



ARROW VALE

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5 December 2024

Dear Parent/Carer,

### Re: Introducing a New System for Reporting Pupil Absence

We are excited to announce the introduction of a new and more efficient system for reporting your child's absence due to illness or other unavoidable reasons. This system, already in use by many of our feeder schools, offers a streamlined process to ensure that all absence information is accurately recorded and reaches the attendance team promptly.

The new **online absence reporting form** is now live and can be accessed via the school website or through the "Links" section on the Edulink App. To help you get started, we have included a step-by-step guide (see attached).

#### Important Dates:

- Until January 6th, 2025, this new system will run alongside our existing methods for reporting absences. However, from that date onward, we ask that all absences be reported exclusively through the new system.
- **Please note that email notifications for reporting absences will no longer be monitored.**

#### How to Use the New System:

- If your child is too ill to attend school, complete the online form by 8:15 am each day of their absence.
- Links to the form are available on our school website and the Edulink App.
- If you need to speak directly with the Attendance Team, you can still call us on **01527 526800**, though we kindly ask that this number is used for urgent matters only. Please avoid leaving voice messages to report absences, as these will not reach the team promptly.

#### Why This Is Important:

It is a legal requirement for us to know where all our students are during the school day to ensure their safety and well-being. If we do not receive a report of your child's absence, you will receive an automated message prompting you for information. Please respond to this message immediately to help us fulfil our safeguarding responsibilities.

#### Planned Absences

If your child requires time off for a planned absence, such as a medical appointment or other unavoidable commitment, please notify us in advance. You can do this by completing the **online absence reporting form** and selecting the appropriate option for a planned absence. Where possible, please provide supporting documentation, such as an appointment confirmation.

We encourage families to arrange appointments outside of school hours to minimize disruption to learning. Please note that **holidays during term time cannot be authorized**, as they can have a significant impact on your child's education.

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For planned absences of longer than one day, please contact the Attendance Team directly to discuss the request.

By reporting planned absences in advance, you help us maintain accurate attendance records and ensure we meet our safeguarding responsibilities. Thank you for your cooperation.

**Additional Notes:**

Occasionally, you may receive a message from the Attendance Office even if your child is in school. This may happen if:

- Your child misses registration but has not signed in upon arrival.
- Your child internally truants lessons.
- There is a technical issue with the system.

In such cases, the Attendance Office will follow up to confirm your child's presence in school. If you receive one of these messages, please contact us promptly to resolve the matter.

We greatly appreciate your cooperation in adopting this system, which will help us manage attendance more effectively while ensuring no critical information is overlooked.

Thank you for your ongoing support.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'N Brennan', written in a cursive style.

Mr Niall Brennan  
Vice Principal

# Parent/Carer Guide to Reporting a Pupil Absence

To help us accurately track pupil attendance and ensure their safety, please use our "**Reporting a Pupil Absence**" Microsoft Form to inform us of any absences.

## Key Guidelines

- Ensure all fields in the form are completed accurately.
- Double-check that names are spelt correctly to avoid delays in processing.

## How to Access the Absence Reporting Form

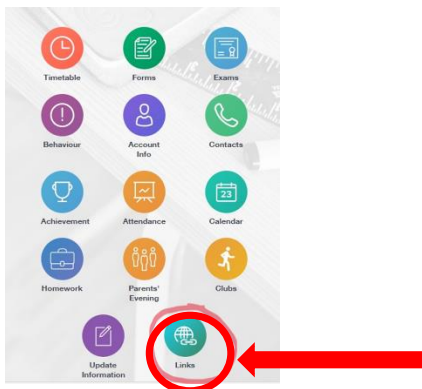
You can access the form through the following methods:

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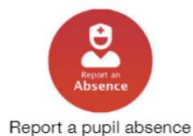
### Via Edulink

#### Mobile App:

1. Open the **Edulink** app on your device.
2. Tap the "**Links**" button in the menu.



3. Select the "**Report Absence**" link.



#### Internet Browser:

1. Log in to **Edulink** via your browser.
2. Use the "**Links**" button on the radial menu.



3. Click on the "**Report Absence**" link.



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### School Website



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