



TQA Operating Procedures

Wellbeing and Attendance – O Code Phone Calls

Purpose: The Quest Academy’s operating procedure for student wellbeing and attendance is to ensure that all students feel safe, supported, and able to achieve their full potential. It sets out clear expectations and consistent approaches for promoting positive wellbeing, securing regular attendance, and safeguarding every learner. By providing early identification of concerns and timely interventions, the procedure helps staff, students, and families work together to remove barriers to learning, foster resilience, and build the habits that underpin long-term success.

O Code Phone Calls - The Pastoral Assistant	
01.	The Attendance Lead (JHE) will send through a list of students to call by 9:15am. These students were O Coded yesterday.
02.	The Pastoral Assistant will call the primary parent/carer to discuss the reason for the child’s absence and the importance of contacting the school by 08:30am should their child be off for any reason.
03.	<p>Greeting & Purpose “Good [morning/afternoon], this is [Your Name], Pastoral Assistant at The Quest Academy. Am I speaking with [Parent/Carer’s Name]? Thank you for taking the call. I’m contacting you today regarding [Child’s Name], who was absent from school yesterday and we did not receive any communication to explain the absence.”</p> <p>Reason for Absence “School procedure requires parents and carers to notify us before 8:30am on the day of absence. As we did not receive a message, I need to ask what the reason was for [Child’s Name] not attending yesterday.” (Allow parent/carer to respond.)</p> <p>Clarification & Attendance Recording “Thank you for explaining that. For our records, can I just confirm whether [Child’s Name] is well enough to attend school today?” “If the absence was due to a medical appointment, we may require confirmation for our records.” “If a valid reason is not provided, the absence may need to be recorded as unauthorised in line with school policy.”</p> <p>Expectation & Importance of Attendance “I do need to stress that regular attendance is extremely important. The Department for Education states that attendance should be at least 95%, and any attendance below 90% is classed as persistently absent. Even one day missed can impact learning, progress, and wellbeing.”</p> <p>Support & Monitoring (if appropriate) “If there are any concerns or barriers preventing [Child’s Name] from attending regularly, please do let us know. We are here to support and can work with you to address any difficulties. However, we do expect contact from home on every day of absence.”</p> <p>Next Steps (if repeated O Codes)</p>

	<p>“As we have not received communication regarding this absence, this will be logged and monitored. Continued unexplained absences may result in further contact or a meeting to review attendance more formally.”</p> <p>Closing</p> <p>“Thank you for your time today. Please ensure that if [Child’s Name] is absent in future, the school is notified before 8:30am. We appreciate your support in ensuring strong attendance. Have a good day.”</p>
04.	<p>After the phone conversation, please send the below email:</p> <p>Dear [Parent/Carer’s Name],</p> <p>Thank you for taking the time to speak with me today regarding [Child’s Name]’s absence on [date].</p> <p>As discussed, the reason provided for the absence was [briefly state reason given], and this has now been recorded on our system. If the absence relates to illness or a medical appointment, please ensure that any relevant medical evidence or appointment confirmation is provided where applicable.</p> <p>I would like to take this opportunity to remind you that parents and carers are expected to notify the school before 8:30am on each day of absence. This is not only to ensure accurate attendance records, but also forms part of our safeguarding procedures. When we do not receive contact regarding a child’s absence, we must follow this up to ensure that every student is safe and accounted for.</p> <p>Regular attendance is vital to support [Child’s Name]’s academic progress, wellbeing, and safety. If there are any ongoing concerns or barriers affecting attendance, please do not hesitate to contact us so that we can work together to provide appropriate support.</p> <p>If you have any further questions, please feel free to get in touch.</p> <p>Kind regards, [Your Name]</p>
05.	<p>Update the Stage Tracker straight after your phone call (e.g. write date and time of the call and any information if necessary).</p>

FAQ

A	<p>What if the Parent/Carer does not answer the phone?</p> <ol style="list-style-type: none"> 1. If you reach voicemail, please try contact 2 and update tracker with the time and date of all calls. 2. Send a follow up email asking a best time to call.
B	<p>What if the student is not listed on the Stage Tracker?</p> <p>If the students attendance is above 95%, please log the call on Arbor and complete section No.4 on the Operational Procedure.</p>