



مدرسة جيمس متروبول
GEMS Metropole School
MOTOR CITY

ATTENDANCE & PUNCTUALITY



Reviewed by	Mr. Naveed Iqbal	Reviewed Date	October 2025
Next Review	October 2027		

Contents	
Rationale	2
Authorising Requests for Absence	3
Procedure.....	3
Procedure for Managing Pupil Absence at GEMS Metropole	5
Medical Absences	5
Consecutive Days of Absence	6
5 Day Absence Without Contact.....	6
10 Day Absence Without Contact	6
Punctuality	7
If children arrive after the registers have been closed:.....	8
Children leaving school early:.....	8
<i>Procedure for Missing Students During the School Day</i>	10

Rationale

At GEMS Metropole School, we take student attendance and punctuality extremely seriously. Extensive research shows that persistent absence and repeated lateness have a significant and lasting impact on a child's academic achievement, personal development, and future life opportunities. Arriving late or missing even occasional days can quickly accumulate, leading to lost learning time and gaps in understanding. Moreover, frequent absences or lateness can make it harder for students to establish strong social connections with their peers, affecting their confidence and sense of belonging. Every minute of the school day counts, and consistent attendance is essential for every child to thrive academically and socially.

The National Foundation for Educational Research in the UK (www.nfer.ac.uk) has shown that there is a significant association between absence and attainment and that there is also evidence that there may be critical thresholds of absence linked to significantly lower performance outcomes. Furthermore, this is supported by the KHDA. The Parent School Contract states that parents have a responsibility for 'promoting their child's attendance' and that continued 'absenteeism will result in disciplinary measures and will affect the student's chances of enrolment for the upcoming academic year.'

The Ministry of Education for the UAE also states that 'if a student is absent from school for 20 consecutive days or 25 nonconsecutive days' the school can remove the child's place. Additionally, Dr Malak Zaalouk, UNICEF's regional education adviser, said that pursuing an education is the right of every child and this is supported by His Highness Sheikh Mohammad Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai.

DSIB (KHDA) guidelines for attendance are as follows:

98% Outstanding
96% Very Good
94% Good
92% Acceptable
Less than 92% Weak
Less than 90% Very weak

Therefore, all parents should ensure that their child is at school on time every day of the school year, except for illness. The reason for an absence must always be communicated to the school. If a child is sick, parents should complete the absence form to explain the reason for absence. After 48 hours' absence, a sick note is required from the doctor. Absences of more than 48 hours without the support of a sick note will be marked as unauthorised. The principal cannot authorise absences other than for medical reasons.

Authorising Requests for Absence

The school recognises that students may need to be absent from school for significant personal or family events. While we strive to support families during these times, the school also has a responsibility to uphold attendance standards.

The school reserves the right to authorize or withdraw authorization for absence requests based on the nature and necessity of the event. Absence requests must be submitted in writing to the school administration in advance, wherever possible, and should include details of the event and the expected dates of absence.

Authorisation for an absence may be granted at the school's discretion. The school may also withdraw authorisation if it is deemed that the absence is not in the student's best educational interest or does not meet the school's criteria. All decisions will be communicated to parents or guardians promptly.

Absences without prior authorisation, or those not in compliance with this policy, will be recorded as unauthorised and affect the student's attendance record.

Procedure

The Forest and The Values School:

It is the class teacher's professional responsibility to accurately record daily attendance by filling in the electronic register at the beginning of each day by 07.50am. The register must then be closed.

The Active and The Future School:

It is the Lead teacher's professional responsibility to accurately record daily attendance by filling in the electronic register at the beginning of each day by 08.00am. The register must then be closed. Lates are registered in Lead time until 8.05am.

The following mark scheme should be followed:

Code	Description
/	Present
B	Approved Education Activity (School Trip/Mustangs Squad – check briefing and emails)
M	Medical Appointment
I	Illness
N	Unauthorised absence (Outside of Lead - Alert via missing student email)
L	Late to lesson – Add time to add on box
V	Approved education activity as pupil is away on an educational visit or trip

- If a child is absent from school, the parents are responsible for completing the absence form to let the school know the reasons for the absence.

- If no communication is received and the child is not in class when the register is marked, then the child will be marked 'absent'.
- After three days' absence, the parents must provide a medical certificate. If a medical certificate is not provided within 7 days, the child will be marked with an unauthorised absence.
- The Lead/Class Teacher will send a follow up email to request a medical note.
- Message from parents that child will be away for any other reason should be marked as 'time away from school'. The teacher reminds parents to complete the absence form.
- Any concerns about absence that do not fit this policy should be reported to the Safeguarding team via Guard.

If this procedure and the timings are not adhered to by the Class/Lead Teacher, then Primary/Secondary Secretary should inform the relevant member of staff as follow up emails and phone calls will be made and will result in incorrect information being transmitted to parents.

Register Management and Absence Follow-Up

- Registers are updated by The Forest, The Values, The Active and The Future School secretaries as parents submit the Leave of Absence Form with sickness or absence information.
- Parents who have not submitted the form for an absent child will receive an automated email requesting they complete the form and provide a reason for the absence.
- Parents who do not respond to the email will be called by the school secretaries.
- Any pertinent information regarding the reason for absence should be shared directly with the Class or Lead Teacher to support ongoing student welfare monitoring.
- Class and Lead Teachers must remain vigilant in identifying patterns of poor attendance or punctuality, follow up with parents when concerns arise, and escalate ongoing issues to the Safeguarding Team via HSE.
- Bus registers for students arriving after morning registration has closed will be passed to the school secretaries, who will update the attendance register accordingly.

Procedure for Managing Pupil Absence at GEMS Metropole

Communication	Lead/Class teachers, Heads of Year, Assistant Head Teachers, Heads of School and the Principal will send out the relevant letters mentioned below following weekly checks on student attendance. Notes taken from telephone and face-to-face meetings will be placed in the attendance/punctuality tracker within the LEAD/Class mark book. All formal Letters are sent via email and stored in the 'Attendance and Punctuality folder on TEAMS. Letters are circulated to parents informing them of their child absence as follows:	
Stage 1 – Attendance Concern	Stage 1 – 18 Sessions missed (9 days)	Phone call / Email from the LEAD/Class Teacher. Stage 1 letter shared with parents by LEAD/Class Teacher If any serious concerns persist or arise from parental contact, then this is recorded on 'Guard' and shared with the DSL.
Stage 2 Letter	Stage 2 – 36 Sessions missed (18 days)	Phone call and Stage 2 letter sent by Head of Year. Parental meeting with Head of Year to discuss concerns and next steps. Notes from conversation are shared on the student tracker. If any concerns come from the parental meeting, then this is recorded on 'Guard' and shared with the DSL.
Stage 3 Letter	Stage 3 – 54 Sessions missed (27 days)	Phone call and Stage 3 letter sent by Assistant Head Teacher. Parental meeting with Assistant Head Teacher to discuss concerns and next steps. Notes from conversation are shared on the student tracker. If any concerns come from the parental meeting, then this is recorded on 'Guard' and shared with the DSL.
Stage 4 Letter	Stage 4 – 72 Sessions missed (36 days)	Phone call and Stage 4 letter sent by Deputy Head Teacher. Parental meeting with Deputy Head Teacher to discuss concerns and next steps. Notes from conversation are shared on the student tracker. If any concerns come from the parental meeting, then this is recorded on 'Guard' and shared with the DSL.
Stage 5 Letter	Stage 5 – 90 Sessions missed (45 days)	Phone call and Stage 5 letter sent by Head of School / Vice Principal Parental meeting with Head of School / Vice Principal to discuss concerns and next steps. Notes from conversation are shared on the student tracker. At the meeting with parents, it is explained that the attendance case will be logged with KHDA should there be no improvement.
Notice of Non-Promotion Letter	Notice of non-promotion 90+ Sessions missed (45 days)	Face to face meeting with Principal (reenrollment blocked) – Notice to improve Letter sent by Principal. Documentation taken to KHDA by Government Relations Executive (GRE) and case raised should future action need to be taken. Reenrollment for the next academic year is potentially blocked.

Medical Absences

The school recognises that students may occasionally experience medical conditions that impact regular attendance.

However, frequent or prolonged absences due to medical reasons can hinder academic progress and overall wellbeing.

If a student's absence pattern raises concern and is related to a diagnosed medical condition, the following steps will be taken:

- Parents/guardians must provide formal medical documentation confirming the diagnosis and its impact on attendance. This documentation is required to ensure that appropriate measures and support can be implemented.
- Where a student's condition results in significant missed school days, the school may consider alternative educational provisions, such as:
 - A modified timetable
 - Home learning arrangements
 - Other tailored support plans to keep the student engaged with their education
 - Continued absences, even with documentation, will be closely monitored to ensure the student's learning is not adversely affected.
- If concerns arise regarding the student's safety, welfare, or engagement, the school may activate safeguarding procedures and involve external agencies where necessary.

These measures are designed to balance the need for academic progress with the need for appropriate health-related support, ensuring each student has access to the education and care they require.

KHDA clarified that a child missing more than 25% of the academic year (approx. 45 days) would not be automatically promoted to the next academic year. Principal writes every 5 days after the 30th day; to be sent by PA to the Principal.

Consecutive Days of Absence

5 Day Absence Without Contact

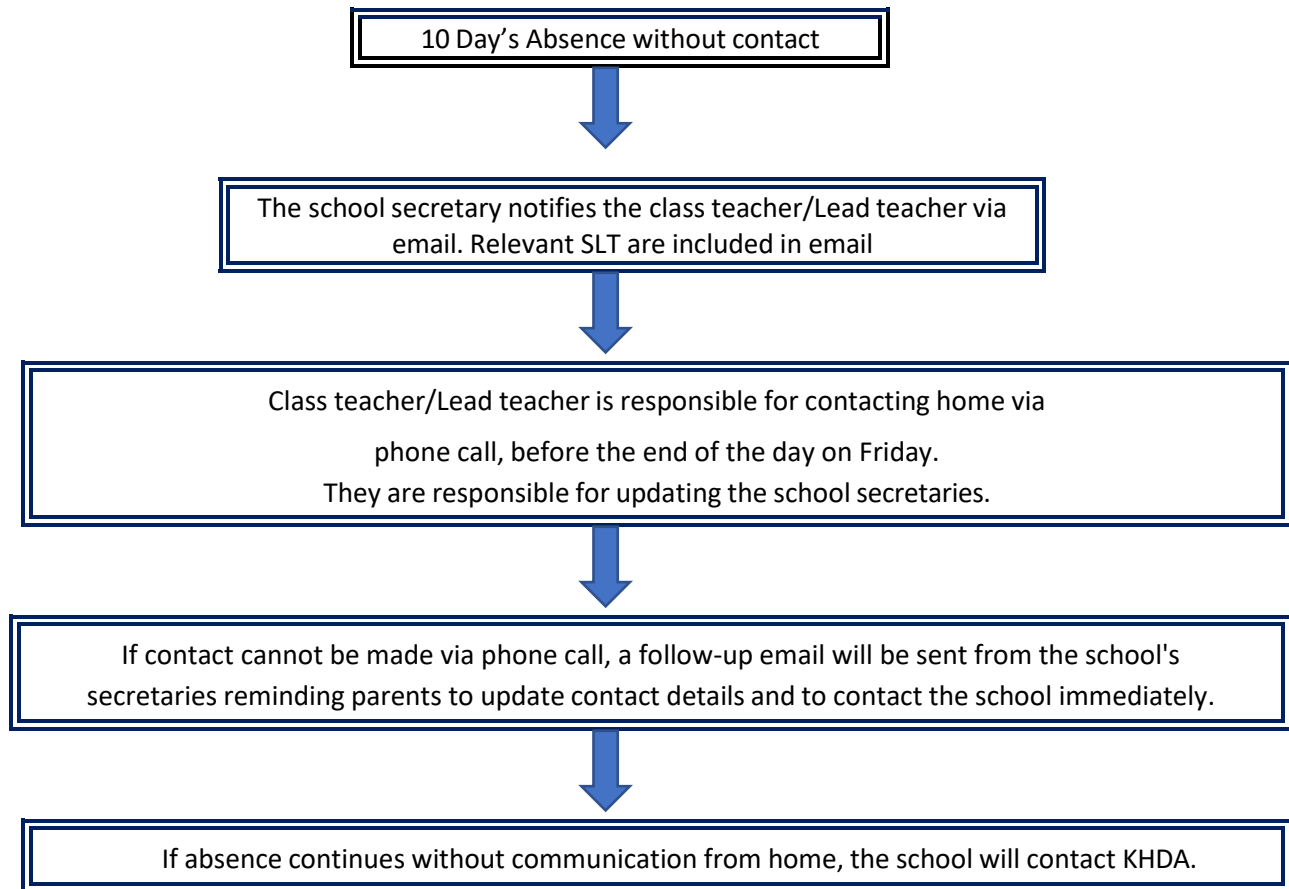
If a student is absent for five consecutive school days and the school has been unable to make contact with parents or carers, this will be logged as a safeguarding concern. The matter will be escalated to the Designated Safeguarding Lead (DSL) and, where appropriate, referred to relevant external agencies in line with safeguarding procedures.

Ongoing attempts to contact the family will continue, and all actions will be recorded on the school's safeguarding system.

10 Day Absence Without Contact

When children are absent from school for 10 days or more without contact with the parents, the following procedure should be followed. It is the responsibility of the school secretaries, in conjunction with the class teacher/lead teacher, to ensure that records are kept and cross check that contact has not been made.

At the discretion of the school, on the 10th day of absence, the Principal may email KHDA to inform them that parents have not made the school aware of the reason for absence. KHDA may contact the parents directly, and Child Protection may be contacted.



Punctuality

At GEMS Metropole, we believe that punctuality is a vital life skill that reflects responsibility, respect for others, and readiness to learn. Our expectations for punctuality are embedded in the daily routines of our school and form a key part of our behaviour and wellbeing culture.

Students may be recorded as late at two key points during the school day:

- Late to Lead: This applies when a student arrives at their Lead class after 7:45am, regardless of what time they were dropped off by parents.
- Late to Lesson: This applies when a student arrives to any lesson more than 5 minutes after the end of the previous session. Please note that no additional buffer time is provided after break or lunchtime.

Procedure for Recording Lateness

- In either case, the class teacher must update Go4Schools using the code 'L' to indicate lateness.
- A negative behaviour event worth –1 point must also be recorded in accordance with the school's Behaviour Policy.

Regular monitoring of punctuality helps ensure consistency and supports our drive for high standards. Repeated lateness may result in further intervention from the Pastoral or Behaviour Support Teams.

If children arrive after the registers have been closed:

The Forest and The Values School:

- 7.50am – 8.00am: Students in Primary will have their names recorded by a member of the Primary Leadership team and then transferred onto the school attendance system. Each child who is scanned into the system will receive a green sticker to help ensure their teacher is aware they have been registered by SLT.
- After 8:00am: Students in Primary must go to the front desk to be registered and given a green sticker. Students from FS1 – Year 1 are walked to class by the school's admin/security team.

The Active and The Future School: Attendance and Late Arrival Procedures

- **7:45am – 8:05am:** Students arriving at their Lead class during this time will be marked as **late** by their Lead teacher, and a **late code** will be added to their standards card.
- **After 7:45am:** Students arriving after this time must **scan in at the Future School Reception**, where the **school secretaries** will ensure their attendance is recorded as **present but late** on the system. This replaces manual updates previously managed by Front of House staff.
- **After 8:05am:** Students who have not attended Lead class or scanned in by this time must still report to reception to ensure their attendance is updated. The **school secretaries** will complete this process promptly to ensure accurate records.

Children leaving school early:

When a child needs to leave school early, the parent is responsible for completing the Early pick-up form. Early pick-ups can only be facilitated until 12pm in FS1 and FS2 and 2pm in the rest of the school. Proof of reason for taking their child must be shown on collection.

If parents collect their children early from school, they must get an exit pass from the reception before going to the classroom. If the child normally uses the bus, STS are informed that the child has gone home by providing STS with the yellow section of the form from the Exit pass. The exit pass must be shown to security on departure from the premises.

For students leaving school early, it is the responsibility of the parents to email and inform STS.

Clinic Procedure:**The Forest and The Values Schools:**

1. Student is taken to the clinic
2. If the student is picked up, then the clinic will email the class teacher and the head of year to let them know the reason

The Active and The Future Schools

1. Teacher issues student with a clinic pass
2. Student visits the clinic
3. Clinic emails teacher on the pass with an update if student is being sent home or back to class
4. If sent home: students must visit the Active and Future School Secretary before they leave to update the register by adding a medical remark.

Late Pickups – The Forest and The Values School:

At GEMS Metropole School, ensuring the safety and wellbeing of every student is paramount. To this end, the following procedures are in place for students who are not collected promptly at the end of the school day:

Monday to Thursday

- Children not collected within 10 minutes of the end of the teaching day will be taken to the designated late classroom in their year group corridor, where they will be supervised by a member of staff until 3:30pm.
- Any student still on site after 3:30pm will be escorted to the FS Reception, where their name and time of arrival will be recorded on the Late Pick-Up Register. The staff on duty will attempt to contact their parents immediately.
- A member of SLT will supervise the students until they are collected. Upon arrival, parents will be asked to provide a reason for the late collection, reminded of the school's expectations regarding pick-up times, and required to sign and record the exact time of collection. These details are tracked by the Attendance Team for ongoing monitoring.

Friday

- Children not collected by 12:15pm will be taken to their designated Late Classroom, supervised by a class teacher.
- At 12:15pm, students will be escorted to the FS Reception, where two members of the Primary Leadership Team will be on duty. A member of SLT will log the student's details and begin contacting parents from 12:20pm.
- As with weekdays, the SLT member will supervise the child until collection, request an explanation from parents, reiterate the importance of timely pickup, and ask them to sign and confirm the time of collection, which will be recorded and monitored by the Attendance Team.

Escalation and Follow-Up

- If a student remains on site after 1:15pm (FS1/FS2) or 3:30pm (Years 1–6) without contact from home, the Child Protection Association (CPA) may be contacted at the discretion of the Principal, in line with school safeguarding protocols.
- If a student remains on site after 4:45pm, and no contact has been made with the parent/carers, the matter may be referred to Dubai Police in accordance with child protection guidance.

Persistent Late Collection

- The Late Room Register will be reviewed at the end of each month by a member of SLT.
- Parents of students who are late three or more times in a calendar month will be contacted and reminded of school expectations.
- Where late collection persists, parents may be invited to a formal meeting with the Head of School. If there is no improvement, the case may be escalated to external authorities, including the Child Protection Association or Dubai Police, depending on the severity and frequency of the lateness.

Procedure for Missing Students During the School Day

If a student has been marked present earlier in the day but fails to arrive at their next scheduled lesson, the class teacher must immediately report the absence by emailing mts_missingstudent@gemsedu.com, clearly stating the student's full name and the lesson from which they are missing. It is the responsibility of the Behaviour Support Services (BSS) team to investigate and locate the student's whereabouts promptly.

If the student arrives late for the lesson, the teacher must send a follow-up email to the same address confirming that the student has returned. Should the student not return by the end of the lesson, the teacher must liaise with the BSS team to determine the reason for the absence.

If it is confirmed that the student left or missed the lesson without a genuine reason, this must be followed up with a call or email home to inform parents and the incident must be logged as a B4 Red Line behaviour (truancy) in accordance with the school's Behaviour Policy. This ensures consistent communication, accountability, and the safeguarding of all students throughout the school day.

This policy will be reviewed by Joe Gannon (DHT Secondary) and Ed Staton (Vice Principal). At every review, the policy will be approved by Mr. Naveed Iqbal – Principal/CEO