

Important Update: Recording Absences via Arbor

Dear Parents/Carers,

We are making some important changes to how absences are recorded. From 6th January, all same-day absences must be logged through the Parent Portal on the Arbor App. This new process is designed to make recording absences quicker and more efficient for everyone.

This new process is part of a broader effort to enhance our approach to attendance and reinforce our commitment to achieving excellent attendance across the school. Additional details about the steps we are taking to support and promote attendance will be shared with you later this term.

What This Means for You:

- The Parent Portal on the Arbor App will now be the primary way to record absences.
- If you are not already set up on Arbor, please contact us as soon as possible so we can provide you with instructions on how to get started.
- If you do not have access to Arbor, you can email the school office at admin@birchwoodhigh.org.uk to report your child's absence. However, this is not the preferred method and should only be used in the situation where Arbor is not accessible to you.
- Please note: other channels, such as phone calls or alternative email addresses, will no longer be available or monitored for reporting absences.
All absences should be recorded by 8:30am.
This should be repeated each day your child is absent from school.

How to Record an Absence:



A full instruction guide with accompanying images is attached to this email.

- Open the Parent Portal on the Arbor App and click on the Quick Actions button. Then select Attendance.
- Click the green Log Absence button in the top-right corner of the page.
- Enter the start and end time for the absence and provide a reason. Adjust the default times as needed.
- Click Log Absence to submit the request.
- Once submitted, the absence will be reviewed by school staff, who will either approve or reject the request. Approved absences will appear in the Attendance section of the Parent Portal and Arbor App.
- If you need to change a submitted absence request, you will need to delete it and log a new request.

Thank you for your support in adopting this new system. If you have any questions or need help setting up your Arbor account, please don't hesitate to contact the school office.

Kind Regards,
Mr R Herbert
Assistant Principal

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