



THE CONSORTIUM
ACADEMY TRUST



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8 September 2025

Primary Attendance Reporting System Changes

Dear Parent/Carer

I'm writing to inform you of some changes to the way pupil absences should now be reported. As part of our ongoing efforts to improve communication and make processes easier for both parents and staff, we have updated our absence reporting system.

From Monday 8 September 2025, when you call the school and select the option to report a pupil absence, you will now be directed to leave a voicemail message immediately. If you would prefer to speak directly with a member of the Attendance Team, please include a request for a call back in your message, and someone will contact you as soon as possible.

It's essential that you notify the school **before 8:30am** on the first day of your child's absence. You now have three convenient ways to report an absence:

1. **Call** 01482 648604 and select **Option 1** to leave a voicemail.
2. **Email** us at: attendance@hessleacademy.com
3. **NEW:** Use the **Arbor app** to submit an absence request. (Please see the following page for further details.)

Please **do not report absences directly to teachers**, as these messages may not reach the Attendance Team in time.

For parents and carers whose first language is not English, we're pleased to share that you can now leave messages in your native language. Our system will automatically translate your message so that it can be processed by our Attendance Team.

Thank you for your continued support.

Yours faithfully

Mrs C Shiels
Headteacher

**Arbor Parent Guide for Absence Requests:**

1. Log into the Parent Portal or Arbor App.
2. Navigate to the Attendance section.
3. Click the green 'Log Absence' button.
4. Enter the start/end time and reason for absence.
5. Submit the absence request.
6. School staff will approve or reject the request.

Note: Only same-day absences can be logged. Requests cannot be edited; delete and recreate if changes are needed.