



ARCADIA GLOBAL SCHOOL

Attendance, Punctuality & Pick-up Policy 2026-2028

Al Furjan
Dubai, United Arab Emirates



Rationale

Regular and punctual school attendance is essential. Children who are persistently late or absent can quickly fall behind and develop gaps in their learning, affecting their progress and ability to meet age-related expectations. Parents should therefore ensure that their child attends school every day throughout 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 strongly believes that regular attendance and punctuality are essential for pupils to make excellent progress. Poor attendance and/or regular lateness can have a detrimental effect on a pupil's learning and their ability to progress at the expected level.

This policy ensures that all members of our school community—parents, pupils and staff—understand the expectations and actions required to promote excellent attendance and punctuality. The aims are to:

- Improve pupils' achievement by ensuring high levels of attendance and punctuality.
- Ensure pupils arrive at school and all lessons on time.
- Aim for **98%** attendance (Outstanding) or better for all pupils.
- Create a culture in which excellent attendance and punctuality are expected, recognised and valued.
- Raise awareness among parents and pupils of the importance of uninterrupted attendance and punctuality at every stage of education.
- Monitor attendance and respond consistently to regular or persistent absence.
- Recognise the key role of all stakeholders, particularly parents and class teachers, in promoting excellent attendance.
- Ensure pupils are dropped off and collected safely and on time.

Reporting an Absence Policy

Parents/guardians must notify the school on the day their child is absent. The notification must include:

- The child's full name
- The child's class/year group
- The reason for the absence

Reporting an Absence Policy

Parents/guardians must notify the school on the day their child is absent. The notification must include:

- The child's full name
- The child's class/year group
- The reason for the absence

How to Report an Absence

Absences should be reported through the school's designated communication channel:

- Email: pre@arcadiaglobal.sch.ae, with the child's teacher(s) copied into the email.
- Parents/guardians must ensure that absences are reported promptly and that any required supporting documentation is provided.
- Teachers can be informed through Seesaw and direct for information.

Request for Absence

If a parent wishes to request a period of absence for their child, they must complete an '**Absence Request Form**'. The form can be requested from the Parent Relations Executive (PRE) or Front of House (FOH) team and completed electronically; it does not need to be printed.

The PRE will send the completed '**AGS Absence Request Form**' to a member of the Senior Leadership Team (SLT), who will decide the outcome. Any absence requests sent to teachers or school leaders must be redirected to the PRE first.

Types of Absence

All absences will be recorded on a pupil's attendance record, regardless of type or categorisation. The school recognises that there may be unavoidable circumstances in which a child cannot attend. These will be recorded as 'Approved Absence' where the criteria below are met. All other absences will be recorded as 'Unapproved Absence'.

❖ 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

An absence is unapproved when a child is away without the school's prior knowledge and/or approval. An absence may therefore be recorded as unauthorised even when it has parental support. Absence may also be unapproved where the pupil's current attendance is 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 email the PRE at pre@arcadiaglobal.sch.ae to explain the absence.

If a child is absent for two consecutive days, a medical note is required for the absence to be authorised (I – iSAMS code for register).

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

Absence from Remote Learning Programme

Where remote learning is applicable, attendance will still be recorded. Parents should contact the school to report or request any absence.

Procedures

The school will follow the procedures below to support excellent attendance and punctuality:

- Maintain appropriate registration processes.
- Maintain accurate attendance data.
- Clearly communicate attendance procedures and expectations to staff, parents and pupils.
- Maintain consistent and systematic daily records of absence and lateness.
- Follow up absences and persistent lateness where parents have not communicated with the school. Front of House (FOH) will contact parents each day where an absence has not been reported.
- Ensure parents understand what constitutes authorised and unauthorised absence.
- Strongly discourage unnecessary absence, including holidays taken during term time.
- Work in partnership with parents to improve individual pupils' attendance and punctuality.
- Report attendance statistics to KHDA as required.
- Require all staff to raise attendance or punctuality concerns with the Senior Leadership Team so that timely action can be taken.
- Provide regular attendance reports to the School Board of Governors to identify and address poor attendance.

Registration

EYFS and Primary:

The school day begins at **7:30 am**, when registration takes place. All children must be in school by this time to ensure a smooth and organised start to the day. **Teachers are ready to welcome students from 7:15 am in your child's class.**

Each class teacher is responsible for maintaining an accurate attendance record. Any pupil who is absent must be recorded on iSAMS at the beginning of the school day. Reception will contact home where a child is absent and no reason has been provided.

Secondary:

The school day begins at **7:30 am**, with lessons beginning at **7:40 am**. Students must therefore be in school by **7:30 am** for Form/Tutor Time so that they are registered, prepared for the day and do not miss important announcements. **Teachers are ready to welcome students from 7:15 am in the child's Form Tutor room.**

Each Form Tutor is responsible for maintaining an accurate attendance record. Any pupil who is absent must be recorded at the beginning of the school day. The school will contact home where a child is absent and no reason has been provided.

Where attendance is consistently low, the school will contact parents by email and may also telephone families whose children have the lowest attendance. AGS will continue to work in partnership with families to improve attendance.

Registration for Online Learners

The attendance of online learners will be recorded by the online tutor and shared with Front of House. This will then be added to the class attendance register as 'present at home'.

Punctuality / Lateness / Tardiness

Registration closes at **7:40 am**. Any student arriving after this time will be marked late, and records of lateness will be maintained.

Any student arriving after the National Anthem at **7:40 am** will be marked late.

Students arriving late must report to Reception and sign in. They will receive a 'Late to Learning Slip' to give to their teacher as confirmation that they have registered at Reception. Any student who arrives in class without a Late to Learning Slip must return to Reception. Failure to collect a slip may result in the student being recorded as absent.

AGS Policy Process for Follow-Up of Tardiness / Lateness

Step 1

- If a student's on-time attendance falls below **90%**, or they reach a **fifth incident** of tardiness within the first half-term, a formal reminder will be sent to the parent, explaining that the student's punctuality does not meet AGS expectations or reflect AGS Values.
- Tardiness will be noted in the student's progress report.

Step 2

- If there are **three further incidents**, or the student remains below **90%** on-time attendance following the first warning, parents will be invited to meet with the Vice Principal (Primary or Secondary) or another designated SLT member. **Warning Letter 1** will be issued and parents will be asked to sign a pledge to improve punctuality.
- Tardiness will be noted in the student's progress report.

Step 3

- At the school's discretion, further incidents may lead to **Warning Letter 2** being issued by the Principal.
- Parents will again be asked to sign the letter and commit to improved punctuality.

Step 4

- Any further incidents may lead to **Warning Letter 3** being issued and a request being made to KHDA to de-register the student from AGS for continued failure to meet school rules, expectations and AGS Values relating to respect for learning time.

Throughout this process, the Inclusion Team will support families where appropriate to identify and address any underlying issues that may be preventing a student from arriving at school on time. This support will normally begin at Step 2.

In cases of repeated lateness and absenteeism, AGS will follow the relevant KHDA requirements.

AGS Policy for Follow-Up of Absenteeism / Attendance

AGS expects all students to maintain attendance of at least **94%**, with a school target of **98%**.

Where a student's attendance falls below **90%**, the following staged process will apply:

Regular attendance directly supports students' progress and wellbeing. AGS expects students and parents to recognise the importance of attending school consistently and valuing every learning opportunity. This reflects our AGS Values.

Step 1

- If a student's attendance falls below **90%**, or they reach a **fifth incident** of absence within the first half-term, a formal reminder will be sent to the parent explaining that attendance does not meet AGS expectations or reflect AGS Values.
- The Year Lead/Form Tutor will email the parent to highlight the attendance concern.
- Attendance will be noted in the student's progress report.

Step 2

- If there are **three further instances** of absence, or attendance remains below **90%** following the first warning, parents will be invited to meet with the Year Lead/Form Tutor. A formal letter of concern will be issued and parents will be asked to sign a pledge to improve attendance.
- Attendance will be noted in the student's progress report.

Step 3

- At the school's discretion, further absence may lead to **Warning Letter 1**. If attendance remains below 90% or further absences occur, the Vice Principal and Head of Key Stage will meet with the parents and issue Warning Letter 1.
- Parents will again be asked to sign the letter and commit to improved attendance.

Step 4

- At the school's discretion, further absence may lead to **Warning Letter 2**. If attendance remains below 90% or further absences occur, the Principal, Vice Principal or designated SLT member will meet with the parents and issue **Warning Letter 2**.
- Parents will again be asked to sign the letter and commit to improved attendance.

Step 5

- Any further absences may lead to **Warning Letter 3** being issued and a request being made to KHDA to de-register the student from AGS for continued failure to meet school rules, expectations and AGS Values relating to the importance of learning.

In cases of repeated lateness and absenteeism, AGS will follow the relevant KHDA requirements.

Important Message for Rolling Drop-Off at AGS

- Always pull forward towards the next available member of staff so that other vehicles can continue to drop off safely behind you. Do not stop directly in front of the gates, as this significantly slows the rolling drop-off process. Signs indicate how far forward vehicles should move.
- Always follow the instructions of AGS staff respectfully. Staff are supporting students to leave vehicles safely and efficiently.

Student Pick-Up at the End of the School Day

Monday to Thursday: EYFS finishes at 12:50 pm.

Monday to Thursday: Years 1–10 finish at 2:55 pm.

Friday: all students finish at 11:30 am.

Thursday ECA days: Years 1–10 participating in ECAs finish at 4:00 pm.

Students using Own Transport, or those with permission to make their own way home (having completed the Permission to Leave Site Form and been issued with a Lime Green Lanyard and Student ID), must leave the site or be collected within 30 minutes of the official end of their school day.

Students who are not collected within the 30-minute grace period will be charged a Late Pick-Up Fee.

The 30-minute grace period begins at the relevant finish time shown above. After this period, the following supervision fees apply:

31–45 minutes after the official finish time: AED 25.

46–75 minutes after the official finish time: AED 50 in total.

After 75 minutes, each additional 15-minute period will cost a further AED 25.

Example One – A child collected 35 minutes after the official finish time receives the 30-minute grace period, followed by one paid supervision period. Total fee: AED 25.

Example Two – A child collected 50 minutes after the official finish time receives the 30-minute grace period and then falls within the 46–75 minute charging band. Total fee: AED 50.

- Where two children from the same family are collected late, the fee will apply to each child. Any funds generated will go into the AGS Staff Wellbeing Fund.
- The fee may be waived by the Principal or Vice Principal in exceptional circumstances on a case-by-case basis.

The safeguarding, health and safety of students is our priority. Children who are not collected on time must be supervised by AGS staff beyond the normal school day; the Late Pick-Up Fee contributes towards this additional supervision.

Parents of children who have not been collected will receive a telephone call once the child is 45 minutes beyond the relevant official finish time, with younger pupils prioritised.

This means calls will begin from **1:35 pm** for EYFS (Monday–Thursday), **3:40 pm** for Years 1–10 (Monday–Thursday), **12:15 pm** on Friday, and **4:45 pm** following Thursday ECAs.

Parents are expected to collect their children on time.

Early Pick-Up / Exit from AGS

Early Exit – Students on Buses

- Parents must email the transport team at sde-ags@sts-group.com and the class teacher at least two hours before the relevant end of the school day, confirming that the child will leave early and will not use the bus. This allows sufficient time for the transport team and school to coordinate the change safely.

Early Exit Process for Own Transport Students – Inform the Class Teacher / PRE

- Email the PRE at pre@arcadiaglobal.sch.ae and the class teacher with the requested pick-up time and reason for the early exit. This must be sent at least two hours before the requested exit time, and a valid reason must be provided.
- When the parent arrives at school at the agreed time, they should report to Reception and confirm that the early-exit request has already been communicated to the PRE and class teacher. Please allow 10–15 minutes for the team to collect the child from within the school.

Attendance Expectations

- Students should complete the full school day to receive full attendance for that day.
- AGS considers every lesson to be important and of equal value within the National Curriculum for England and the wider AGS curriculum. Students are expected to respect every lesson and every learning opportunity. This reflects our AGS Values.
- Missing lessons can affect both a student's immediate learning and long-term progress. Early exits are therefore strongly discouraged except where necessary and approved.
- Parents are encouraged to arrange medical, dental and other appointments outside school hours wherever possible.

To minimise disruption to the final lesson, protect students' learning and support safe end-of-day procedures, students will not normally be released from class after the times shown below. Exceptions may be approved for a medical appointment or family emergency by the Principal, Vice Principal or Head of Section.

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

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

12:15 pm on Monday–Thursday for EYFS students

11:00 am on Friday for all students

AGS

Policy Implemented: September 2024

Date of Review: August 2026

Next Review: August 2028

Policy Responsibility: Founding Principal