

Office staff procedure for registering pupils at Stourview Academy:

- **Log into Arbor**
- Go to **Students>Attendance>Registers>Daily Attendance** you will now see a list of registers for that morning.
- **Staff in the classrooms are to complete the attendance register for all pupils.** They mark all pupils that are present in the classroom. **If a child is not there then the mark is left empty for the school office to investigate and add the relevant code later.** Under no circumstances should any child be given a present mark if not there- **no assumptions should be made that they have arrived!**
- **School office staff are to check all pupils have a mark and are accounted for as a priority.**
- **Check any emails or answerphone** messages for absent pupils. **Add the relevant code** to the register for their absence and **include a note with further details for every absent child.**
- If no message has been left to explain the absence, then the **parents must be called** (in order of priority given in Arbor.) Each time a call is made and not answered, then a **note must be added** to record the time each attempt was made etc. Every child must be accounted for every day - being off the day before, or on a regular basis is not an acceptable reason for another day's absence. This includes all children without exception, as we **need to know they and their family are safe, (including nursery children).**
- **When a child arrives late, note down the exact time** that they arrived. If this is **before 9.30am** then they will need an **'L' code** and **note the number of minutes late (and reason for lateness if provided)** . **After 9.30am** then the child will have a **'U' code**, and again **note the number of minutes and reason.**
- **It is not acceptable to have any missing marks or an 'N' code mark.** Every child must be accounted for. **If a parent has not provided a reason for absence then the child's absence is unauthorised ('O' code).** (Absent children that are of Nursery age receive an 'X' attendance code.)
- **If a child's whereabouts has not been established by 10.30am then the Head of School must be informed verbally and by email immediately so that they can investigate further as safeguarding lead.**
- Check a list of absent pupils from Arbor: **Students> Attendance> Absentees>Absentees by date** you will then see all pupils that are absent for that day and the reason for absence. **Check here that all have a reason for absence and the correct attendance code.** Once all have been accounted for, **download and print** the report. **Then add it to the fire folder.** (This is so that it is clear, in the event of an emergency evacuation, who is absent.)

Meals registering in school office at Stourview Academy:

(Please note that all meal registering must be completed prior to 9.30am which is when an automated report is sent to the caterers with all meal choices.)

- Meal registers are completed by staff in the classrooms in Arbor.
- **All school meals must be booked and paid for in advance in Arbor by parents. No meals must be ordered in the classroom by classroom staff under any circumstances.** The staff will check that each child that has booked a meal is aware of it and each child with a packed lunch from home is noted in the classroom. The attendance register links with the dinner register and absent pupils' meals are automatically cancelled. If a child has no meal prebooked and has no packed lunch with them they should **email admin@ or send the child to the office to advise.** The **office staff then call the parents and advise them to bring in a packed lunch.** (Some parents have a habit of expecting their child's meal to be booked by the school. They were advised prior to the summer break that this would no longer be happening.)
- To see the meals booked in Arbor that morning: **School> Meals>** then select tab '**Lunch-all pupils sitting**' (This shows the meals for the majority of pupils, but not nursery or those with special dietary requirements) Click '**View register**'. This now lists all pupils and the meal choice that they have.
- **Every child listed should have a 'provision' allocated to them.** If not, this needs to be investigated and rectified. It may be that the classroom staff have neglected to add the packed lunch choices- **check with the class teacher, and if this is the case tell them to rectify this. (Do not do this for them or they will continue to do this.)**
- If a child has no packed lunch and due to unforeseen circumstances **a meal needs to be ordered** for them by school office staff, **select the box** to the left of the child's name in the register list>click '**bulk action**' > **select the meal that they require.**
- **Repeat this for all nursery meals tab and all the special dietary requirement tabs.**
- Edwards and Ward (the caterers) have access to all meal data in Arbor. **They will cook and charge for meals based on an automated report that they receive and is generated at 9.30am.** If for any reason that any changes are made **after 9.30am then you must call St Michael's Academy, where the meals are cooked** to advise them as soon as possible.
- When the 'meal register' is complete and there are no missing provisions, print outs are required for the kitchen staff. **Click 'Download'** (Excel).
- **Open the downloaded spreadsheet. Delete the price column. Reorder** so that **priority 1 is Reg Form, then Provision, then student.**
- **Select one class at a time and print the selection** (landscape/ fit column to page). Repeat for each class.
- **Hand write at the bottom of each printout the children's meal choices for that class that have a special dietary menu.**
- **Photocopy** x1 each of these sheets. This is for the MDA that will arrive at lunchtime