

20 October 2023

Dear Parent/Carer,

Reporting Absence – Important Update

As you will be aware, excellent attendance plays a pivotal role in ensuring your child develops personally and academically during their time in school. Therefore, it is imperative that we continue to work with you to manage absence when it occurs.

We have a duty of care to account for every child when we take the register at the beginning of the school day and therefore, going forward, we ask that the following steps are taken to report your child's absence.

- **All same day absence must be reported to the school by 8.15am.**

Please be aware that if we are notified about illness **after** that time, the absence may be marked as unauthorised. In this case, you will be contacted by the school for further information. Morning registers are submitted by 8:30am each day and a warning bell is sounded at 8:20am to ensure that students arrive promptly at their tutor room or assembly for an 8:25am start. The school welcomes students onto the site from 8:00am, when locker rooms are open, breakfast is available from the canteen and staff are on hand to support with any issues.

- **Please report your child's absence via voicemail on the school's Absence Line (01603 254333), or via the Class Charts App.**

Please note you will no longer be able to report student absence via SIMS Parent App or through any other method, including email. These changes are to ensure all absences are accounted for promptly, enabling us to respond effectively and offer support where needed.

If you need support accessing Class Charts, please contact our IT helpdesk via ithelpdesk@hellesdon.net.

Finally, you can now access student attendance data on the Class Charts App. The app displays AM and PM marks for the year to date as well as your child's current attendance figure.

We thank you for your support with this in advance. If you do have any concerns relating to longer term absence or you wish to discuss your child's attendance in more detail, please contact reception (01603 424711) and ask to speak to a member of the Attendance Team in order that we can support you.

Yours sincerely



Mr V Stevenson
Assistant Principal

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