**Pupil Absence Reporting (PAR)**

From August 2018 Parent/Carers or a named contact person can now report their child’s absence by using an **online form** and should register with ‘*myaccount*’ to access this. This help will address the difficulties accessing the pupil absence reporting line at peak periods, particularly if they don’t have time to wait or redial. A pupil’s sickness absence must be reported **prior to 09.30 am** on the day of the absence. Report a pupil’s absence online can be done by visiting [https://www.glasgow.gov.uk/pupilabsence](https://www.glasgow.gov.uk/pupilabsence%20)

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| **The online form can be used to notify for the following:** | |
| **Sickness absence** | Pupil’s sickness only for up to 10 school days |
| **Medical/Dental appointments** | Can be notified on the day or in advance |

**What has changed?**

|  |  |
| --- | --- |
| **Current** | **New** |
| Phone only | Phone or **Online Form** |
| Contact PAR teameach day of absence | Contact PAR team on the **first day of absence only** |
| PAR team record sickness up to 2 school days in Click+Go | PAR team record sickness up to 10 school days in Click+Go |
| PAR team record medical appointments up to 1/2 day in Click+Go | PAR team record medical appointments up to 1 day in Click+ Go |

**The School will:**

* Promote the new online form for reporting pupil sickness absence
* Schools should inform Parents/Carers via:
  + Groupcall, School websites, newsletters and any other social media using the following link

[https://www.glasgow.gov.uk/pupilabsence](https://www.glasgow.gov.uk/index.aspx?articleid=18832)

* Continue to update Click+Go, record all absences **other** than Sickness and Medical/Dental appointments
* Receive automated notification for online submissions and calls relating to
  + absences of over 5 days
  + any contagious diseases from the PAR team to manage the absence
* Receive automated notification for online submissions and calls that the PAR team do not manage:
  + Contact not listed
  + Non Pupil Absence reporting approved ( as agreed by the school)
* Run a report after 10:00am each day for absentees and liaise with Parents/Carers/ELO as appropriate
* Continue to take non-absence related calls which require the head teacher’s approval
* Contact Parents/Carers for more detailed information such as moving to temporary accommodation etc.
* Mark the pupil as returned if the absence is less than originally advised and update Click+Go
* Continue to send daily text messages for any pupils who have not reported for school that day no later than 10.30am
* Manage absences relating to the pupil’s attendance at a funeral, holiday leave etc. The Parents/Carers should contact the school directly and should not phone the PAR team or use the online form
* Receive a sick note or evidence of a medical appointment relating to the pupils absence

**The School will (cont’d):**

**Continue to receive notifications for absences notified by telephone in the current format.**

**Absences which last longer than advised will be managed by the school and Click+Go should be kept updated as the absence continues.**

**The school should make contact with the Parents/Carers for updates.**

**Pupil Absence Reporting Team (PAR) will:**

* Update the pupil’s record on Click+Go for same day absences for those submitted before 09:30am. The Parents/Carers may receive a text from the school to advise the pupil has not attended school if submitted after this time
* Process calls/online submissions from the Parents/Carers or named contact throughout the day
* Record all sickness absences directly related to the pupil in Click+Go for up to 10 school days and will email schools information for:
  + absences of over 5 days
  + any contagious diseases
* Will Issue an email to school for online submissions/calls that PAR team do not manage:
  + Contact not listed
  + Not Pupil absence reporting team (N PAR) as agreed by the school

**Please note: PAR team will NOT update Click+Go for the above**

* Record all absences for Medical/Dental appointments for up to one day

**NB. If the pupil returns to school earlier than initially advised by the Parents/Carers the school should amend the pupil’s record accordingly.**

Any call or online submissions for reasons other than absence of the pupil or a medical/dental appointment for the pupil will be redirected to the school and **will not be** updated by the PAR team.

**The undernoted poster can be added to school information and displayed in the school office**

