

## **Absence notification and general information contact to parent and guardian contacts from the college**

Our school uses an automated system which will contact you via:

a) Attendance Call

If your child is absent from or late in school and you have not already contacted us with the reason.

b) Parent Call

We need to get a message to certain students or year groups.

By providing this service, the school is able to meet Government requirements in contacting parents on the first day of a child's absence. It will also provide an early warning system if a child goes missing from school. As always the student's safety is our main concern.

### **Attendance Call**

If your child is absent/late in for any reason, we would like you to telephone the school on that day. If the school has not been contacted with a reason for absence, the automated call system will be activated. Call to landline, text to mobile phone and an e mail, if an address has been given, simultaneously. (Repeated every 15mins until we receive a reply; the last call being at 7.30pm)

Please listen carefully to the electronic voice generated message. It will ask in the first instance, if you are the parent/guardian of the child mentioned.

Press 1 for YES or disconnect

(If disconnected, the call will be repeated 15 minutes later.)

It will then ask if you are aware of absence.

Press 1, if you are AWARE- you may now leave a short message giving the reason on the voice mail recording.

Press 2, if you are UNAWARE- you will be connected automatically to the attendance office at the school

- speak directly to the Attendance Officer
- leave a message on voice mail

If you are unable to Press 1 or 2 as:

- You do not have a touch tone phone or
- You are listening to a recorded answering machine message

please call the school directly on 0116 272 9119 and you will be put through to the Attendance Office. You may now speak directly if you are ringing between 8.30 - 3.00 or else leave a message on the voice mail, with your name and telephone number if any further information is required.

## **Parent Call**

We may from time to time need to get a message to certain groups of students or a whole year group.

Please listen carefully to the electronic voice generated message.

You will be initially asked if you are the parent of child mentioned.

Press 1 if you are the parent/guardian of the child mentioned or disconnect

Listen to the message

Press 1 to listen to the message again

Press 2 to be connected to the school

Press 3 to confirm acceptance of the message

### **PLEASE NOTE:**

The buttons being pressed can only be interactive if you are listening to a live call and not if you are listening to a recorded message on your answering machine.

You will have already provided contact numbers to the school; but these may change during the course of the year. Please update these when necessary and as soon as possible, giving mobile and work numbers as well as home numbers where appropriate.