



Registration and Missing Pupil Policy

Policy date:	September 2022
Date of next review:	September 2023
Owner:	Deputy Master
SLT committee responsible:	-
Intended audience:	All staff
Location:	School portal

1. Purpose and scope of the policy

- 1.1 This policy sets out the School's approach to the safeguarding of pupils through registration procedures, the monitoring of those registers through reporting and the missing pupil procedure.
- 1.2 Registration is a legal responsibility. We must comply with DfE, ISI and UKVI requirements and have up to date registration records at all times.
- 1.3 This policy aims to establish effective registration practices to maximise accuracy of registers allowing us to check that pupils are safe, to statistically report on their engagement, and to monitor patterns of behaviour, attitudes to learning and/or health issues.
- 1.4 This policy applies to all members of the School teaching, pastoral and administrative staff who engage with pupils or provide administrative support to those who do.
- 1.5 Staff are responsible for familiarising themselves with this policy and for adhering to it.

2. Roles and responsibilities

- 2.1 The owner of this policy is the Deputy Master, who is responsible for ensuring that this policy is implemented and is reviewed annually. The policy is also reviewed by the Deputy Head (Co-Curricular), Deputy Head (Academic), Deputy Head (Pastoral), Assistant Head (Pastoral), Russell Dore HM and the School Office Manager.
- 2.2 All staff are responsible for safeguarding pupils and keeping children safe in education; registers are a crucial tool to help us do this.

3. Related policies and key documents

- 3.1 This policy should be read in conjunction with *Safeguarding and Child Protection* and *Leave Management* policies.

4. Computer systems used for registration

- 4.1 The School uses iSAMS in conjunction with the iTeacher mobile device application to allocate pupils to academic registers and pastoral call lists. Co-curricular activities are registered in SOCS.

5. Quick reference

- 5.1 The Director of Studies will allocate pupils to teaching sets which provide teachers with registers for the pupils they would normally expect to see at lesson. Registry will work with HMs to allocate pupils to Houses which provides HMs with the pupils they expect to see at call. The School Office will allocate pupils to form tutors who take calls for Lower School.
- 5.2 The Attendance Officer, in conjunction with other School Administrators, will either place notes on registers, pre-mark registers, or add pupils to Out of School lists which overlay registers, for activities, engagements or trips organised by the School that take pupils off-timetable. HMs, Form Tutors, Matrons and Lower School Administrators, will do the same for activities or engagements outside of School and authorised by the HMs.
- 5.3 Teachers, Tutors and HMs should mark pupils present or absent using iSAMS 'Take Register', or the iTeacher app. They should apply sub-codes where possible for more effective reporting.
- 5.4 Teachers, Tutors and HMs should always mark according to who they can actually see at the

call or lesson.

- 5.5 See Appendix A - Present codes for 'present' codes.
- 5.6 When a pupil is absent they should be marked with an unexplained absence 'N' unless a Note has been applied with an explanation of where the pupil is, in which case the appropriate authorised absence code should be applied; see Appendix B - Authorised Absence codes for 'Authorised Absence' codes.
- 5.7 Two consecutive unexplained absences will result in an automatic missing pupil alert, which will inform the Attendance Officer, HM and Matron. See Appendix D – Missing pupil procedure
- 5.8 If you have particular concerns regarding a pupil you should generate a manual missing pupil alert, which will also inform the Attendance Officer, HM and Matron.

6. Registration and safeguarding contacts

Attendance Officer	attendance@haileybury.com	01992 70 6405
DSL	l.pugsley@haileybury.com	01992 70 6496
Deputy Master	s.heard@haileybury.com	01992 70 6209
Assistant Head (Pastoral)	p.blair@haileybury.com	01992 70 6302
Russell Dore HM (Lower School)	l.bruggemann@haileybury.com	01992 70 6284

7. The role of the teacher

- 7.1 Teachers are provided with registers for the pupils they are expected to see in their lesson and are required to mark the pupil present or absent.
- 7.2 It is important to understand that this terminology applies to being present in the timetabled lesson or absent from the timetabled lesson. It does not refer to being present or absent from the site, nor does it refer to engagement with an approved educational activity.
- 7.3 You should complete your register at the start of your lesson. An unexplained absence should be recorded as "N".

7.4 Marking the register

Under most circumstances you will simply need to mark the student present or with an unexplained absence. However, you will need to understand the authorised absence codes for circumstances where the Attendance Officer has applied a note to your register.

7.4.1 The pupil is present

Due to the rapid introduction of online learning during Covid-19, an additional code 'B' has been added to the list of 'present' codes. This allows you to mark the student present, even if you have to operate your lesson in a virtual environment.

- Present codes - please see [Appendix A](#)

7.4.2 Authorised absences

- Pre-marking techniques

Authorised absences will have been pre-marked by the Attendance Officer, HMs, Matrons or Lower School Administrators. It is important to understand some fundamental concepts of how iSAMS manages the application of codes to registers.

Codes can be directly applied to registers or pupils can be marked as 'Out of School' (OOS).

OOS effectively overlays a code onto the register. The teacher or tutor to whom that register is assigned will be unable to mark the pupil. OOS is effectively a bulk marking tool.

A teacher would always mark the register directly, but an HM, Matron or Attendance Officer may need to use OOS or directly mark the register, dependent on circumstance.

- Advantages of using 'Out of School' (OOS):

Any events that are known ahead of the current day *can only* be applied to registers using OOS.

OOS allows the specific start and end time of the activity to be entered; iSAMS will then calculate which periods to apply this to.

- However, there are limitations to using OOS:

If circumstances should change and a pupil returns to lessons earlier than expected or indeed does not attend the out of School engagement, registers cannot be amended by the teacher who sees the pupil.

The 'Out of School' report facility in iSAMS will only show you those pupils who are marked as OOS. It would be logical to expect that it would show you all pupils who are not at School but it does *not* show you pupils who have had an off-site code directly applied on their register. (Note: Absent codes are shown in [Appendix B](#) and [Appendix C](#) below, and you can see which of those are off-site codes.)

- So, with the above techniques considered, if a pupil will not be present in their normal lesson for any reason this will be indicated in one of three ways:

- The pupil is marked as 'Out of School' (OOS)

If a pupil is away from School or taken off-timetable for an activity (School-organised or otherwise) that is off-site, then the School Office, HMs or Matrons may enter an 'Out Of School' (OOS) record for that pupil.

You will see the register row for that pupil highlighted in mauve and you will be unable to amend the code. If a pupil arrives at your lesson and yet they have been marked with an OOS please email the Attendance Officer (attendance@haileybury.com). The circumstances can then be investigated, the OOS adjusted, and the pupil marked correctly.

When a pupil needs to remain at the Health Centre overnight, despite the pupil remaining on the Haileybury campus, the circumstance will be treated as if off-site; the register will be marked with an OOS.

- Codes are pre-populated in your register

If the HM, Matron or Attendance Officer becomes aware of an absence that affects the rest or part of the current day, they may directly mark the registers.

This could apply to off-site or on-site engagements.

They might choose to do this, rather than entering an OOS, so that the registers can be overwritten by the subject teachers or pastoral tutors should the circumstances change.

- Notes are added to your register

If pupils are taken off-timetable but remain on site, then the Attendance Officer will place notes on the register in advance so that teachers know whether pupils might be late, need to leave early or will not be present. This, and unplanned absences, will be the only circumstances where you may need to apply one of the authorised absence codes.

- Authorised absence codes - please see [Appendix B](#).

- Absences which affect your whole lesson

As mentioned, if the absence has been entered as OOS, or the register has been pre-marked, you can leave the code as entered unless, of course, the pupil arrives, in which case, if it's been pre-marked, amend the code, or if it's an OOS, email attendance@haileybury.com.

If a note has been entered which covers your whole lesson please apply the authorised absence code as detailed in [Appendix B](#).

- A pupil needs to leave early or arrive late at your lesson

- Planned

As with authorised absences, a note will have been placed on your register if a pupil needs to arrive late or leave your lesson early for a planned engagement. As a general rule you should mark the student present at your lesson if they attend sufficiently to obtain the work. Co-curricular, music and other activities maintain registers which work in parallel with iSAMS to safeguard the pupils.

- Unplanned

If a pupil is unwell and needs to attend the Health Centre during your lesson you should send the pupil with a pupil chaperone to the Health Centre. You should expect the chaperone to return once the ill pupil is placed in care at the Health Centre.

If at all possible you should:

- email adminhealthcentre@haileybury.com and copy attendance@haileybury.com so that the Health Centre knows to expect the pupil, and the Attendance Officer can work with the Health Centre to ensure that coding is completed appropriately to manage alerts.
- **You should amend the code for the ill pupil to 'N' with a note of what time the pupil left.**

This safeguards the pupil because if they do not arrive the absence will be picked up for investigation.

The Health Centre will then email the Attendance Officer to advise that a pupil has arrived and how long they are expected to stay. The Attendance Officer will amend the appropriate periods with code 'K' and if the pupil needs to stay at the Health Centre overnight, their absence will be treated as with 'Out of School' activities.

7.4.3 Unauthorised absences

If a pupil is absent without explanation, this should set in motion a chain of checks, because potentially a pupil could be missing. You should mark the student 'N' for unexplained absence.

An automatic alert for a pupil, will be triggered if there are two consecutive N's, 10 minutes into the second session.

You should, however, generate a manual 'Missing Pupil Alert' if you have particular concerns about a pupil's behaviour or safety. You can do this by clicking the ALERT box that appears once you have selected 'N' as the code.

Please see Appendix D – Missing pupil procedure

8. The roles of the HM and Matron for Main School; HM, Form Tutors and Lower School Receptionists for Lower School

- 8.1 The Housemaster and Housemistress have ultimate day to day responsibility for the safeguarding of their house pupils.
- 8.2 HMs, Matrons, Lower School Form Tutors (LSFTs) and Lower School Receptionists (LSRs) should be familiar with The Role of the Teacher and, in addition to teaching responsibilities, HMs and LSFTs are responsible for registering pupils at calls, investigating unexplained absences at calls within the hour, and investigating unexplained absences at lessons during the previous School day.
- 8.3 Calls are particularly important for safeguarding and they are scrutinised by the ISI and DfE during audits. We are required to maintain accurate records for calls, there must be no missing marks, and all unexplained absences must be investigated and resolved.
- 8.4 HMs have the authority to grant leave of absence to a pupil for many circumstances as shown in Appendix B. HMs are required to mark calls and pre-mark (whether directly or through OOS) lessons affected by authorised absences.
- 8.5 **The HMs and their matrons, therefore have an important role to ensure that any known absences are added to registers ahead of call or lesson time, so that tutors and teachers can trust accurate information, and will be able to raise genuine alerts for missing pupils.**
- 8.6 It is important that calls are taken at consistent timings (Main School 8:00, 12:55 and 21:25; Lower School 8:00, 12:15 and 20:50) across houses in order that all pupils can be safeguarded effectively and reports can be run at the agreed times.
- 8.7 Just as with teachers and lessons, HMs have a register for all the pupils they expect to see at call.
- 8.8 If pupils will not be present for reasons organised outside of the HM's pastoral responsibility then the Attendance Officer will have placed codes on the registers (either directly or through OOS) for those absences. This may include co-curricular activities, trips or visits, or absences authorised by the Master's office.
- 8.9 *HMs and Lower School form tutors are required to mark pupils present or absent at call. Just as for lessons it is important to understand that this terminology applies to being present at call or absent from call. It does not refer to being present or absent from the site, nor does it refer to engagement with an approved educational activity.*

8.10 HMs should mark (or ask their Matron or LS Receptionist to mark) absences in registers. It is important that the correct codes are used in order that the School can generate accurate attendance reports for purposes of monitoring educational engagement, identifying health issues, and knowing which pupils are on or off the site to keep pupils safe.

8.11 **Signing in and out of House**

Pupils must sign in or out of Houses as follows:

- On weekdays, pupils do not need to sign out of House if they are remaining on campus between the hours of 7.00 am and 5.45 pm, unless they are going to miss a Call. However, pupils must sign out if they leave their House after 5.45 pm with the exception of attending supper.
- If pupils are leaving the School campus, they must report to the HM, the Matron or the Duty Tutor and sign out.
- All pupils visiting the shop in Hertford Heath must sign out (permission does not need to be sought). The times when these visits are permitted can be found in the Pupil Handbook.
- If a pupil will miss any Call, they must sign out.
- Day pupils must sign out when they depart for home. If they arrive to School late they must report to their matron, HM or the School Office.
- Pupils who visit other Houses must sign into that House so that HMs can monitor the whereabouts of the pupils in their House.
- Pupils must sign out with the time they leave the House but may tick to show they have returned.

9. The role of Department Heads and Administrators where planned and unplanned activities take pupils off-timetable

9.1 There are several members of support staff across the School who are responsible for working together with the Attendance Officer to ensure that when pupils are taken off-timetable this is communicated to the relevant teachers or tutors via the register.

9.2 It is crucial that the register is accurate as teachers are usually unable to access telephones, monitor emails or access several sources of information whilst simultaneously teaching a class.

9.3 These members of staff are not limited to, but include:

- Music Administrator
- Co-curricular Administrator
- Health Centre
- LAMDA Administrator
- Well-being Centre Administrators
- Any department that relies on pupils to assist in any capacity during time-tabled lessons

9.4 The Music Administrator

The Music Administrator provides the Attendance Officer with a list of all the planned music lessons scheduled to take place during the coming week. This allows notes to be added to

registers so that teachers/tutors/HMs receive formal notification of these lessons, and can have confidence allowing a pupil to leave their lesson for this purpose.

Having provided an authorised absence for the pupil, the Music Administrator therefore becomes responsible for the well-being of the pupil and will raise an alert if they do not arrive for their scheduled music lesson.

The Music Administrator will also provide the Attendance Officer with lists of pupils participating in various ensemble rehearsals or performances that would take them off-timetable.

9.5 The Co-Curricular Administrator

The Co-Curricular Administrator is responsible for informing the Attendance Officer for activities that take students off their usual timetable. As Sports events are usually scheduled during sessions reserved for this purpose, SOCS is used to manage attendance during these sessions.

However, if there are arranged Sports matches or tournaments for example, that will take students away from their normal lessons, the Co-curricular administrator informs the Attendance Officer to allow the registers to be marked or noted accordingly.

9.6 The Health Centre Administrator

The Health Centre Administrator remains in regular contact with the Attendance Officer throughout the School day.

For unplanned visits, the Health Centre Administrator advises the Attendance Officer when a pupil arrives in order that the 'unexplained absence' code (as marked by the teacher when the pupil leaves their lesson) can be amended to 'K' - Health Centre Visit.

The Attendance Officer will then add a note to all the remaining lessons/calls for the day so that if the pupil remains unwell, they are accounted for.

When a pupil leaves the Health Centre, the Health Centre Administrator advises the Attendance Officer so that the note can be removed from remaining periods throughout the day.

If the pupil needs to remain overnight and there will be a minimum length of stay, such as with a positive Covid case, the Attendance Officer will enter the absence as an Out Of School (OOS) in order that the absence can be forward marked.

Appointments (planned visits) are communicated to the Attendance Officer in order that a note may be added to a register, just as it would for a Music Lesson.

9.7 Others

All engagements that take a pupil off-timetable should be communicated to the Attendance Officer. The Attendance Officer has the relevant experience to guide the department of any steps that need to be taken, and will place a note or code the register as is appropriate.

10. The role of the Attendance Officer

10.1 The Attendance Officer reports to the School Office Manager, and is responsible for working closely with all Registration stakeholders. The Attendance Officer works to ensure that the School is effectively safeguarding our pupils at all times, and produces the reports and data required by the DfE, ISI and UKVI.

10.2 The Attendance Officer is heavily involved in either marking or making a note on registers for

activities taking pupils off their scheduled timetable, this can include music lessons, exams, health centre appointments or unplanned visits, trips etc.

- 10.3 Sessions within the School day not timetabled in iSAMS are instead registered in SOCS, and fall under the responsibility of the Co-Curricular administrator.
- 10.4 As well as noting and marking registers to ensure that teachers, tutors and HMs know who to expect on their register, the Attendance Officer produces the following reports:
- Not Yet Registered (Missing Mark) Call Reports
 - These are produced three times daily for Main School HMs and Lower School as a check to ensure call registers were all complete.
 - Weekly follow up reports are produced for the Assistant Head (Pastoral) and Russell Dore (Lower School) HM to verify that no gaps are remaining.
 - Not Yet Registered (Missing Mark) Lesson Reports
 - These reports will be produced weekly for Heads of Department and Deputy Head (Academic). This will allow Heads of Department to monitor whether lesson registers are being completed effectively.
 - Unexplained Absences Reports
 - Unexplained absence from call reports are produced three times daily, one hour after call (except Final Call which is produced the following morning), for Main School HMs and Lower School. This ensures that any unexplained absences from call have been resolved.
 - Unexplained absence reports (including lessons) are produced after School each day and provided ready for the following morning. This allows HMs and Lower School form tutors to follow up with pupils who have a remaining unexplained absence from call or an unexplained absence from lesson the previous day.
 - Visa Pupil Reports
 - Off-site reports are produced for any of our Visa pupils for Final Call on Saturday evening. This enables HMs to ensure that they received a Leave Request for all those pupils. This report ensures that we meet our UKVI obligations.
 - Lates Report
 - Reports are produced at the end of each day for HMs (Main School and Lower School) for pupils who were late to call or lessons that day.
 - Reports are produced weekly for the Proctor for pupils who have 3 or more lates during a week.
 - Full Registration Reports
 - Each month the Attendance Officer will produce hardcopy reports for the previous month, by House, to verify that there are no missing marks or unexplained absences remaining. The reports will be filed in the office, and the Deputy Master will be alerted to the status.

11. The role of senior registration staff

- 11.1 The ultimate responsibility for registers falls to the Deputy Master. He will ensure that the registers are complete and consistent for the academic year.
- 11.2 The Assistant Head (Pastoral) (for Main School) and Russell Dore HM (for Lower School), are

responsible for ensuring that all the registers for Morning, Afternoon and Final Call are complete and without unexplained absences throughout each week, and therefore throughout the academic year.

- 11.3 The School Office Manager is responsible for ensuring that the day to day operations support the correct coding of the registers to facilitate effective reporting. These reports allow the Assistant Head (Pastoral) and Russell Dore HM to monitor the work of the staff working in any capacity where safeguarding of pupils is involved.

12. Appendix A - Present codes

Physically present in your lesson onsite at Haileybury	PR
Physically present at morning, afternoon or evening call	/ or \
Physically arrives after the expected time	L and add the number of minutes late
Present in your lesson remotely (in an online capacity)	B

13. Appendix B - Authorised absence codes

Activity or Engagement	Authorisation	Code	Location
A pupil is required to partake in an onsite activity (sports, music, drama etc.) or internal exams.	Deputy Head (CC)/(Academic)	A and note	On Site
A pupil is required to partake in a sports match (or other co-curricular activity) for the School that takes them off site.	Deputy Head (CC)	P and note	Off Site
The pupil has been granted absence for co-curricular activities NOT organised by the School.	Deputy Head (CC)	C and note	Off Site
A pupil needs an unplanned visit to the SEN Department.	HM/JST-W	U	On Site
The year group is on Study Leave. The pupil is studying on site.	HM	T	On Site
The year group is on Study Leave. The pupil is studying at home (or off site).	HM	S	Off Site
The pupil has an appointment or unplanned visit to the Health Centre.	Health Centre Mgr/Matron/HM	K	On Site
The pupil is at the Wellbeing Centre.	Wellbeing Centre Mgr/ Matron/HM	Q	On Site
The pupil has remained in house.	HM/Matron	G	On Site
The pupils is at home (e.g. Day pupil not expected here for session)	HM	H	Off Site

Activity or Engagement	Authorisation	Code	Location
The pupil is unwell offsite.	HM/Matron	I	Off Site
The pupil has an off site medical appointment.	HM/Matron	M	Off Site
The pupil has been granted absence for religious observance.	Deputy Master	R	Off Site
The pupil is on a School visit or trip.	Deputy Head (CC) / (Academic) / Deputy Master	V	Off Site
The pupil is having to be temporarily educated by another provider	Deputy Master	D	Off Site
The pupil has been granted absence for an interview	Deputy Master	J	Off Site
The pupil has been granted absence in order to engage in work experience	Deputy Master	W	Off Site
The pupil's family has been granted absence for holiday	Master	F	Off Site
The pupil has been suspended or excluded	Master	E	Off Site
School not open for exceptional circumstances e.g. security threat	Master	Y	Off Site
Pupil on roll but has not yet started	Master	Z	Off Site
The pupil has been granted absence by the Master/Deputy Master for any reasons not already covered here	Master/Deputy Master	C	Off Site

14. Appendix C - Unauthorised absence codes

	Code
A pupil is absent without explanation from their lesson.	N
Following investigation, a pupil was found to have been absent without authorisation.	O

15. Appendix D – Missing pupil procedure

- 15.1 Where this procedure refers to a member of staff, and that member of staff is absent from School for any reason, the staff member with delegated responsibility must follow this procedure in that person's absence. For example, if a HM is away, the Acting HM will take responsibility in their absence.
- 15.2 If the missing pupil procedure has to be instigated and the procedure has been escalated to the point of needing to notify the Deputy Master, the relevant HM, Attendance Officer and Deputy Master must write a brief report to the SLT including any lessons learned which may help to improve the School's policies and procedures. A copy of the report will be kept on file by the

Deputy Bursar for compliance purposes.

During the school day

15.3 A pupil can be identified as missing by:

- Absence from call.
- A double absence on iSAMS triggering an electronic alert.
- A manually generated iSAMS alert.
- Word of mouth.

15.4 The following procedure will be initiated in the event of a missing pupil, the HM and Attendance Officer will remain in contact at all times:

15.4.1 HM and Matron

- The HM or Matron will contact the pupil via their mobile telephone or via their friends to establish their whereabouts.
- The HM will contact other HMs by telephone to see if they are in another House.
- The HM will check with the pupil's tutor, subject teacher, or their co-curricular or activity supervisor.
- The HM will organise a search of the House and/or the area where the pupil was last seen, and check the pupil's room for any evidence of a recent departure.
- The HM will check with the Head of House/House Prefects to confirm the last sighting of the pupil.

15.4.2 The Attendance Officer

- The Attendance Officer will check SOCS to see if they are on a trip or activity.
- The Attendance Officer will check with the Health Centre to see if they have attended there.
- The Attendance Officer will contact all staff via email to establish if the pupil is with another staff member.

15.5 If the pupil is still not found, the HM will notify the Deputy Master and Deputy Head (Pastoral) and discuss with them the next steps to be taken. These should include:

- Telephone parents or guardians to inform them and discuss the next steps. The School will ask parents to check any applications on their mobile telephones that could indicate the pupil's whereabouts.
- If no satisfactory explanation has been established, contact the local police.

15.6 If it is not possible to reach the parents or guardians, the School will notify the police immediately.

15.7 Individual cases will vary, but the above procedure should be completed and the police notified if necessary, within 1-2 hours of the pupil first being reported missing.

15.8 If and when the matter is referred to the police, the School will fully assist the police with their enquires and will provide all relevant information including contact information for the pupil and

their parents/guardians. Parents or guardians will be kept informed.

During the night

15.9 In a case where an HM or a tutor on duty discovers that a pupil is missing from their room during the night, the procedure below will be followed:

- Check the communal areas of the House e.g. bathrooms, toilets, common rooms and kitchens.
- Check the rooms of other pupils in the pupil's year or friendship group; establish whether anyone else is missing.
- Telephone the pupil's mobile phone number.
- If the pupil is not found, the Deputy Master must be contacted immediately on his mobile telephone number (07454 988184). The Deputy Master will:
 - telephone HM Albans, who will in turn telephone the HMs of Allenby, Colvin and Melvill;
 - telephone HM Edmonstone, who will in turn telephone the HMs of Bartle Frere, Trevelyan and Thomason; and
 - telephone HM Batten, who will in turn telephone the HMs of Kipling, Lawrence and Hailey.
- HMs should then check the rooms of all pupils to establish if any other pupil is missing. Each HM should report back to the staff member who contacted them to confirm whether any other pupils are missing.
- The Deputy Master will then determine what action needs to be taken e.g. they may contact the night security staff, the Master, or the police.

Version history		
Date	Reviewed by	Notes
December 2021	SLT	New policy reviewed and approved
September 2022	School Office Manager, SLT	Minor update to remove Covid references as required by DfE