



STATION ROAD KNOWLE SOLIHULL B93 0PT  
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April 2022

Dear Parents/Guardians of Year 7-11 Students

We have made some changes to the ways we are asking you to report pupil absence; please see below:

### **Reporting Absence**

- **For safeguarding purposes, absences should be reported every day, before 9am.**
- Our preferred method of absence reporting is via Edulink.
- The number for the Absence Line is 01564-773348, menu option 1. Please refrain from sending text messages to this number.

(There is no need to use both Edulink and the Absence Line – this is an unnecessary duplication)

- The Absence Line will ask you to say (1) your name, (2) your child's name, (3) your child's form and (4) the reason for their absence.
- **Upon return to school, your child must bring with them a note to confirm/further explain the reason for their absence.**
- We are no longer accepting absence notifications via email to the absence@ and office@ email accounts – please advise us via Edulink or by telephone.

### **Leaving School for Appointments**

- If your child has to leave during the course of the day, for any reason other than unexpected illness, the teacher will expect to see an appointment card or letter from a parent/guardian. Permission will then be sought from a senior member of staff.
- Your child must then be collected by a parent/guardian and signed out in the 'Signing In and Out Book' in Reception. It is very important that you sign this



book. Upon return to Arden, the child must be signed back in, in the same book again.

- For absences where we have not received written confirmation from the parent/guardian (with a supporting appointment card/letter where applicable), we will mark the pupil's absence as unauthorised.
- Please also note that during the school day, pupils are not permitted to leave school to make their own way home/to appointments; they must be collected by a parent/guardian/named contact from Reception.

### **Leaving School due to Illness/Injury**

- If your child becomes unexpectedly ill or is injured during the day, you will be informed by a member of staff and your child must be collected by a parent/guardian/named contact and the Signing In and Out Book filled in.
- Students are not permitted to report their own illness to a parent/guardian using a mobile phone; they should present themselves to a member of staff or go to Reception.
- If they are still unwell the following day, then you must advise us via Edulink or calling the Absence Line to report this.

### **Changes to Pupil Data/Contact Records**

Please remember that you may make changes to the contact records we hold via your Edulink accounts; alternatively, you can email [office@arden.solihull.sch.uk](mailto:office@arden.solihull.sch.uk)

Please can we ask that if you, as parents/guardians, are away from home (e.g. holiday) and are leaving your child/ren in the care of others, that you inform us of this and also advise the carer's names, address and contact details.

Many thanks



**Mr Hooper**  
Deputy Headteacher