



## TQA Operating Procedures

### Wellbeing and Attendance – The Pastoral Assistant

**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.

Stage 02 – The Pastoral Assistant		Attendance: 90% – 92%
01.	Students attendance has dropped between <b>90% - 92%</b> and is in decline.	
02.	Pastoral Assistant confirms that a child in their key stage requires an urgent meeting as attendance remains in decline since Stage 01 letter. Meeting must take place <b>within 3-days</b> of email being sent.	
03.	<p>Pastoral Assistant Script for call (in line with DfE guidance):</p> <p><b>Introduction</b> “Good [morning/afternoon], this is [Your Name], I’m [Student’s Name]’s Pastoral Assistant at The Quest Academy. Is now a good time to talk?” (If no, agree a call-back time.)</p> <p><b>Purpose of Call</b>            “I’m getting in touch because we remain concerned about [Student’s Name]’s attendance. Despite the recent Stage 01 letter sent, [Student’s Name]’s attendance has now dropped to [XX]%, and unfortunately the pattern of absence has continued.”</p> <p><b>Explain Concern</b>            “At The Quest Academy, our expectation is at least 95% attendance, and the Department for Education identifies below 90% as persistent absence. Falling into this category can have a serious impact on [Student’s Name]’s learning, wellbeing, and future opportunities. That’s why it’s really important we work together to address this.”</p> <p><b>Acknowledge and Explore</b>            “Can I ask if there are any specific issues that have made it difficult for [Student’s Name] to attend regularly?” (Listen actively, note concerns, show empathy. If safeguarding issues arise, explain you must pass this to the Designated Safeguarding Lead.)</p> <p><b>Next Step - Formal Meeting</b>            “To support [Student’s Name] properly, the next step is to hold a formal attendance meeting with you here at school. This will allow us to review the situation in detail, complete a student attendance contract and make sure the right support is in place. Attendance at this meeting is very important.”</p> <p><b>Offer Details</b>            “We’d like you to attend a meeting with me on [Date/Time] at The Quest Academy. If this time doesn’t work, please let me know as soon as possible so we can rearrange.”</p> <p><b>Reinforce Partnership</b></p>	

	<p>“Our aim is not to punish but to work with you and [Student’s Name] to remove barriers to attendance. We want to ensure they are safe, supported, and able to achieve their full potential.”</p> <p><b>Closing</b></p> <p>“Thank you for your time today. I’ll send confirmation of the meeting in writing. Please do get in touch if you have any questions before then - we really value working in partnership with you.”</p>
<p><b>04.</b></p>	<p>Send a Stage 02 Letter. Please download to desktop first. In your email, please cc Attendance Lead - JHE:</p> <p>Dear [Parent/Carer’s Name],</p> <p>Thank you for taking the time to speak with me today regarding [Student’s Name]’s attendance.</p> <p>As discussed, [Student’s Name]’s attendance has now fallen to [XX]%, which is below the Academy’s expectation of at least 95% and places them at risk of being identified as persistently absent (DfE threshold: below 90%). In order to address this, we have arranged a formal attendance meeting to review the situation and agree an action plan to support [Student’s Name].</p> <p>Date: [Insert date]  Time: [Insert time]  Location: The Quest Academy (I shall meet you at the Main Reception)  Attendees: Pastoral Assistant, Parent/Carer and [Student’s Name]</p> <p>If there are any medical or other circumstances affecting [Student’s Name]’s attendance, please bring any relevant medical evidence or supporting documentation to the meeting. This can also be emailed to the school in advance if it is more convenient.</p> <p>This meeting is an important step in ensuring that [Student’s Name] receives the right support to attend school regularly, maintain progress, and safeguard their wellbeing. If for any reason you are unable to attend at the scheduled time, please contact me urgently on 0208 657 8935 or reply to this email so we can rearrange promptly.</p> <p>Thank you in advance for your cooperation. We look forward to working together to support [Student’s Name] in improving their attendance.</p> <p>Kind regards,  [Your Name]</p>
<p><b>05.</b></p>	<p>Update the Stage Tracker after your phone call (e.g. write date and time of the proposed face to face meeting) and place PDF version of the above letter in the evidence folder and on the Tracker (same layout Stage 01). Should you reach voicemail, please try contact 2 and update tracker with the time and date of all calls.</p>
<p><b>06.</b></p>	<p>Things to discuss in your meeting:</p> <ul style="list-style-type: none"> <li>• Identify challenges to Attendance</li> <li>• Complete a Student Attendance Contract</li> <li>• Consider formal request for medical evidence will be required if parent/carers reports their child unwell. Attendance will go down as unauthorised from this meeting.</li> <li>• Identify areas of support for family and student. Examples being: Conduct and Positivity report, Mentoring, Family Early Help Referral, Time out, Soft start. Other examples of Attendance intervention can be found on Microsoft Teams.</li> </ul> <p>All requests and agreements must be recorded and shared with the parent/carers.</p>

<b>07.</b>	Scan through your meeting notes, Attendance Contract and agreed interventions into the students evidence file.
<b>08.</b>	<p>Email parent/carers the scanned documentation with the below email:</p> <p>Dear [Parent/Carer's Name],</p> <p>Thank you for attending the Stage 02 Attendance Meeting recently. I appreciate you taking the time to meet with us to discuss your child's attendance and how we can work together to support improvement.</p> <p>Following the meeting, the attendance contract (attached) has now been completed and agreed. The purpose of this agreement is to provide clear expectations and support so that your child can attend school regularly and make the most of their learning opportunities.</p> <p>We now hope to see a positive improvement in your child's attendance. We will be closely monitoring their attendance over the next fortnight to review progress and ensure the agreed actions are being followed. If there is anything you feel we may have missed during the meeting, please do let me know. Likewise, if you have any questions or if there is anything further we can do to support your child in attending school, please do not hesitate to get in touch.</p> <p>Thank you again for your time and cooperation.</p> <p>Kind regards, [Your Name]</p>