



ARCADIA GLOBAL SCHOOL

Attendance, Punctuality & Pick Up Policy
2025-2027

Al Furjan
Dubai, United Arab Emirates



Rationale

Regular and punctual school attendance is important. Children who are persistently late or absent from school soon fall behind and frequently develop large gaps in their learning, which will impact on their progress and their ability to meet age related learning expectations. Parents should therefore ensure that their child is at school every day of the school year to maximise learning opportunities.

KHDA Regulations

KHDA attendance expectations are as follows:

98% outstanding

96% very good

94% good

92% acceptable

Less than 92% weak

Less than 90% very weak

Aims and Objectives

Our school believes strongly that regular attendance and punctuality are important aspects to ensure a pupil makes excellent progress at school. Subsequently, poor attendance and/or regular lateness will have a detrimental effect on the pupil's ability to learn and progress at the expected level.

This attendance policy ensures that all stakeholders in our school (parents, pupils, and staff) are fully aware of and clear about the actions necessary to promote good attendance. The aims include:

- Improve pupils' achievement by ensuring high levels of attendance and punctuality.
- Arrive on time to school and to all lessons.
- Achieve 98% or better attendance for all children.
- Create an ethos in which good attendance and punctuality are recognised as the expectation and are valued by the school.
- Raise awareness among parents and children of the importance of uninterrupted attendance and punctuality at every stage of a child's education.
- Monitor attendance and ensure consistency in dealing with regular absence
- Recognise the key role of all stakeholders, but especially parents and class teachers, in promoting good attendance.
- Pick-up safely and on time.

Request for Absence

In any instance where a parent wishes their child to have a period of absence from school, they must complete a **hard copy 'Absence Request Form'** that is available from reception, or this can be emailed from the Parent Relation Executive (PRE) for home printing.

(The PRE will send the completed '**AGS Absence Request Form**' to SLT and one of SLT will decide the outcome). Any requests that arrive to teachers or leaders **must go** to the PRE first.

Types of Absence

All absence will be recorded against a pupil's record, regardless of the type and categorisation. However, the school appreciates that there may be unavoidable instances where a child is unable to attend school. Such instances will be recorded as 'Approved Absence' (see below). All other absences will be recorded against a pupil's record as 'Unapproved Absence' (see below).

❖ Approved Absence

- Medical illness (I – iSAMS code for register)
- Family emergency (A – iSAMS code for register)
- Religious Leave (in certain instances) (A – iSAMS code for register)

❖ Travel Absence

- Leave if a student's attendance is above 94%. (A – iSAMS code for register)

❖ Unapproved Absence

When a child is away without prior knowledge and/or approval of the school. Therefore, the absence is unauthorised if a child is away from school without prior approval by the school even with the support of the parent. The absence may be unapproved if current attendance falls below expectations.

- Not authorised (O – iSAMS code for register)
- Medical – not authorised (M – iSAMS code for register)
- Travel – not authorised (T – iSAMS code for register)

❖ Medical Absence

If a child is unwell and unable to attend school, parents should ring reception or email the Class Teacher / Form Tutor and/or Attendance - attendance@arcadiaglobal.sch.ae to explain the absence.

If a child is absent for two consecutive days, a medical note is required for authorized absence **(I – iSAMS code for register)**.

Day 1 will be authorized, but for Day 2, a medical note is mandatory. If not provided, the absence will be recorded as 'unauthorized' **(M – iSAMS code for register)**. This is a Dubai Health Authority (DHA) requirement.

Absence from Remote Learning Programme

In the case where remote learning is applicable, absences are recorded, and parents should contact the school for any absence request.

Procedures

Our school will undertake to follow the following procedures to support good attendance:

- To maintain appropriate registration processes.
- To maintain appropriate attendance data.
- To clearly communicate the attendance procedures and expectations to all staff, parents, and children.
- To have consistent and systematic daily records which give detail of any absence and lateness.
- To follow up on absences and persistent lateness if parents have not communicated with the school. Every day the FOH emails if parent didn't inform about their child's absence.
- To inform parents what constitutes authorised and unauthorised absence.
- To strongly discourage unnecessary absence through holidays taken during term time.
- To work with parents to improve individual children's attendance and punctuality.
- To report attendance statistics to the KHDA as requested.
- All staff must raise any attendance or punctuality concerns to the Senior Leadership Team for timely action to be taken.
- To create regular reports for the School Board of Governors to identify poor attendance.

Registration

EYFS and Primary:

The school day begins at **7:30 am (with registration time)** and all children are required to be in school at this time for a smooth and organised start to the day.

Each class teacher has the responsibility for keeping an accurate record of attendance. Any pupil who is absent must be recorded at the beginning of the school day on the register in iSAMS. The reception will contact home if a child is absent from school without a reason.

Secondary:

The school day begins at **7:30 am** with classes beginning at **7:40 am**. This means that students must be in school by **7.30 am** for Form time / Tutor Time, to ensure they receive a registration mark, prepare for the day ahead and do not miss important announcements.

Each Form Tutor has the responsibility for keeping an accurate record of attendance. Any pupil who is absent must be recorded at the beginning of the school day. The school will contact home if a child is absent from school without a reason.

Continually low attendance will result in an email from school and families of the lowest attendance will receive a phone call. The school continues to work in partnership with families to improve attendance.

Registration for Online Learners

Online learning students' attendance will be marked by the online tutor and shared to the front desk. This will be added to the attendance register for the class as 'present at home.'

Punctuality / Lateness

Once registration closes at **7:40 am**, any child who comes into school after this time will be marked late in the attendance record. Records are kept of those children who are late. Any student who arrives late to school which is directly after the National Anthem plays at **7:39 am** will be marked late. Parents / Students must report to reception and mark in. They will receive a **Late to learning Slip** to give to their teacher, letting them know that the student has registered at reception. Any who arrive to class without a **Late to Learning Slip** must return and report to reception.

In case of repeated lateness and absenteeism, AGS will default to the rules outlined by KHDA.

The Attendance Notification Process:

To effectively follow up with parents who have children **below 90%**, a series of steps are followed:

- **Notification 1:** Email from Year Lead/Form Tutor alerting parent of attendance concern
- **Notification 2:** If attendance does not improve at the next checkpoint, Year Leader/Form Tutor to phone/meet with relevant parents to discuss.
- **Notification 3:** If attendance continues to sit below 90%, Head of Key Stage will conduct a meeting/phone call.
- **Elevated Notification:** Any attendance that is below 75% will be followed up with an email notification from the Vice Principal. This will request a response and further conversation.

If lateness is recorded in one more instance, and at the discretion of the school, the final decision might include one or more of the following:

- Detention during school break or after school hours.
- Any student who has 3 or more Lates recorded in a term should receive a call to outline that the next steps will be an official KHDA Warning letter with temporary suspension if they are late again.
- Temporary suspension for up to three days where the student will receive a "zero" on any test administered during suspension days.
- A written notice announcing the refusal to re-enrol the student in the school for the following academic year.

Important message for Rolling Drop off at AGS

- Always pull forward to allow other vehicles to alight their children with staff behind you.
- Always follow the instructions respectfully of AGS staff who are aiming to alight students safely and quickly.

Student Pick-Up at the end of the school day

Monday to Thursday (normal school day finishes at **12:45 pm** EYFS)

Monday to Thursday (normal school day finishes at **2:50 pm** – Y1-Y10)

Friday (normal school day finishes at **11:30 am** for ALL students)

Thursday when the school has ECAs (normal finish at **4:00 pm** for Y1-10)

All students who are collected for Own Transport or have permission to make their own way home (who have completed the Permission to Leave Site Form and have a special pass & Lanyard should either leave the site or be collected within 30 minutes of the end of the official school day.

Any students who have not been picked up will be charged a Late Pick-Up Fee. The times mentioned above are the times that the grace period of 30 minutes will start from, and the following fees will be charged.

The first fifteen minutes after the grace period is – **25aed.**

The next half an hour is **25aed.**

After 45 mins, each **additional 15 minutes** will cost **25aed.**

Example One – a child being picked up 35 mins late will have a 30 mins grace period then a fee of **25aed** for the fifteen-minute supervision. **Total fee is 25aed.**

Example Two – a child being picked up 50 minutes beyond the normal school day. **First 30 mins free grace period / 25aed for the first 15 mins then 25aed for the next 30 mins. Total fee is 50aed.**

If two children are late, the fee is doubled and so on. Any funds generated will go into the staff wellbeing fund.

- The fee can be waived by the Principal / Vice Principal in individual special circumstances on a case-by-case basis.

The safeguarding and Health and Safety of students is our priority. Children who are not picked up on time need to be supervised by AGS staff beyond their normal working days. Therefore, we will need to introduce this **Late-Pick Up Fee.**

The parents of children being picked up late will receive a call prioritising the youngest first from 30 mins beyond the end of the school day up to 45 mins.

Monday – Thursday, this will be 3:20 pm to 3:35 pm and 12:00 pm to 12:15 pm on Friday, asking where you are. It is important that you pick up your children on time.

Early Pick-Up / Exit from AGS

Early exit - Students on Buses

- Parent must email the transport team transport@arcadiaglobal.sch.ae and the class teacher at least two hours before the end of the school day (timing for your child) stating that the child will leave early and therefore won't be using the bus. This gives the team enough time to communicate with all involved.

Early exit process for Own Transport students - Inform the class teacher / PRE-Ms. Josephine

- Send an email to the PRE pre@arcadiaglobal.sch.ae and the class teacher informing them of the pick-up time and the reason for early exit. This must be minimum of 2 hours before the exit time.
- When you, the parent arrives in school at the designated time, please then go to reception and inform them that you have communicated with the PRE and Class Teacher saying the child will be leaving early.
(Please allow the team 10-15 mins to collect the child from within the school).

Attendance Expectation

- All students should complete a full day at AGS to qualify for full attendance on that day.
- AGS takes the view that **ALL** lessons are important and have equal value in the National Curriculum for England and in the curriculum at AGS.
- Any lessons that are missed **WILL** have an impact on both the short-term learning or students and on their long-term progress. With that in mind, all early exits are discouraged as this suggests to students that school and lessons don't matter. They do.
- We encourage all parents to make appointments with doctors and dentists after school hours.

The school day finish times are shown above and to avoid disruption to the final lesson at the end of the day, negative impact on the students own learning, not demonstrating the value of lessons, and not having staff available to collect students; students will not be released from class after the times shown below. **(unless the student has a Medical Appointment Invite or a Family Emergency as approved by P/VPs/Head of Section): -**

There will be no release of students after these times as AGS will be focused on safe dispersal and learning until the official end of the school day.

2:00 pm on Monday – Thursday for students in Year 1 and above

12:20 pm Monday – Thursday for EYFS students

11:05 am Friday for all students

AGS

Policy Implemented: September 2023

Policy Reviewed: September 2025

Next Review: August 2027

Policy Responsibility: Principal