HATHERSHAW COLLEGE

PROUD TO BE PART OF THE Pinnacle LEARNING TRUST

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Principal: Susie Fraser

17th September 2026

Dear Parent/Carer,

A reminder about reporting absence

Thank you for your continued support with your child's attendance. We understand that there will be occasions when your child is unable to attend school. When this happens, **please let us know each day they are absent and provide a reason, before 8.30am.**

<u>You can report an absence in either of the following ways:</u>

- **Call the school**
  Please provide your child's name, form/year group and the reason for their absence.

- **Use the Arbor App**
  Report absence directly through the Arbor App. Please turn over this letter for guidance. If you have difficulty signing up to or accessing Arbor, please contact the school and we will be happy to help.

From 1 November, Study Bugs will no longer be used to report absences. From this date, please use either the telephone or Arbor App.

Where we do not receive a reason for an absence, it will be recorded as a U mark (unauthorised absence) Repeated U marks may result in further action, including the possibility of a fine being issued by the Local Authority.

By reporting absences promptly, you help us to focus this valuable time on supporting students and families who need it. Reporting absence is also important for safeguarding as we need to know where our students are when they are not in school.

Thank you for your continued support in helping us to improve attendance and keep our students safe.

Yours sincerely,

Mrs S Williams
Assistant Principal

How to Log an Absence:

Step 1:

- Open the Arbor App

Step 2:

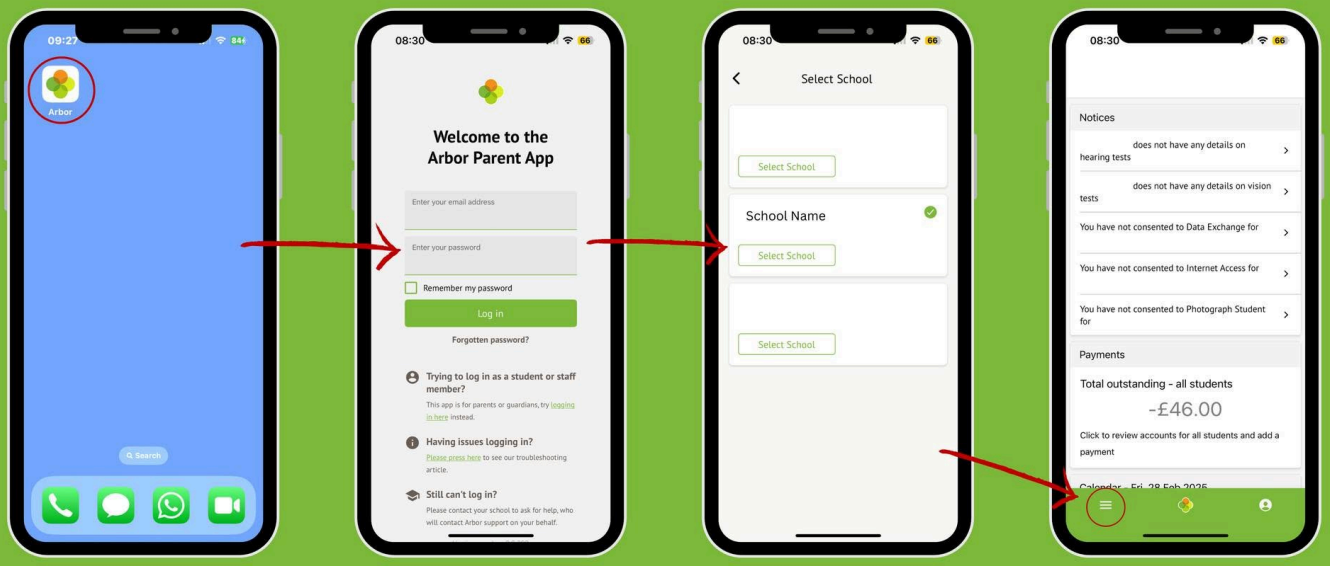
- Log into your Arbor account

Step 3:

- Select your Child's School

Step 4:

- Select the menu button (circled in red)



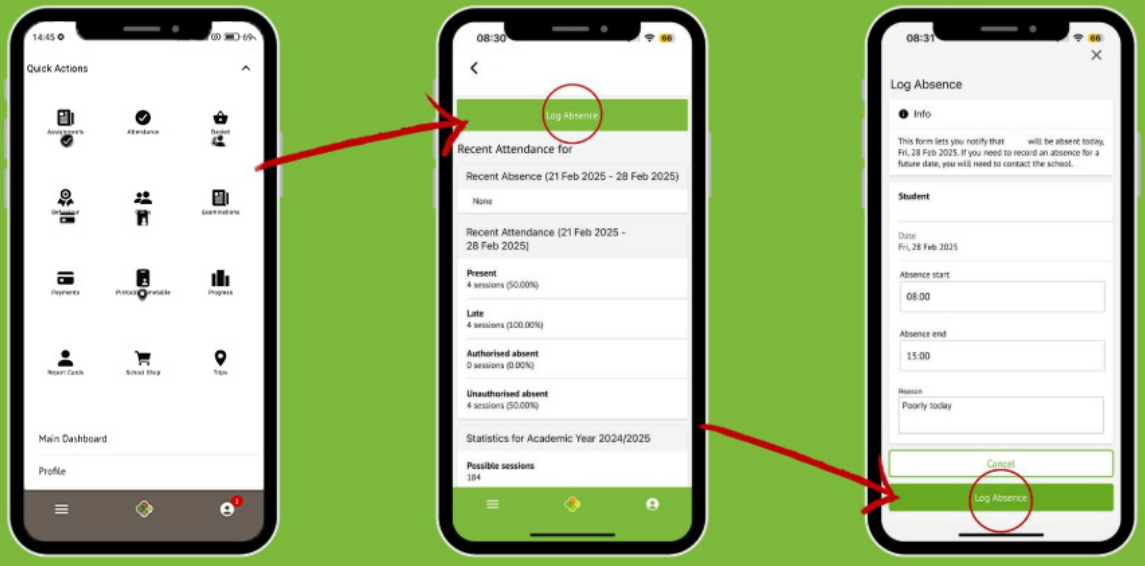
How to Log an Absence:

Step 5:

- Click on Attendance Button

Step 6:

- Click Log Absence

Step 7:

- Fill in the details and click Log Absence to confirm