacher Manager.

Where the student request the cancellation of lessons or an excursion, the hours or excursion will not be made up at a later date.

L1.1.3 Lesson or excursion cancellation due to student illness

If the student should become ill during the course and be unable to attend lessons or an excursion, firstly the teacher must attend to the student's welfare and seek medical advice or attention if appropriate. The absence(s) must be reported to the Academic Teacher Manager.

The teacher will need to contact the Academic Teacher Manager to discuss the rescheduling of the lesson hours / excursion and all attempts made to fit in the hours into the remaining days of the course. Consideration must be given to the student's welfare and recovery when rescheduling the hours.

L1.1.4 Lesson or excursion cancellation due to flight delay or cancellation

Should the student's flight or arrival to the teacher's house be delayed due to transport problems such as a flight delay or cancellation, the missed lesson hours should be moved to alternative days where possible. For a 1 week course of 25 or 30 hours, this may not be possible. In this instance, the Course Consultant for the course should contact the insurance provider to see about claiming a refund for the lost days.

For longer courses or a 1 week course of 15 or 20 hours the missed teaching hours are to be moved to other days, up to a maximum of 5 hours per week.

L1.1.5 Lesson or excursion cancellation due to early departure

If the student has to finish the course early and this is not due to student behaviour as outlined in policy G1.1, the lesson hours are to be moved to other study days, up to a maximum of 5 hours, unless it is a 1 week course of 25 or 30 hours. The updated teaching schedule must be informed to the Academic Teacher Manager. Where the request is made less than 48 hours before departure, we cannot guarantee that lesson hours can be moved to alternative days.

L1.1.6 Lesson or excursion cancellation due to non-attendance by the student

If the student fails to attend a lesson or is late for a lesson without a valid reason then the lesson hours or excursion will be forfeited. If the student is not present at the designated lesson start time, the teacher must speak to the student and inform them that the lesson is due to start.

Non-attendance or lateness must be informed to the Academic Teacher Manager. For students aged under 18, the Academic Teacher Manager will inform the booking contact for the student.