

Attendance and Engagement Policy: Your Guide to Successful Learning

This policy aims to provide clarity for our clients and learners as to the requirements and expectations for learners' attendance and engagement on training courses delivered by IKON Training.

It accompanies the agreement between IKON Training and the client as outlined in IKON Training's [terms of business](#).

Introduction:

Welcome to IKON Training's commitment to clear and engaging learning experiences.

Attendance Expectations:

At IKON Training, attendance is a fundamental part of the learning journey:

Physical and Virtual Presence: Whether in-person or joining an IKON Live remote online course, active participation is key.

Compulsory Attendance: IKON Training requires attendance at all training sessions. We certify learners only if present throughout the entire course.

Record Keeping: Digital registers and our Training Management System (TMS) maintain accurate attendance records.

Course Completion: Except for pass/fail courses, completion is achieved by attending the entire course. For multi-day courses, attending each session is necessary.

Rescheduling: In the event of non-attendance, learners are required to contact their organisation to arrange an alternative date, subject to availability.

Punctuality Matters: Learners must arrive at least five minutes prior to the advertised start time to complete registration. Learners arriving 20 minutes or more after the start time may not be permitted to attend the session.

Pre-Training Communication: If a learner anticipates being late, we request they attempt to make contact. Contact details are provided in learners pre-training course instructions.

IKON Live, Remote Online Courses: Attend individually using your device. Enable your microphone. Webcam visibility is required for the entire session. Ensure a distraction-free environment, preferably at work or home.

Early Departure: Leaving early without prior notice is considered non-attendance. Learners are required to contact their organisation to arrange an alternative date, subject to availability.

Engagement Expectations:

Active engagement enhances learning retention:

Participation Defined: Engage in activities, respond to questions, use the chat function, and keep your webcam and microphone on during IKON Live, remote, online courses.

Demonstrate Understanding: Actively participate in various activities and discussions to show your comprehension of course content.

Face-to-Face Courses: Participate in group work, discussions, skills demonstrations, scenarios, and tests as directed by the trainer.

IKON Live, Remote Online Courses: Engage in open discussions, breakout room group work, polls, quizzes, and Q&A sessions using the online delivery platform MS Teams.

Trainer Reporting: If a trainer perceives a lack of engagement from a learner during the course, they will report their observations to the IKON training delivery team for further assessment and communication with the client.

Roles and Responsibilities:

For Clients:

Clear Instruction: Provide clear instructions to learners on attending IKON Training courses.

Uninterrupted Focus: Ensure learners are excused from their regular day-to-day responsibilities throughout the course, minimising interruptions for a focused learning experience.

Transparency in Training: Communicate to learners how IKON conducts its training sessions and criteria for verifying engagement. Ensure learners are well-informed about the training approach and engagement standards.

Equipment Provision: Supply appropriate equipment for learners to attend and engage in the course.

Registration Changes: Communicate any changes in learner registrations to the **IKON training delivery team.**

Number of Learners: Ensure minimum and maximum learner numbers for the training are adhered to.

For Learners:

Timely Attendance: Attend all training sessions on time.

Full Duration: Stay for the entire duration of the training.

Equipment and Environment: Ensure you have the equipment and a quiet environment for IKON Live remote online courses.

Active Engagement: Engage with the training course as explained by the trainer.

Communication: Late arrivals and early departures disrupt the learning experience. Inform IKON Training if you will be late for a training session.