



MAMOURA

BRITISH ACADEMY

Attendance and Punctuality Policy

Policy Issued	May 2021
Policy Updated	September 2025
Next Review	September 2026
Lead Professional	Assistant Principals - Pastoral
SGG Ratification	November 2025

Rationale

High levels of attendance are the foundation for academic achievement and it underpins all aspects of personal and academic development. It establishes a responsible attitude towards the opportunities available in school and further education and it is the basis for the world of work. Attendance is a critical factor to a productive and successful school career.

Policy References

This policy is written in conjunction with ADEK policies:

- Educational Risk
- Safeguarding
- Student Protection
- Student Administrative Affairs & Behaviour
- ADEK Parent Engagement Policy

Policy Statement

Mamoura British Academy actively promotes and encourages 100% attendance for all pupils. Our aim is to ensure that students arrive at the Academy and to lessons on time. We strive for attendance that is consistently outstanding for all year groups.

- Outstanding – 98% and above
- Very Good – 97%
- Good – 96%
- Acceptable – 95%
- Unacceptable – below 92%

In line with the ADEK Student Administrative Affairs Policy, for students in Nursery to Year 1, absence rates of 10% or more are considered a serious cause for concern. For students in Year 2 and upwards, absence rates of 5% or more are considered a serious cause for concern.

Parental Agreement

It is important that parents, students and the Academy work together to improve and maintain high attendance and punctuality rates.

The responsibilities of the parents include:

- Following the Academy's procedures as detailed in the policy
- Actively promoting their child's attendance and punctuality and abiding by the times set by the Academy for the start and end of the school day
- Communicating with the Academy and providing the necessary evidence if a pupil is absent or has a medical appointment
- Understanding and upholding the academy's policy that states that continued lateness and absenteeism will result in measures that will affect the choices of the student's enrolment for the following year
- Following the Mamoura British Academy Parent Handbook, signing and adhering to the Mamoura Parent Agreement.

Parental Requirements for illness and absenteeism:

- Parents shall submit a parent-written sick note (daily) if their child is absent for up to three consecutive school days, or the absence will be recorded as an unauthorised absence.
- Parents shall submit a sick leave certificate from a Department of Health (DoH) licensed physician on the fourth consecutive day (including weekends), or the absence will be recorded as unauthorised absence.
- If a child has a chronic medical condition which may require more than 12 school days of student absence, parents shall submit medical reports from a DoH licensed physician or a relevant health authority, and MBA will consider each case on its own basis.

Attendance Procedures

Start of the School Day	
Lower School	Middle & Senior School
<ul style="list-style-type: none"> • Gates open at 7.30am • Morning activities are from 7.30am to 7.50am • At 7.50am the register is taken by the class teacher • The National Anthem is played at 7:55am. Anyone who arrives in reception area after the National Anthem must obtain a late pass from reception and will be marked as 'Late Register Closed'. A 'late' slip is also shared with the child to bring home to their parents • The Foundation Stage entrance is open until 7.55am. Any child who arrives after the National Anthem must enter through main reception to be registered by the Front of House team and obtain a late pass. 	<ul style="list-style-type: none"> • Gate open at 7.30am • Students must enter the school from the MS/SS entrance • At 7.50am the register is taken by the Form Tutor • If a student arrives in the classroom between 7.50am and 8.00am children will be marked as late by the MSLT staff duty lead (or by Front of House) • The National Anthem is played at 7:55am. Anyone who arrives in Middle and Senior School reception area after the National Anthem will be marked as 'Late Register Closed' • At 8.00am, MS/SS entrance will close. • Students who arrive after need to go to the front of school, main reception. At this point, they are registered by the Front of House team who update iSams accordingly.
<p>Between 08.00am - 10.00am the Admin team will contact parents via phone call for any 'absent unauthorised'. Admin team must update iSams.</p> <p><i>NB- 'absent unauthorised' is only to be used when we have had no reason given by the parents for the absence. The class teacher or admin team will alter the register accordingly if we have been informed of an illness, medical appointment, etc.</i></p>	

Authorised absences will only be authorised by the admin team for the following types of absences, provided they are supported by a signed letter from parents or official documents from appropriate authorities:

- Illness
- Death of a first- or second- degree relative
- Medical appointment scheduled prior to absence
- Official community task
- Mandatory appearance before an official body
- Essential urgent family travel for matters such as medical care, escort leave, or a death in the family
- Observation of religious holidays that are not defined as public holidays in the UAE
- Examination leave (for board and pre-collegiate exams only, when approved by ADEK)
- Leave for medical or therapeutic reasons for students with additional learning needs
- Government approved school closures due to inclement weather

Registration throughout the day

Lower School	Middle & Senior School
<ul style="list-style-type: none"> • The names of any children who are absent must be written on the board at the start of each day along with the total number of students present that day. • When a class teacher hands their class over to a specialist teacher, they must inform them of how many children are present and which children are absent. • The specialist teacher must confirm this by completing their own register at the start of each lesson. • The afternoon register will be synched to the morning register for accuracy. It is the class teacher's responsibility to check this is accurate by completing a head count and checking the names on the board. 	<ul style="list-style-type: none"> • A class register must be taken on ISams at the start of each lesson by the class teacher. This includes, tutor register (morning session), and lesson 1, 2, 3, 4, 5, 6 and 7. • The only exception to this is when there are drop down, theme days and collapsed timetables. • The afternoon register will be synched to the morning register for accuracy. It will be amended by main reception should a child leave the school building.

End of the School Day

Lower School	Middle & Senior School
<ul style="list-style-type: none"> • The end of the school day is 2.15pm for children in the Foundation Stage and 2.40pm for children in Year 1 to Year 4. Children are collected from the following areas: <ul style="list-style-type: none"> ○ Nursery, FS2, Year 1: Classroom doors 	<ul style="list-style-type: none"> • The school day finishes at 2.50pm for all year groups. Children are collected from Gate A&B • During the hotter months students will be limited with time outside so anyone not collected in the first 10 minutes of dismissal will be taken back

<ul style="list-style-type: none"> ○ Years 2- 4: Sports Hall • It is the class teacher's responsibility to make sure that the children in their care are supervised until they are collected • Students can only be collected by the identified adults wearing a lanyard • Students who are not collected return to their respective classroom under the supervision of their teacher until notification from reception is received that a responsible adult has arrived to collect them. 	<p>inside</p> <ul style="list-style-type: none"> • All collecting parents, drivers and nannies need to have a parent pass • Students who are not collected are escorted to main reception to await collection under the supervision of MSLT. • Students are not allowed to leave the school site unaccompanied unless parental consent has been received for students in Year 6 - Year 13 only (inclusive)
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Extra Curricula Activities (ECAs)

<ul style="list-style-type: none"> • Students who are participating in an ECA will be escorted to the Sports Hall where they will assemble in their ECA groups and ECAs will start at 2.50pm • ECAs finish at 4:00pm (if the times are different this will be communicated with parents). It is the responsibility of the ECA teacher to ensure that any children in their care are supervised until they are collected. The ECA teacher is responsible for keeping an up-to-date register and checking up on any absences 	<ul style="list-style-type: none"> • Students will go to their ECA after session 7, at the end of the school day 2:50pm. Year 5 and 6 will be escorted by support staff • Most ECAs finish at 4:00pm (if the times are different this will be communicated with parents). It is the responsibility of the ECA teacher to ensure that any children in their care are supervised until they are collected. The ECA teacher is responsible for keeping an up-to-date register and checking up on any absences
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Any student who isn't collected on time will wait in the MS/SS reception with the ECA 'late pick up' duty lead

Early Departure from the Academy

<ul style="list-style-type: none"> • For safeguarding reasons early departure from the Academy is not allowed without a valid reason • Parents are encouraged to try and make doctors' appointments etc. outside of school hours. Interrupting lessons is not only detrimental to the child's learning but that of the rest of the class too • If a parent wishes to collect their child early following an event, the following procedure must be followed: <ul style="list-style-type: none"> ○ An early collection form must be completed and signed off by the AP Pastoral/Director of Welfare (MS/SS) at least 24 hours in advance. In the LS, this form is signed by the Class Teacher ○ When this has been approved, reception will email the class teacher who will in turn contact the necessary specialist teachers if applicable • Front of House will update iSams accordingly to reflect a student's early departure.

Early Departure from the Academy following a School Event

- When parents wish to take their children home after school events, they should **not** be directed to Reception to sign their children out.
- Teachers will have **Event Exit Passes** available to manage this process directly.
- Teachers should complete and sign the slip for each child leaving early.
- For families with siblings across different phases, please note that a member of the MSLT will be responsible for collecting Lower School students' siblings from Middle and Senior School and vice versa

Planned Absence

- Planned absence during term time is actively discouraged by the Academy due to the impact on a student's academic progress. A planned absence during this time may not be approved based on the child current attendance record
- Applications for any period of absence should be made on the leave of absence request form (available in main reception) and submitted to the LS or MS/SS Principal
- Permission will be given for valid reasons only such as a serious medical issue or a family emergency, as outlined in ADEK policies. The Academy will evaluate requests on a case-by-case basis and all requests made should include supporting documents
- Please note, the Academy **does not** authorise holidays during term time
- Parents will be sent the term dates as soon as these are known for them to arrange their holidays without disrupting their child's education. This includes the return dates at the start of the academic year and after holidays.

Monitoring of attendance patterns and repeated absence

	Lower School	Middle & Senior School
	The class teacher will monitor daily attendance and alert the Head of Year if attendance becomes a cause for concern. In addition, a half termly attendance tracker will be closely monitored by the school social worker	The form tutor will monitor daily attendance and alert the Head of Year if attendance becomes a concern
Absence	<p>Parents should submit a sick note if their child is absent from school. On the third consecutive day of absence a sick leave certificate from the Department of Health (DOH) should be submitted.</p> <p>For students with chronic medical conditions requiring 12 or more days of absence from school a DOH medical report must be submitted.</p> <p>MBA will consider each case at their discretion.</p>	
98% +	Outstanding attendance – meeting school expectations	Outstanding attendance – meeting school expectations

97%	Very Good attendance	Very Good attendance
96%	Good attendance	Good attendance
95%	Attendance is no longer 'Good'- Letter 1 (Appendix 1) to be sent by the Social Worker if there is a pattern of absence recorded on ISams. Letter uploaded on CPOMs. If attendance analysis shows 5% or above unauthorised absence, they will receive a phone call from the Social Worker.	Attendance is no longer 'Good'- Letter 1 (Appendix 1) to be sent by the Form teacher if there is a pattern of absence or unauthorised absences recorded on ISams. Letter uploaded on CPOMs
	If the unauthorised absences continue the case will be escalated to Director of Phase for a face-to-face meeting and an attendance improvement action plan put in place. Letter 2 sent and (Appendix 2) uploaded on CPOMs.	Unacceptable attendance - Class Teacher to raise concerns with Head of Year and Director of Welfare and arrange a meeting to discuss. Letter 2 sent and (Appendix 2) uploaded on CPOMs by HOY
	If still no improvement following meeting with Director of Welfare (MS/SS)/Phase (LS). Letter to be sent by Assistant Principal (Appendix 3). Meeting arranged with AP pastoral and Attendance Plan agreed (in line with the ADEK Educational Risk Policy). If the absences are unauthorised persistent poor attendance could result in the student's place being withdrawn for the following school year	
If attendance continues to drop below 90% then a Warning Letter will be issued by the Lower School or Middle & Senior School Principal. If attendance does not improve, the Principal/CEO may, in consultation with ADEK, ask the parent to remove their child from the school role.		
In summary, the school defines persistent absenteeism (PA) as missing 5% or more of schooling across the year for whatever reason. Attendance below 95% (PA) has serious implications on the student's progress and achievement. In line with ADEK recommendations, the school will work with the student and parent through an individual intervention support programme with agreed targets.		

Monitoring punctuality		
	Lower School	Middle & Senior School
	'late register closed' The class teacher will monitor daily punctuality and alert the Head of Year if the lateness becomes a cause for concern	'late register closed' The form tutor will monitor daily punctuality and alert the Head of Year if the lateness becomes a concern
2% or less at the end	Excellent punctuality – meeting school expectations	Excellent punctuality – meeting school expectations

of a half term		
3%	Letter 1 (Appendix 1) sent to parents by the Class Teacher if there is a pattern of lateness and save a copy of the email on CPOMs	Letter 1 (Appendix 1) sent to parents by the Form Tutor if there is a pattern of lateness and save a copy of the email on CPOMS
5%	Letter 2 sent by the Head of Year and a meeting requested with the family to discuss. (Appendix 2). Letter to be uploaded on to CPOMs	Letter 2 sent by the Head of Year and a meeting requested with the family to discuss. (Appendix 2). Letter to be uploaded on to CPOMS
8%	Letter 3 sent by the Director of Phase and a meeting requested with the family to discuss. (Appendix 3). Letter to be uploaded on to CPOMs	Letter 3 sent by the Director of Welfare and a meeting requested with the family to discuss. (Appendix 3). Letter to be uploaded on to CPOMS
9%	Letter sent by the AP Pastoral. Meeting arranged for a Punctuality Plan to be agreed and signed by students and parents. Persistent poor punctuality could result in the student's place been withdrawn in the following school year.	
If lateness reaches 10% (20 days) then a warning letter will be issued by the Lower School or Middle & Senior School Principals.		
If punctuality does not improve, the Principal/CEO may, in consultation with ADEK, ask the parent to remove their child from the school roll.		
In summary, the school defines persistent poor punctuality as late to school 5% or more late across the year for whatever reason. The policy states 'where a student is late on three or more occasions within an academic year, schools shall undertake the appropriate course of action in line with the ADEK Student Behaviour Policy.		
In Middle and Senior School, students who are late persistently and miss a substantial amount of lesson time will be held at the main reception where a senior member of staff will come down to collect them.		

Rewards to Promote the Importance of Outstanding Attendance at School

The Academy supports all students and promotes the importance of outstanding attendance in the following ways: certificates, house points, positive ethos and messages in assemblies, tutor time, lessons and parent evenings.

Attendance Rewards	
Lower School	Middle & Senior School
<ul style="list-style-type: none"> Individual attendance is monitored weekly by class teachers. 100% attendees are rewarded in Year Group Assemblies. Class attendance is monitored weekly by Heads of Year. The winning class is announced each 	<ul style="list-style-type: none"> Individual attendance is monitored weekly by class teachers (and HoYs). 100% attendees are rewarded in Assemblies. Students with 100% attendance the previous week acknowledged and class attendance poster on form

<p>week in Year Group Assemblies and rewarded</p> <ul style="list-style-type: none"> • Year Group attendance is monitored weekly by AP Pastoral. The winning Year Group is announced each week in assembly and rewarded Daily Dog • 100% termly certificates are also awarded by AP Pastoral during assemblies 	<p>wall updated</p> <ul style="list-style-type: none"> • Year Group attendance is monitored weekly by Director of Welfare (and AP Pastoral). • Individual year groups agree on termly rewards (via student year group representatives). The form group with the highest attendance wins the respective award (eg: movie afternoon in the library) • 100% termly certificates are also awarded during assemblies
<p>Every certificate across the Academy is worth 50 house points.</p>	

Appendix 1

PARENT COMMUNICATION

DATE:

Student Name:

Form/Class:

Important Notice: Attendance/Punctuality Letter 1

Dear Parent

Mamoura British Academy is committed to raising standards and achievement in all aspects of your child's education. We recognise that high levels of student attendance/punctuality are closely linked to academic success and as an Academy; **we aim for outstanding attendance/punctuality which is 98% or above.**

Unfortunately, _____'s attendance/punctuality level is currently at _____%. This means that your child's attendance/punctuality is no longer classed as 'Good' by ADEK.

This letter is issued as a reminder of our expectations and to inform you that we will be closely monitoring _____'s attendance/punctuality. If we can offer any support or if you have any questions, please do not hesitate to contact us. We are hoping to be able to report an improvement in his/her attendance/punctuality in the near future.

Kindly complete and return the reply slip below to confirm receipt of this letter and show your support.

We all want the best for your child and we appreciate your understanding and co-operation in this matter.

Yours sincerely

Class teacher

Reply Slip: Attendance/Punctuality Letter 1



Please complete and return this reply slip to your child's class teacher to acknowledge your receipt of this letter:

I/We have received the attendance/punctuality information letter.

Student Name:

Tutor Group:

Parent Signature:

Date:

Appendix 2

PARENT COMMUNICATION

DATE:

Student Name:

Form/Class:

Important Notice: Attendance/Punctuality Letter 2 and Meeting request

Dear Family,

Following on from the letter that was sent to you on XXX from XXX I am writing to inform you that unfortunately we have not seen an improvement in XXX's attendance/punctuality. XXX's current attendance is % , and classed as 'unacceptable' by ADEK.

Mamoura British Academy always puts the pupils' best interests at heart. We are concerned that your child's poor attendance/punctuality is having a negative impact on their achievement in school. According to ADEK guidance and school policies, more than 15 unauthorised absences could result in your child's place being withdrawn for the next academic year.

We would like to invite you to the school on _____ at _____ so that we can meet to discuss how we can work together to improve _____'s attendance/punctuality. If this time is not convenient, please contact me on _____@almamouraAcademy.sch.ae to arrange a suitable time.

We would appreciate your support and co-operation in this matter.

Yours sincerely

Head of Year

Reply Slip: Attendance/Punctuality Letter 2

Please complete and return this reply slip to your child's class teacher to acknowledge your receipt of this letter:

I/We have received the attendance/punctuality information letter.

Student Name:

Tutor Group:

Parent Signature:

Date

Appendix 3

PARENT COMMUNICATION

DATE:

Student Name:

Form/Class:

Important Notice: Attendance/Punctuality and Meeting request Letter 3

Dear

I write to you regarding [redacted]'s poor attendance/punctuality. Since the beginning of this year, [redacted] has had [redacted] days absent from school and their current attendance is [redacted] %.

This is the third letter we have sent to you regarding [redacted]'s attendance/punctuality and despite our efforts, we are disappointed to report that we have seen no improvement in his/her attendance/punctuality.

We would like to invite you to the school on [redacted] at [redacted] so that we can meet to discuss what support offer and put an attendance/punctuality plan in place. If this time is not convenient, please contact me on [\[redacted\]@almamouraAcademy.sch.ae](mailto:[redacted]@almamouraAcademy.sch.ae) to arrange a suitable time.

We would appreciate your support and co-operation in this matter.

Yours sincerely,

Director

Reply Slip: Attendance/Punctuality Letter 3

Please fill out and return this reply slip to your child's class teacher to acknowledge your receipt of this letter:

I/We have received the attendance/punctuality information letter.

Student Name:

Tutor Group:

Parent Signature:

Date: