

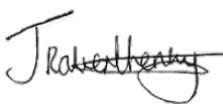


TQA Operating Procedures

Wellbeing and Attendance – Stage 01 Letter

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 01 – The Attendance Coordinator		Attendance: 95% – 97%
01.	Students attendance has dropped between 95% - 97% and is in decline.	
02.	Attendance Coordinator reviews Schools Bi (https://login.schoolsbi.co.uk/) to ensure all students are correctly listed on the Stage 01 Tracker.	
03.	Attendance Coordinator to add any students to the Stage 01 Tracker should this be required (review every 2 weeks).	
04.	Attendance Coordinator to send below letter as PDF format to the Parents/Carer on Stage 01.	
05.	00.00.2026 Dear Parent/Carer Stage 01 Notification - Attendance of [Child's Name] I am writing to you regarding your child's attendance at The Quest Academy. Our records show that your child's current attendance is [XX]%, which means they have missed [X] days of school so far this academic year. This has triggered an Attendance Concern (Stage 01), where attendance has dropped below our expected level. At The Quest Academy, we expect pupils to achieve attendance of 97% or above, as regular attendance is essential for learning, wellbeing, and long-term outcomes. Even short periods of absence can quickly add up and impact progress. If your child is absent, parents/carers must notify the school on the first day of absence by calling 0208 657 8935 or emailing attendance@thequestacademy.org.uk, stating the specific reason for the absence. Ongoing absence should be reported daily, unless otherwise agreed with the school. At this stage, we are not requesting medical evidence as a matter of course. However, where attendance concerns continue or where illness absence becomes frequent or prolonged, the school may request medical evidence to help us understand and support your child's needs appropriately. This is in line with the Department for Education School Attendance Code of Practice, which explains when medical evidence may be required.	

	We understand that there may be barriers affecting your child's attendance. If there are any concerns (including health issues, anxiety, or family circumstances) please contact me so that we can work together to support improved attendance. I can also arrange an Attendance Support Meeting if this would be helpful. If you would like to discuss your child's attendance or require any support, please contact me at jhenry@thequestacademy.org.uk. Kind regards, Mr Henry  Mr J R Henry Assistant Principal
06.	Once the letter has been emailed to the Parent/Carer: 1. Upload PDF letter into Evidence folder 2. Update Stage tracker in the 'Attendance Update' column by adding the date in this format: 00.00.20XX - Stage 1 Letter sent (Initials).