

Attendance Policy Attendance / Assistance 2025

A. PURPOSE

Escola Internacional de Alphaville is committed to the well-being of our students and expects all staff, students, parents, and visitors to share this commitment. Escola Internacional de Alphaville recognizes the need to ensure, as far as possible, the safety of our students; therefore, it implements an attendance procedure. This procedure aims to identify the steps to be followed when a student is absent from school, in any of its learning modalities.

This policy provides students, parents, and staff with guidelines and instructions regarding student absences in any learning modality. The following terms will be used in this document:

Student: Any student of the Escola Internacional de Alphaville, regardless of age, as well as underage visitors, are considered students.

Collaborator: Every member hired by the Escola Internacional de Alphaville, regardless of their position within the school.

To prevent situations from escalating and becoming a risk, the Escola Internacional de Alphaville adheres to the following principles:

- Student well-being is the priority, and every student has the right to be protected from harm and exploitation.
- Student well-being is independent of race, religion, ability, disability, gender, or culture. All students should be and feel safe at school.
- All students have the right to receive strategies and skills to help them stay safe.
- All adults at the school must demonstrate a commitment to protecting the students they work with.
- At Escola Internacional de Alphaville, we work closely with parents, guardians, and other professionals to ensure the protection of our students.
- Student well-being is our priority.
- All students have the same rights to protection, but we recognize that in some cases, more support will be needed. Some of these cases may fall under situations of special educational needs, disability, gender, religion, and sexual orientation.

1. Scope and objectives

Escola Internacional de Alphaville aims to:

- To provide a safe and happy environment that encourages the growth and learning of our students;
- To describe the system and procedures we have in place to ensure that students are safe at school;
- To raise awareness among all staff and parents about issues related to student absences;
- To ensure effective communication between staff and parents regarding student absence situations.
- To be clear with everyone involved, including students, parents, or guardians, about the attendance policy.

A. SCOPE

The customer service policy will be endorsed by the ISP, signed by the General Manager, and adopted by all levels of the organization.

B. RESPONSIBILITIES

- Protect the rights of the minor;
- Protect the personal privacy of the minor;
- Raise awareness and provide clear guidelines for action on issues related to student absences;
- Inform the Designated Protection Leader of any concerns related to student absences.

C. PROCEDURE FOR REPORTING STUDENT ABSENCES IN ANY LEARNING MODALITY

When a student monitored by the Protection Department is absent for a day without notice, the coordinator must contact the student's parents by phone to identify the reason for the absence. This must be done on the same day as the absence and must be reported to the appropriate DSL (Designated Safeguarding Lead).

- When a student is absent for more than 3 days without notice, the coordinator must contact the student's parents by phone to identify the reason for the absences;
- If there is no response to the phone call, an email will be sent indicating the date and time the call was made.
- If, by the fourth day, the student does not show up and there is no response to the email sent, another phone call will be attempted with the parents. This second call will be made by the coordinator - if there is no response to the second call, the Directorate will send an email with a copy to the Designated Protection Leader, indicating the date and time the call was made.
- If, on the day after the second email is sent, the student does not appear and the email is not answered, the Designated Safeguarding Lead, together with the Head of School, may determine the steps to be followed to try to contact the family.