

Attendance and Certification Policy

Reviewed February 2026

PART ONE

General Statement of Policy, Duties & Responsibilities

1.1 Policy Statement

Vertex Learning Hub is committed to maintaining high standards of training delivery, learner engagement and certification integrity. Regular attendance and active participation are essential to ensure learners achieve the intended learning outcomes and meet the requirements of CPD standards and awarding bodies.

This Attendance & Certification Policy sets out the expectations, procedures and responsibilities relating to learner attendance, engagement and the issuing of certificates. The policy ensures fairness, consistency and transparency while safeguarding the credibility of all qualifications and CPD certificates issued by Vertex Learning Hub.

This policy applies to all learners enrolled on training programmes, workshops, online learning, blended delivery and assessed courses delivered by Vertex Learning Hub.

1.2 Aims of the Policy

The policy aims to:

- Promote consistent learner attendance and engagement
- Ensure learners meet minimum attendance requirements
- Protect the integrity of certification and assessment outcomes
- Ensure compliance with CPD and awarding body requirements
- Provide clear guidance on absence, late attendance and completion criteria

PART TWO

Attendance Requirements

2.1 Learner Attendance Expectations

Learners are expected to:

- Attend all scheduled sessions punctually
- Participate actively in learning activities
- Complete required learning hours
- Engage with tutors, assessors and learning materials

Minimum attendance requirements will be communicated at enrolment and may vary depending on the programme, awarding body or mode of delivery.

2.2 Recording Attendance

Vertex Learning Hub will:

- Maintain accurate attendance records for all sessions • Use registers, digital logs or learning platforms as appropriate • Monitor patterns of absence or non-engagement • Retain attendance records in line with data protection requirements

2.3 Absence and Late Attendance

- Learners must notify the centre in advance where possible if they are unable to attend • Valid reasons for absence may include illness, personal emergency or other exceptional circumstances • Persistent lateness or unexplained absence may be treated as non-attendance • Catch-up sessions or alternative learning may be offered at the centre's discretion

PART THREE

Certification

3.1 Eligibility for Certification

Certificates will only be issued where learners:

- Meet the required attendance threshold • Complete all mandatory learning hours • Successfully complete required assessments (where applicable) • Demonstrate engagement in line with course requirements

Failure to meet attendance or engagement requirements may result in delayed or withheld certification.

3.2 Types of Certification

Vertex Learning Hub may issue:

- CPD Certificates of Completion • Certificates of Attendance • Awarding Body Certificates (where applicable)

The type of certificate issued will reflect the learner's level of attendance, participation and achievement.

3.3 Certification Timescales

- CPD certificates are normally issued within a reasonable timeframe following course completion • Awarding body certificates are issued in accordance with awarding body processes and timelines • Learners will be informed of any delays where applicable

PART FOUR

Responsibilities

4.1 Vertex Learning Hub Responsibilities

Vertex Learning Hub will:

- Clearly communicate attendance and certification requirements
- Apply this policy consistently and fairly
- Ensure staff understand their responsibilities
- Maintain accurate and secure records
- Comply with awarding body and CPD requirements

4.2 Learner Responsibilities

Learners are responsible for:

- Meeting attendance and participation requirements
- Informing the centre of absences promptly
- Completing all required learning and assessment activities
- Providing accurate information where required

PART FIVE

Appeals and Complaints

Learners who are dissatisfied with attendance or certification decisions may raise concerns through the centre's Appeals or Complaints Policies.

PART SIX

Monitoring and Review

- Attendance and certification data are monitored to ensure consistency and compliance
- This policy is reviewed annually or sooner if required by legislation or awarding body guidance

We request that all learners, staff and stakeholders respect and adhere to this policy, which is available on request.

Approved by Vertex Learning Hub Management

Signed: _____

(Director / Head of Centre)

Date: _____