



BSL Tutor Absence Policy

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Deaf Action offer British Sign Language (BSL) tuition including a 6-week unaccredited Introduction course, QS accredited courses (Introduction to Level 3) and bespoke training for external organisations.

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Tutor absence

During a BSL course term, every effort will be made to ensure that no classes are cancelled. However, if a tutor is unable to teach their scheduled class for any reason, the following process will come into effect:

1. The tutor will contact the Training Officer (TO) as soon as possible to inform them that they are unable to attend their scheduled class that day. If the TO is not available, the tutor should contact Reception and/or the Training Officer's manager.
2. Deaf Action holds an approved supplier list containing contact details for appropriately trained and approved freelance BSL tutors. The tutor should contact these approved suppliers (by email) to check availability for cover. The TO should be included in the email to be kept instantly informed of any responses.
3. If an approved supplier is available to cover the class, they will inform the tutor and the TO. The tutor will send any materials for the class to the approved supplier and the TO will inform the students that they will have a covering tutor for that day's class.
4. If none of the approved suppliers are available to cover the class, there is no other option but to cancel it. The TO will inform the students as soon as possible that the class is cancelled by SMS and email. If there is a social media group (Facebook or WhatsApp) set up for that class, the tutor will also send a message out to make sure that every student is informed in a timely manner.

Although we do not expect tutors to be unable to teach their scheduled classes, we accept that unexpected absences may occur due to illness, unavoidable events, or changes in personal circumstance.

A 10% absence rate is tolerated per course. Should tutor absence exceed this, an investigation will be carried out and appropriate action taken.

QS Level 2 / Level 3 (80 hours) – 4 classes

Classes cancelled due to unavoidable events (such as red weather warnings) will not count towards the number of cancelled classes as this is out with Deaf Action's control. We will however try to arrange a make-up class in this circumstance if possible.

Replacement classes

If a class has been cancelled, every effort will be made to make up the lost time on an alternative date.

The tutor will discuss alternative dates with the class upon their return. Wherever possible, the tutor will try to find a solution which is viable for every student in the class but inevitably, this may not always be the case. In this instance, majority rule will come into effect.

The options for additional classes are:

- Adding the make-up class(es) on to the end of the course, hence extending it
- If there are any holiday dates planned during the course, the make-up class(es) can be held on these dates.
- It is possible to arrange a make-up class on a different day of the week when a training room is available.

Reimbursement for missed classes.

Reimbursement will only be issued if the following condition is met:

- If the number of cancelled classes exceeds the allotted 10% being tolerance. Cancelled classes which have been rescheduled do not count towards this total regardless of how many students attend the rescheduled class.

Student attendance is monitored and given the same 10% absence tolerance as the tutors however, if a student has missed classes with no prior notice, apology, or explanation, that number of classes will be deducted from the number of cancelled classes, and they will not be reimbursed for them.

Reimbursement amounts will be considered on a class-by-class basis.