



CHARTERHOUSE
ALMATY

ATTENDANCE POLICY

1. Policy Statement

Charterhouse Almaty recognises its ongoing responsibility to promote, manage and continuously improve attendance across the school community. Regular attendance provides the essential foundation for positive educational outcomes, personal development, safeguarding and wellbeing. Fostering high levels of attendance is therefore a shared responsibility between the school, students and parents.

Daily registration is completed accurately and promptly. Attendance registers are formal school records and may be required for safeguarding, emergency, regulatory or legal purposes. A student's name may only be removed from the attendance register once the student has been formally recorded as a leaver in the admissions register and the school is satisfied that appropriate transfer or leaving procedures have been completed.

Charterhouse Almaty has high expectations for every student. Students who attend school regularly and punctually are best placed to benefit fully from the academic, pastoral and co-curricular opportunities available to them.

This Attendance Policy is intended to guide, support and enable the school to maintain excellent levels of attendance and punctuality. It provides a consistent framework through which attendance procedures, interventions and responsibilities are applied. Parents will be directed to this policy upon their child's admission to the school and whenever significant revisions are made.

From September 2025, the United Kingdom's Early Years Foundation Stage (EYFS) framework strengthened expectations around the recording and follow-up of child absences as part of safeguarding practice. As a British independent school overseas, Charterhouse Almaty adopts this UK-aligned safeguarding approach. The attendance procedures for the Reception class are set out in Appendix Two of this policy.

2. Aims and Values

Charterhouse Almaty works in close partnership with students and parents to maintain excellent standards of attendance and punctuality.

The school seeks to develop and sustain a whole-school culture that promotes the importance of good attendance through:

- setting high expectations for all students regarding attendance and punctuality;
- communicating these expectations clearly and consistently to students and parents;
- recognising that good attendance is underpinned by a calm, safe, orderly and supportive learning environment;
- systematically monitoring and analysing attendance data to identify patterns, inform interventions and target support effectively;
- building strong relationships with families to understand and address barriers to attendance;
- responding promptly to unexplained, irregular or concerning absence;
- treating attendance as both an educational and safeguarding matter.

3. Practice and Procedures

3.1 Roles and Responsibilities

The Heads of Junior and Senior School hold delegated responsibility for managing student attendance within their respective school phases. Administrative aspects of daily attendance procedures may be delegated where appropriate, but overall responsibility remains with the relevant Head of School.

The Head is a key stakeholder in attendance procedures because accurate attendance information is essential for campus safety and emergency management. In the event of an emergency, such as a fire alarm or evacuation, the school must be able to account for all students on site immediately and accurately.

The school is responsible for supporting attendance and addressing barriers that may prevent students from accessing education. Attendance data will be analysed regularly to monitor patterns and trends, identify emerging concerns and ensure that targeted support is directed towards students and families most in need.

In the Senior School, the Deputy Head (Senior School) and House Tutors are typically responsible for overseeing registration. Subject teachers are responsible for taking accurate registers for each lesson.

In the Junior School, Class Teachers are responsible for registration and act as the primary point of contact for pupils and parents regarding attendance and punctuality concerns.

Issues may be escalated to Deputy Heads or Heads of School where patterns of absence, lateness or parental non-engagement give cause for concern.

3.2 Support

Attendance procedures may be adapted to meet the needs of students facing specific challenges, including long-term medical conditions, anxiety, learning support needs, disability, family circumstances or Emotionally Based School Avoidance (EBSA).

Where a student has experienced prolonged absence, a reintegration plan will be developed collaboratively with the student, parents, relevant staff (including the House Tutor or Class Teacher, as appropriate) and a Deputy Head or Head of School. This plan may include phased return arrangements, pastoral check-ins, academic catch-up expectations, counselling or learning support, as appropriate.

Supportive intervention does not remove the expectation that students should attend school regularly. Where poor attendance persists, the school will continue to work with parents while also making clear the educational, pastoral and safeguarding risks associated with continued absence.

3.3 Safeguarding

Attendance is a safeguarding matter. Unexplained absence, repeated absence, sudden changes in attendance patterns or failure by parents to communicate with the school may indicate that a student is at risk or in need of additional support.

Where a student is expected to transfer to another school, the relevant Head of School will obtain the student's new address, the name and address of the receiving school, and the anticipated start date. Confirmation of the transfer should be sought from the receiving school before the student is removed from the school roll.

If there are safeguarding concerns regarding the transfer, if the receiving school cannot be confirmed, or if a student cannot be accounted for, the matter will be referred to the Designated Safeguarding Lead without delay.

3.4 Punctuality

The school promotes and actively supports high standards of punctuality. Lateness is monitored and followed up by House Tutors, in the Senior School, and Class Teachers in the Junior School.

School documentation clearly states the start and end times of each session, including when registers open and close.

Students arriving after the session begins but before the register closes will be recorded as 'late' but present.

Students arriving after the register has closed must report to the reception desk to sign in. If a valid reason is provided, an appropriate authorised code will be recorded. If no satisfactory explanation is given, the absence will be recorded as "U" (arrival after registration closed), which constitutes an unauthorised absence.

Persistent lateness will be followed up by the relevant House Tutor, Class Teacher, Deputy Head or Head of School. Where lateness becomes frequent or disruptive, parents may be invited to a meeting, and a punctuality improvement plan may be agreed.

A full list of attendance codes is provided in Appendix One.

The submission of a note or explanation does not automatically result in an absence being authorised. The school retains discretion in this decision.

3.5 Leaving and Returning During the School Day

Students may only leave the school site during the school day where a prior parental request has been received, and permission has been granted by the relevant Head of School.

Parents should request permission in advance by emailing attendance@charterhousealmaty.com, stating the reason for the absence, the time of collection and, where applicable, the expected time of return. The attendance inbox will be monitored by the school office during the school day. Requests will be reviewed and can only be approved by the relevant Head of School or, in their absence, the relevant Deputy Head.

In an emergency or medical situation, a student may be released on the authorisation of the medical team or a member of the Senior Leadership Team, provided that the student's parent or authorised guardian is informed as soon as practicable.

Where permission is granted, the school office will record the approved absence or early departure on iSAMS and inform the relevant class teacher, House Tutor, the reception desk and, where necessary, the Abercrombie Medical Centre.

Parents should not assume that a request has been approved until confirmation has been received from the school.

Students leaving during the school day must report to the reception desk before leaving the campus. The reception desk will confirm that permission has been granted, check the collection arrangements and ensure that the student is signed out.

In the Junior School, students must be collected by a parent, guardian or authorised adult. In the Senior School, older students may be permitted to leave independently only where this has been approved by the school and confirmed by parents.

Where a student is expected to return to school later the same day, the student must sign back in at the reception desk before returning to lessons or school activities. The reception desk will update the attendance record accordingly and notify the relevant member of staff that the student has returned.

Requests made at very short notice may not always be approved, except in cases of genuine urgency. Where there is any uncertainty about the legitimacy of a request, the identity of the collecting adult or the safety of the proposed arrangement, the school will contact parents directly before allowing the student to leave.

Students must never leave the school site during the school day without permission. Doing so will be treated as a serious safeguarding and conduct matter.

3.6 Abercrombie Medical Centre Visits and Authorised Medical Absence

If a student attends the Abercrombie Medical Centre during the school day, the medical team will record the student's attendance and, where necessary, inform the reception desk so that the student's location is known.

If a student is sent home for medical reasons, this must be authorised by the medical team or an appropriate member of the Senior Leadership Team. Parents will be contacted and appropriate collection arrangements agreed. Students sent home for medical reasons must sign out at the reception desk before leaving the site. The attendance record should be updated to reflect the authorised medical absence.

Students must never contact parents directly to request collection without the knowledge of the Abercrombie Medical Centre or a relevant senior member of staff.

3.7 Family Holidays and Extended Leave during Term Time

The school strongly discourages holidays during term time, as these disrupt learning and may affect academic progress, pastoral continuity and participation in the wider life of the school.

Parents should not expect permission for leave of absence for holidays as an entitlement. Such requests are considered at the discretion of the Head and will only be approved in exceptional circumstances. A general desire or preference for a holiday does not constitute exceptional circumstances.

Requests for extended leave must be submitted in advance via attendance@charterhousealmaty.com. Wherever possible, requests should be made at least two weeks before the proposed absence. Requests should include the student's full name, year group, proposed dates of absence, expected date of return, the reason for the request, and any relevant supporting documentation.

The school office will acknowledge receipt of the request and refer it to the Head for consideration. The Head will consult the student's relevant Head of School before a decision is made.

Each request will be considered individually. The school will take account of the reason for the request, the student's current and previous attendance record, punctuality, academic progress, pastoral circumstances, examination or assessment commitments, the timing and duration of the proposed absence, any previous requests for leave, and the likely impact on the student's learning and wellbeing.

Permission for extended leave during term time will only be granted in exceptional circumstances. Family holidays, convenience of travel arrangements, cheaper flights, routine family visits or general preference will not normally be regarded as exceptional circumstances.

The school will confirm its decision in writing. Parents should not assume that leave has been authorised until written confirmation has been received. Where leave is not authorised and the student is absent, the absence will normally be recorded as unauthorised.

Where extended leave is approved, parents remain responsible for ensuring that their child catches up on missed learning. The school may identify key work to be completed where this is reasonable and practicable, but it is not obliged to provide a bespoke programme of work, additional teaching or rescheduled assessments for absence during term time.

3.8 Unauthorised Absence

Unauthorised absence includes absence for which no satisfactory explanation has been provided, absence not approved by the school, arrival after registration has closed without valid reason, or leaving the school site without permission.

In cases of unauthorised absence:

- Students are responsible for catching up on missed work.
- The school is not obliged to provide additional teaching, individual catch-up sessions or bespoke work for missed learning.
- Internal examinations or assessments missed due to unauthorised absence will not normally be rescheduled.
- Repeated or prolonged unauthorised absence may result in a formal meeting with parents and the introduction of an attendance improvement plan.
- Where there are safeguarding concerns, the matter will be referred to the Designated Safeguarding Lead (DSL).

3.9 Attendance Thresholds

The school will use attendance thresholds to support early identification, intervention and communication with parents. These thresholds are intended to guide professional judgement and do not replace individual assessment of circumstances.

Attendance of 97% or above is regarded as excellent.

Attendance between 95% and 96.9% is regarded as good.

Attendance between 90% and 94.9% requires monitoring and may lead to pastoral follow-up.

Attendance below 90% is regarded as a serious concern and will normally trigger formal review by the relevant Deputy Head or Head of School.

The school recognises that attendance percentages can be affected by serious illness, bereavement, authorised medical treatment or other exceptional circumstances. In such cases, the school will respond proportionately and supportively.

3.10 Parent Responsibilities

Parents are expected to support their child's regular and punctual attendance at school.

Parents are expected to:

- ensure that their child arrives on time, appropriately dressed and ready to learn;
- promote the importance of regular attendance;
- reinforce adherence to the School's Code of Conduct, including registration procedures;
- take an active role in their child's education, including attending meetings and supporting learning;
- work in partnership with the school to address attendance concerns;
- notify the school by emailing attendance@charterhousealmaty.com no later than 7.45am on the first day of absence, providing the student's full name, year group, reason for absence, expected duration of absence and, where relevant, any supporting medical information;
- update the school if the absence continues beyond the period first reported;
- avoid scheduling medical or dental appointments during school hours where possible;
- avoid booking holidays during term time;
- ensure that emergency contact details remain accurate and up to date.

For Junior School students, the Class Teacher will be informed of absences by the school office. For Senior School students, the House Tutor will be informed by the School Office. When confirming an absence, parents may copy in the Class Teacher or House Tutor, where helpful, but the attendance email address must always be used so that the absence can be recorded centrally by the school.

Where an absence is planned in advance, including medical appointments, family commitments or other known reasons, parents should notify the school as early as possible before the missed registration session. The school will determine whether the absence is authorised.

4. Monitoring and Tracking

The school monitors attendance as a key indicator of student wellbeing, engagement and the effectiveness of the school's culture. The Senior Leadership Team (SLT) routinely evaluates attendance patterns across the Junior and Senior Schools to ensure that expectations are clear, applied consistently and promote positive conduct, inclusion and belonging.

Attendance information will be analysed to identify trends, variation between groups or phases, repeated lateness, persistent absence, unexplained absence and any emerging concerns. Attendance information may be triangulated with pastoral records, student voice, safeguarding information, academic progress data and communication with parents.

Where attendance levels fall below 95%, the Deputy Head (Junior School) or Deputy Head (Senior School) will review the case, seek clarification of the reasons and, where appropriate, communicate with parents to ensure that suitable action is taken on a case-by-case basis.

Where attendance concerns persist, the school may arrange a formal attendance meeting, agree an attendance improvement plan, increase pastoral monitoring, involve the Designated Safeguarding Lead (DSL) or escalate the matter to the relevant Head of School.

This approach enables the school to assure itself that attendance systems are effective, proportionate and responsive, and that actions taken lead to sustained improvement and appropriate support for students in accordance with the Quality Assurance Policy.

5. Staffing and Resources

The table below outlines the responsibilities of individual post-holders in relation to this policy:

Staff	Role
Class Teachers (Junior School); House Tutors (Senior School)	○ Taking registers at the allocated times ○ Monitoring attendance and punctuality within their class / tutor group ○ Following up unexplained absence ○ Communicating with families where appropriate ○ Identifying patterns or concerns ○ Escalating issues to relevant Deputy Head / Head of School as necessary
Other Teachers	○ Taking accurate lesson registers ○ Reporting missing students promptly ○ Challenging unexplained absence from lessons ○ Supporting students in catching up on missed work where absence has been authorised and is reasonable
Reception	○ Maintaining accurate signing-in and signing-out records ○ Recording late arrivals and early departures ○ Alerting relevant staff to unexplained absence or discrepancies ○ Supporting emergency headcount procedures
Abercrombie Medical Centre	○ Recording student attendance at the Abercrombie Medical Centre ○ Notifying relevant staff when a student is retained, sent back to class or sent home ○ Ensuring students sent home for medical reasons are signed out correctly
Deputy Head (Junior School); Deputy Head (Senior School)	○ Analysing weekly attendance reports ○ Supporting Class Teachers / House Tutors ○ Overseeing attendance interventions ○ Communicating with families where concerns escalate ○ Contributing to termly quality assurance activity ○ Monitoring implementation of this policy
Head of Junior School; Head of Senior School	○ Holding delegated responsibility for attendance in their respective phases ○ Ensuring consistent implementation of the Attendance Policy ○ Overseeing documentation standards ○ Reviewing serious or persistent concerns ○ Raising significant issues at SLT meetings
Designated Safeguarding Lead (DSL)	○ Reviewing attendance concerns where there may be safeguarding implications ○ Advising staff on unexplained, prolonged or concerning absence ○ Ensuring appropriate safeguarding action is taken where a student cannot be accounted for

General Director	○ Ensuring that attendance systems support campus safety, emergency procedures and accurate student accounting ○ Overseeing operational systems that support attendance recording, access control and evacuation procedures
The Head	○ Setting the strategic direction for attendance, inclusion and safeguarding ○ Ensuring that the school's approach is compliant with Kazakh legislation and aligned with UK safeguarding best practice ○ Reporting significant concerns to the Advisory Board where appropriate

6. Appendix One: Attendance and Registration Codes

Charterhouse Almaty uses attendance codes to ensure that student attendance is recorded accurately, consistently and in a way that supports safeguarding, pastoral care, emergency procedures and school improvement.

The school's attendance codes are aligned, where appropriate, with UK attendance practice. As Charterhouse Almaty is a British independent school overseas, some codes may be adapted for the school's local context, iSAMS configuration and operational requirements.

Attendance codes are entered accurately and promptly. Where there is uncertainty about the correct code, staff should seek guidance from the relevant Deputy Head or Head of School. Attendance records are not amended retrospectively unless there is a clear and documented reason for doing so.

6.1 Present Codes

Code	Meaning	Notes
/	Present for the registration session	Used where a student is present when the register is taken.
L	Late before the register has closed	Used where a student arrives after registration has started but before the register has closed. The student is marked present but late.
U	Arrived after the register has closed	Used where the student arrives after the register has closed without a satisfactory authorised reason. This is recorded as an unauthorised absence.

6.2 Approved Educational Activity Codes

These codes may be used where a student is not physically present in the normal registration group or lesson but is taking part in an approved educational activity.

Code	Meaning	Notes
V	Educational visit or school trip	Used for approved school visits, trips and excursions.
P	Approved sporting activity	Used for school-approved sporting fixtures, competitions or representative sporting commitments.
W	Work experience arranged or approved by the school	Used where work experience forms part of an approved school programme.
B	Other approved educational activity	Used for approved educational activity that does not fall under V, P or W. The nature of the activity is recorded.
K	Education provision arranged by an external body	This code will normally only be used where relevant to a student's individual circumstances and approved by the school.

6.3 Authorised Absence Codes

These codes may be used where a student is absent, but the absence has been authorised by the school.

Code	Meaning	Notes
I	Illness	Used where the student is absent due to illness, but not for a pre-arranged medical or dental appointment.
M	Medical or dental appointment	Used for approved medical or dental appointments during the school day. Parents should avoid arranging such appointments during school hours wherever possible.
C	Exceptional authorised leave	Used for leave authorised by the school in exceptional circumstances where no more specific code applies.
C1	Regulated performance or regulated employment abroad	To be used only where applicable and approved by the school.
C2	Part-time timetable	Used only where a formal part-time timetable has been agreed by the school as part of an individual support or reintegration plan.
J1	Interview	Used where leave has been granted for a student to attend an interview for employment or admission to another educational institution.
S	Study leave for public examinations	Used only where study leave has been formally approved by the school.
R	Religious observance	Used where absence is approved for religious observance.
T	Parent travelling for occupational purposes	To be used only where applicable to the student's circumstances and approved by the school.
X	Non-compulsory school-age student not required to attend	Used only where applicable, for example for certain Reception-age students or other agreed circumstances.
E	Suspended or excluded on disciplinary grounds, with no alternative provision made	Used where the student is not permitted to attend school due to a formal disciplinary suspension or exclusion.

6.4 Unauthorised Absence Codes

These codes are used where the student is absent and the school has not authorised the absence.

Code	Meaning	Notes
G	Holiday not authorised by the school	Used where a family holiday or term-time leave has not been approved.
N	Reason for absence not yet established	Temporary code used while the school is awaiting an explanation. This should be followed up promptly and replaced with the appropriate code once the reason is known.
O	Absent in other or unknown circumstances	Used where the student is absent without authorisation and no more specific code applies.
U	Arrived after registration closed	Used where the student arrives after the register has closed without an authorised reason. This counts as unauthorised absence.

6.5 Internal Lesson Monitoring Codes

In addition to registration codes, Charterhouse Almaty may use internal iSAMS codes to account for students who are on site but not present in a timetabled lesson because they are attending another approved in-school activity or commitment.

These codes are used for internal monitoring and safeguarding purposes. They should not normally be used as registration attendance codes unless approved by the relevant Deputy Head or Head of School.

Code	Meaning	Notes
A1	On site: educational event	Conference, workshop, lecture, academic enrichment activity or approved school event.
A2	On site: peripatetic music lesson	Student is participating on an on-site peripatetic (one-to-one) music lesson.
A3	On site: Medical Centre	Student is in the Abercrombie Medical Centre or receiving medical support.
A4	On site: off games	Student is excused from physical participation in games or PE but remains supervised on site.
A5	On site: internal suspension or supervised removal from lessons	Student is not in normal lessons but remains on site under staff supervision as part of a formal behaviour or pastoral arrangement.

Where an internal lesson monitoring code is used, the student's location and supervising adult should be clear. These codes are never used to obscure unexplained absence from lessons.

6.6 Code Accuracy and Follow Up

The correct use of attendance codes is essential for safeguarding and accurate reporting. Staff ensure that registers are completed within the required timeframe and that any unexplained absence is followed up promptly.

The school office will monitor unexplained absence and late arrival each day. Temporary codes, including N, should be reviewed and updated once the reason for absence has been established.

Persistent lateness, repeated unauthorised absence or patterns of absence that give cause for concern will be escalated to the relevant House Tutor, Class Teacher, Deputy Head, Head of School or Designated Safeguarding Lead, as appropriate.

7. Appendix Two: Attendance Procedures for the Reception Class

7.1 Purpose

This appendix sets out the attendance, arrival, departure and absence procedures for children in the Reception class at Charterhouse Almaty.

The purpose of these procedures is to ensure that the school maintains accurate attendance records, knows where each child is at all times during the school day, and follows up promptly on any unexplained, irregular or prolonged absence. These procedures support the school's safeguarding responsibilities and are aligned with UK Early Years Foundation Stage expectations and the school's Safeguarding and Child Protection Policy.

7.2 Daily Arrival Procedure

Reception children should arrive through the designated Reception class gate at the rear of the Reception classroom. This is the normal arrival point for Reception children and should be used instead of the main Junior School entrance, unless parents have been advised otherwise by the school.

Parents, guardians or authorised adults must bring children directly to the Reception class gate and hand them over to a member of Reception staff. Children must not be left at the gate, in the car park, on the school site, or at any other entrance without direct handover to a member of staff.

A member of Reception staff will welcome each child, confirm their arrival and record them as present on iSAMS. The time of arrival will be recorded accurately.

During arrival, staff will carry out an informal visual check of the child's presentation and wellbeing. Any visible injury, mark or concern noticed on arrival will be discussed sensitively with the accompanying adult and recorded in accordance with the school's safeguarding procedures. Where the matter is minor and satisfactorily explained, this may be recorded as an Accident at Home note. Where there is any concern about the explanation, the nature or location of the injury, a pattern of repeated injuries, or the child's welfare more broadly, the concern will be recorded on CPOMS and referred to the Designated Safeguarding Lead without delay.

7.3 Late Arrival

If a Reception child arrives after the normal registration period has finished, the child must be signed in at the reception desk in the Central Block.

Staff at the reception desk will record the time of arrival and a member of the office team should then inform the Reception class teacher that the child has arrived. Where a pattern of lateness emerges, the Class Teacher or Deputy Head (Junior School) will follow this up with parents.

7.4 Daily Departure Procedure

Reception children must be collected from the designated Reception class gate at the rear of the Reception classroom. A member of Reception staff will record the child's departure on the approved collection record. The time of departure will be recorded accurately.

Before releasing a child, staff verify that the collecting adult is authorised to collect the child. If the collecting adult is not known to staff, photographic identification may be requested.

Where someone other than the child's usual parent or guardian is collecting the child, parents must inform the school in advance by emailing attendance@charterhousealmaty.com. The email must include the child's full name, class, the name of the collecting adult, their relationship to the child, the collection date and time, and any agreed password or verification information. For urgent same-day changes, parents should also telephone the school office so that the message can be checked and passed immediately to Reception staff.

A child will not be released to an adult unless staff are satisfied that the adult is authorised to collect the child and that it is safe to release the child into that person's care.

7.5 Other Changes to Collection Arrangements

Parents must inform the school as early as possible of any other change to normal collection arrangements.

Changes to collection arrangements should be sent to attendance@charterhousealmaty.com and, where urgent, communicated by telephone to the school office. The school office will then inform the Reception class teacher and relevant Reception staff.

Verbal messages passed through a child are not accepted as authorisation for a change in collection arrangements.

If there is uncertainty about the collection arrangement or the safety of releasing the child, the child will remain under staff supervision while the school contacts the parent or guardian for confirmation.

7.6 Absence Reporting

Parents must notify the school by emailing attendance@charterhousealmaty.com as soon as possible and no later than 7.45am on the first day of absence.

The message should include the child's full name, class, reason for absence, expected duration of absence and, where relevant, any supporting medical information.

Where an absence is known in advance, including medical appointments, family commitments or other planned absence, parents must notify the school as early as possible before the missed session. The school will determine whether the absence is authorised.

The school office will record the reason for absence and notify the Reception class teacher. Where the reason for absence raises a pastoral, medical or safeguarding concern, the matter will be referred to the Deputy Head (Junior School), Abercrombie Medical Centre or Designated Safeguarding Lead, as appropriate.

7.7 Unexplained Absence

If a Reception child is absent without notification, the school office will attempt to contact the parent or guardian by telephone as soon as reasonably possible after first registration.

If no contact is made, the school office will continue to attempt contact using the emergency contact details held by the school. This may include contacting additional authorised contacts where appropriate.

If the school is unable to establish the reason for absence, or if the circumstances give rise to concern, the matter will be escalated to the Deputy Head (Junior School) and the Designated Safeguarding Lead without delay.

All actions taken to follow up an unexplained absence will be recorded, including the time of calls or messages, the person contacted, the response received and any escalation made.

7.8 Prolonged or Irregular Absence

Patterns of absence, repeated late arrival, repeated early collection, prolonged absence or unexplained changes in attendance may indicate a pastoral, medical or safeguarding concern.

The Reception class teacher and Deputy Head (Junior School) will monitor attendance patterns and may contact parents where concerns arise. Where appropriate, the school may request a meeting with parents to understand the reason for absence and agree any necessary support.

If a child's absence is prolonged, unexplained, inconsistent with information provided by parents, or otherwise concerning, the matter will be referred to the Designated Safeguarding Lead.

7.9 Medical Absence and Illness During the School Day

Where a child is absent due to illness, parents should provide sufficient information for the school to understand the nature and expected duration of the absence.

If a Reception child becomes unwell during the school day, the child will be taken or referred to the Abercrombie Medical Centre or designated first-aid staff. Parents will be contacted where collection is required. A child sent home due to illness will be signed out by the reception desk or the Abercrombie Medical Centre, and the Reception class teacher will be informed.

7.10 Record Keeping and Confidentiality

Reception attendance records will be maintained accurately on iSAMS. Records relating to attendance, absence, late arrival, early collection, changes to collection arrangements, unexplained absence and safeguarding concerns are stored securely and retained in accordance with the school's Data Protection Policy, Safeguarding and Child Protection Policy and records retention procedures.

Attendance information is treated confidentially and shared only with staff who need the information in order to fulfil their professional responsibilities.

7.11 Staff Responsibilities

Staff	Role
Reception Class Staff	- Ensuring that children are signed in and signed out accurately - Ensuring that children are handed over directly to authorised adults - Recording arrival and departure times accurately - Reporting any unexplained absence, irregular attendance or collection concern - Recording and reporting visible injuries or welfare concerns noticed on arrival - Maintaining professional confidentiality
School Office	- Monitoring absence notifications sent to attendance@charterhousealmaty.com - Recording reasons for absence accurately - Following up unexplained absence promptly - Notifying Reception staff of absences, late arrivals, early collections and changes to collection arrangements - Escalating unresolved or concerning absence to the Deputy Head (Junior School) and Designated Safeguarding Lead
Deputy Head (Junior School)	- Monitoring Reception attendance patterns - Supporting staff in following up attendance concerns - Meeting parents where attendance, punctuality or collection arrangements give cause for concern - Escalating safeguarding concerns to the Designated Safeguarding Lead
Designated Safeguarding Lead (DSL)	- Reviewing attendance concerns where there may be safeguarding implications - Advising staff on action to be taken where a child cannot be accounted for - Ensuring that safeguarding concerns linked to attendance are recorded and acted upon in accordance with the Safeguarding and Child Protection Policy