



# Windsor North School Attendance Management Plan

## Attendance Matters Every Student, Every Day

Windsor North School places a high value on attendance at school. Regular attendance at school helps build and maintain a child's learning, establishes positive daily routines, and promotes well being by connecting them to their peers.

Solving the attendance challenge is a commitment that Windsor North School takes seriously and is dedicated to working with whānau to improve attendance.

Our attendance procedures ensure students are accounted for during school hours and activities as well as emergency events. This allows staff to identify and respond to student attendance concerns. We recognise the importance of regular attendance to support student welfare and help students achieve their educational potential.

As required by the Education and Training Act 2020 (s35) students between 6 and 16 years old must be enrolled at school. Once enrolled, it is compulsory to attend regularly unless a specific exemption has been approved by the school and the Ministry of Education. The board takes all reasonable steps to ensure all students enrolled at Windsor North School attend school when it is open (Education and Training Act (s36)

Windsor North School records and monitors attendance using a set attendance procedure.

Annual targets for student attendance are set by the Ministry of Education (MOE) recommendation which is for students to attend at least 94% of the term - with a school overall attendance rate of 80% of students attending school 90% of the time\*.

The school works with staff, students, parents, caregivers/whanau and external agencies where necessary to improve levels of students attendance. We share our attendance information with the Ministry of Education daily through our student management system. This ensures we receive correct funding and staffing entitlements. We keep attendance registers for seven years from the last date of entry.

## Parent/Guardian and Student Responsibilities

Parents and guardians have legal obligations to ensure their children attend school Education and Training Act 2020 (s244). We expect parents/guardians to:

- Notify the school as soon as possible if their child is going to be absent
- Arrange appointments and trips outside school hours or during school holidays where possible
- Work with the school to manage attendance concerns

*\*The Government has set a target of 80% of students attending school for more than 90% of the term (regular attendance) by 2030. To achieve this, schools need to aspire to reach an average daily attendance rate above 94%.*

# Parent Attendance Procedures

The Ministry of Education requires schools to follow up on all student absences for child protection purposes. Your proactive notification helps our office administrators focus their time and energy on other essential tasks. This leads to a smoother operation and better support for all students and parents.

Where a child is not expected to be at school due to sickness or any other reason, parents are asked to inform the school before 9.00am. Parents of non-reported absences will be contacted by the school. How to report an absence:

**Hero Parent App** Absences can be reported on the app from 3pm the day prior  
**Email** [absences@windsornorth.school.nz](mailto:absences@windsornorth.school.nz)  
**Telephone** 217 8819 (please leave a message)

**If your child is away for more than 5 days due to illness** - Students must bring a medical certificate to the office for any illness longer than 5 days. Their absence will then be coded as M which is a justified absence due to illness.

**If your child is late to school** - Students must report to the school office on arrival to sign in. Once signed in, students will receive a late slip to take to their class teacher.

**If you need to take your child out of school during the day** - If your child needs to leave the school grounds at any time during the school day, the following procedures are to be followed:

- Parents are asked to **first** contact the school office either using the Hero app or phone
- Our office team will contact the students' class teacher and your child will come to the school office to meet you. Please ensure you sign your child out.
- If your child is returning back during the school day we ask that they report back to the school office to sign in.

During the school day we must be able to account for everybody at all times. Windsor North School uses an electronic attendance system to record the roll and to monitor student attendance. Based on the Ministry's attendance guidelines a child's absence is recorded using a number of codes. For example:

- P = Present
- L = Late
- M = Medical (medical illness)
- D = Doctor/Dentist/Medical Appointment
- Q = Board approved off site learning
- J = Explained and approved absence (this refers to any unplanned absence such as a bus breakdown, accident or bereavement, and also planned absence such as representation in a national sporting event)
- E = Explained but not approved absence (this includes visiting relatives, children staying at home when a sibling is sick)
- G = Holiday during term time

**Schools are not legally permitted to grant permission for non-attendance except in cases of medical reasons, bereavement, or exceptional family circumstances.** In exceptional cases, the Education Act 1989 (Part 3 - Enrolment and Attendance of Students) allows the Principal to grant permission for non-attendance for up to five days. *For more information on Student Attendance and the Education Act, please refer to the Ministry of Education website at [www.minedu.govt.nz](http://www.minedu.govt.nz).*

**Leave for 3 days or more** - If you plan to take your child out of school for more than three days, you must submit a written request via email ([office@windsornorth.school.nz](mailto:office@windsornorth.school.nz)) for a leave of absence to the Principal. Leave requests could include: sports/ arts/ cultural/ religious or holiday leave.

## How can we support each other?

With the new Ministry of Education measures being implemented we would love you to continue supporting us by notifying the office if your child/ren is absent and the reason why. We will continue to be open, positive and supportive regarding attendance and be there to listen and support whānau. We will do this face to face with conversations with you not with a *standardised* letter.

### How can I monitor my child's attendance as a parent?

In the Hero App at the bottom of your child's school report is their attendance for the year.

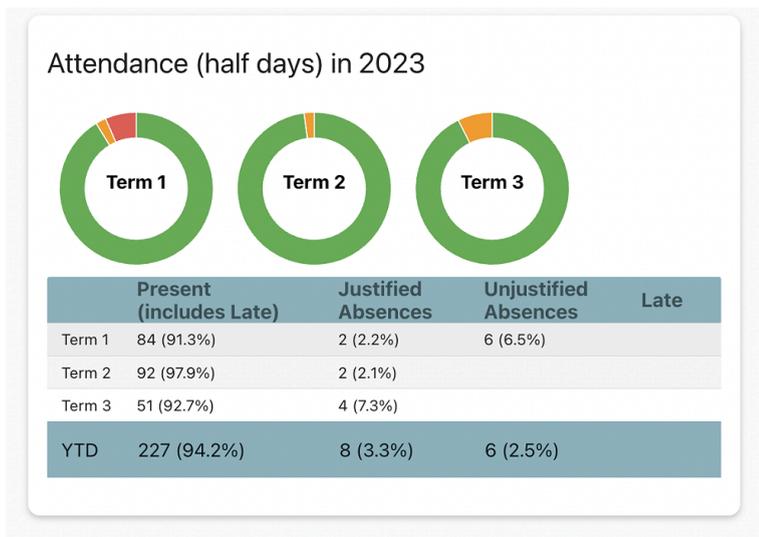
**Green** - present at school

**Orange** - absent from school with a justifiable reason (sick, dentist visit or funeral)

**Red** - absent from school with an unjustified absence (family holiday or parent condoned absence)

### Does attendance really matter?

*The Ministry of Education has set guidelines that children have an attendance rate of 90% or more per term.*



### 1 or 2 days a week doesn't seem much but...

If your child is missing	That equals	Which is	And over 13 years...
Half a day per week	20 days per year	1 month per school year	Almost 1.5 school years
1 day per week	40 days per year	2 months per school year	Almost 2.5 school years
2 days per week	80 days per year	4 months per school year	Almost 5 school years
3 days per week	120 days per year	Over half a school year	Almost 8 school years

***If you want your child to be successful at school then Yes! Attendance does matter and Every Day Counts!***

# School Attendance Procedures

## Stepped Attendance Response – STAR



### Responding to all absence

The Government’s target is for **80% of students to attend regularly**, that is to attend school more than 90% of the time



### Individual Student Attendance activities

Individualised student responses to absence thresholds

Less than 5 days absence in a school term	Up to 10 days absence in a school term	Up to 15 days absence in a school term	15 days or more of absence in a school term
<p><b>Parents/Guardians</b></p> <ul style="list-style-type: none"> <li>Ensure student attends every day they are able</li> <li>Reinforce good attendance habits</li> <li>Support other parents to reinforce good attendance habits</li> <li>Open communication with school</li> <li>Follow school attendance management plan and associated policies and processes</li> </ul>	<p><b>Parents/Guardians</b></p> <ul style="list-style-type: none"> <li>Return student to regular attendance</li> <li>Contact school to discuss reasons for absence and impact on learning</li> <li>Support student to catch up on missed learning</li> <li>Engage in supports offered</li> </ul>	<p><b>Parents/Guardians</b></p> <ul style="list-style-type: none"> <li>Return student to regular attendance</li> <li>Participate in meeting with school to analyse reasons for absence and to collaborate on a support plan</li> <li>Implement strategies at home</li> </ul>	<p><b>Parents/Guardians</b></p> <ul style="list-style-type: none"> <li>Return student to regular attendance</li> <li>Engage in support plan</li> <li>Participate in regular meetings</li> </ul>
<p><b>Schools</b></p> <ul style="list-style-type: none"> <li>Communicate with parents about every absence</li> <li>Maintain contact details of parents</li> <li>Provide student with regular updates on their own attendance</li> <li>Report regularly to parents on attendance of their child</li> <li>Support student:                             <ul style="list-style-type: none"> <li>attending school</li> <li>to continue learning if unable to attend school every day, including using Ministry approved well-being or transitional plans, or health schools where appropriate</li> <li>to access other education pathways where appropriate</li> </ul> </li> </ul>	<p><b>Schools</b></p> <ul style="list-style-type: none"> <li>Contact parents to discuss reasons for absence and impact on learning</li> <li>Support student to catch up missed learning where required</li> <li>Use in-school resources as appropriate to remove barriers e.g. counsellor, alternative timetables, PB4L</li> </ul>	<p><b>Schools</b></p> <ul style="list-style-type: none"> <li>Contact parents to escalate concerns</li> <li>Hold meeting to analyse reasons for absence and to collaborate on a support plan</li> <li>Develop and implement a support plan tailored to the reasons and circumstances around the child’s absence</li> <li>Use in-school resources as appropriate to remove barriers and request support from Attendance Service or other agencies as needed</li> </ul>	<p><b>Schools</b></p> <ul style="list-style-type: none"> <li>Contact parents to inform of escalated response</li> <li>Request support from Attendance Service or other agencies as needed</li> <li>Participate in multi-agency response</li> <li>Maintain implementation and monitoring of support plan</li> <li>Undertake school-led prosecution, or request Ministry-led prosecution, when considered appropriate if supports are offered and not taken up</li> <li>Unenroll if student will not be returning to school</li> </ul>
<p><b>Ministry of Education</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p><b>Attendance Service</b></p> <ul style="list-style-type: none"> <li>Work with chronically absent and non-enrolled students and their families to identify and address barriers to attendance. This includes:                                     <ul style="list-style-type: none"> <li>agreeing changes to be made,</li> <li>addressing some unmet basic needs impacting on attendance, and</li> <li>referring students to other services as necessary</li> </ul> </li> <li>Collaborate with schools so that                                     <ul style="list-style-type: none"> <li>they remain engaged as plans are developed and implemented, and</li> <li>they can continue to provide support as the student increases their attendance at school, and the additional Attendance Service support is withdrawn</li> </ul> </li> </ul> </div> <div style="width: 48%;"> <p><b>Regional and National teams</b></p> <ul style="list-style-type: none"> <li>Facilitate involvement of other agencies</li> <li>Support schools to access other education pathways for a student where appropriate</li> <li>Consider system-wide initiatives for high-risk attendance</li> <li>Reprioritise regional support resources to where most needed/effective</li> <li>Undertake Ministry-led prosecution when considered appropriate if supports are offered and not taken up, when requested by schools</li> </ul> </div> </div>			

Windsor North School has procedures to record and monitor attendance and to identify and follow up concerns.

**Good attendance (green),  
Worrying (yellow),  
Concerning (orange),  
Very concerning (Red).**

We share attendance expectations with students and parents/caregivers, and staff are responsible for reminding students of these expectations.

The Ministry of Education has brought in three new measures in relation to attendance:

1. Correctly coding absences every day
2. Identification of learners who may be at risk of slipping into persistent patterns of unjustified absences.
3. Schools have initiated timely intervention and support to keep learners engaged

### **Legislation**

Education and Training Act 2020

Education (School Attendance) Regulations 1951

### **Recording Attendance**

We record attendance accurately and ensure the information is available in emergency situations to ensure all students are accounted for. Recording occurs by the class teacher:

- by 9:15am
- by 1:45pm

We monitor attendance patterns using our student management systems daily. The leadership team reviews trends and patterns of attendance and lateness weekly. Parents and caregivers are notified of any concerns.

All Windsor North staff (teachers and administrators) work together to ensure attendance is recorded correctly. Relievers to our school are provided attendance information and record the morning and afternoon attendance on a class attendance paper form.

Students are recorded as present or absent using the MOE attendance codes. An absence may be justified (e.g. medical reasons) or unjustified (e.g. holiday during term time or other unsatisfactory reason) and will be marked as such on our attendance register. List of codes Attendance Matters MOE - [click here](#)

### **[WNS Procedures using the School Management System](#)**

## **Monitoring Attendance**

The administrator receives electronic attendance information from the classroom teachers/relievers and is responsible for checking and updating attendance information (e.g. students arriving late, going home early, reported absences via the Hero app/email/phone).

The administrator follows up unexplained absences, monitors for changes or trends in student attendance and shares information with the class teacher and Leadership Team including the Principal.

When students are not meeting the threshold for regular attendance staff are encouraged to report attendance concerns to the principal and:

- Teacher is to check in with the student and touch base with the parent/caregiver
- Teacher and Team Leader monitor after whanau discussion
- If patterns are continuing a formal attendance letter of concern is sent requesting a meeting with the school to look at ways to support them
  - Support services may be requested to support whanau
  - Follow up letter from meeting sent outlining agreed steps
- If patterns continue [Attendance Services](#) will be requested

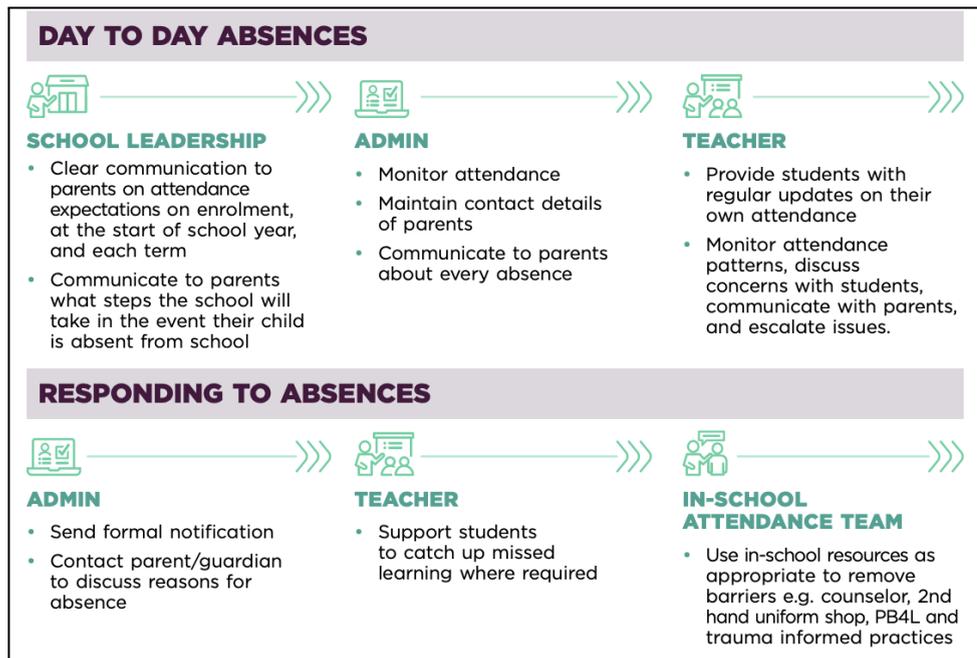
## Student Absence

If there is a justified reason for absence (e.g illness, funeral/tangi or other approved reason at the discretion of the school, the principal may allow a student to be absent from school for up to 5 days. (Education and Training Act 2020, s45). In the case of a planned absence, requests must be made to the principal at least two weeks before the planned event. The principal has discretion to approve or deny requests, based on the criteria including:

- The benefit to education for the student (including qualifications and experience of course providers as relevant)
- The length of time away from regular school programmes that the activity will require.

If a student does not arrive at school or goes missing during the day (including from an EOTC event) we check there are no errors in how attendance information was recorded or updated. If necessary we will follow our [Missing Student Procedure](#)

## Visual Process of Procedure



## ESCALATING ABSENCES



### ADMIN

- Send warning notice



### IN-SCHOOL ATTENDANCE TEAM

- Hold meeting to diagnose reason for absence and to collaborate on a support plan
- Develop and implement a plan tailored to the diagnosis and circumstances around the child's absence
- Implement and monitor improvement plan



### SCHOOL LEADERSHIP

- Escalate to multi-agency response
- Participate in multi-agency response
- When criteria is met, follow prescribed processes to unenroll the student



### MINISTRY ATTENDANCE SERVICES, MULTI-AGENCIES, ORANGA TAMARIKI, ETC.,

- Coordinate regional response where required
- Consider system-wide initiatives for high-risk attendance
- re-enrol students who are not enrolled

## Missing child or student

All instances of a child or student going missing from a school have to be treated urgently and steps taken to find the missing person or confirm their safe whereabouts. There can be many reasons and associated dangers for a missing child or student including:

- the proximity of dangerous hazards to the school
- the possibility of an abduction
- the possibility that the child or student has been picked up by a parent or caregiver
- the child or student has decided to leave school for the day
- the child or student has felt unwell and simply gone home.

Until the child or student has been found or confirmed in a safe location, action must be taken to locate them.

	Response actions (as appropriate)
<b>Information or notification received that a child/student is missing</b>	<ul style="list-style-type: none"> <li>• Confirm that the person had been present at school at some time during the day, and if so when they were last seen</li> <li>• Notify the Principal and staff</li> <li>• Search the school</li> </ul>
<b>If child or student is found</b>	<ul style="list-style-type: none"> <li>• If a student is found injured or ill, call for medical assistance</li> <li>• Notify principal and other searchers</li> <li>• Establish what happened and complete incident report</li> <li>• Arrange for the child/student's parents or caregivers to be advised</li> </ul>
<b>If child or student is not found after 20 minutes</b>	<ul style="list-style-type: none"> <li>• Notify the police immediately</li> <li>• Notify the parents/caregivers immediately</li> </ul>

## Prosecutions for non-attendance and non-enrolment

Parents and legal guardians are required to:

- enrol their child at a registered school when they turn six-years-old
- make sure their child (including enrolled five-year-olds) attends school every day the school is open until they are at least 16 years old.

Failure to do so can result in prosecution of parents under Sections 243 and 244 of the Education and Training Act 2020. Prosecution is a last resort when all other attempts to return a student | ākongā to regular attendance have failed, and there is clearly an unwillingness from parents to comply with the law.

If you are aware of a case where parents and legal guardians are not fulfilling their legal obligations in relation to school attendance, we are able to investigate and may decide to undertake prosecution.

Steps in this process:

1. Work with your local attendance service provider in the first instance
2. When you agree that it is time to notify us of a potential case contact [attendance.prosecutions@education.govt.nz](mailto:attendance.prosecutions@education.govt.nz) or discuss it with your local Ministry office. [Regional offices – Ministry of Education](#)
3. Consideration of whether prosecution is an appropriate action will be in accordance with the Ministry's Prosecution and Warnings Policy: [Prosecution and Warnings Policy 2025 \[PDF, 213KB\]](#)

# APPENDIX

## Messages for Attendance based on STAR (Stepped Attendance Response) – January MOE

### School Expectations for Student Attendance- Newsletter

#### OUR EXPECTATIONS FOR STUDENT ATTENDANCE

Regular attendance at school is important to your child’s success and there is a clear connection between going to school regularly and doing well in the classroom. Making sure students attend and engage in learning is a shared responsibility.

As a parent, you are responsible for making sure your child attends school every day. If your child is going to be absent for any reason it is essential that you let us know as soon as possible.

It is important that you [phone us/send us an email/message us on (app)] to confirm your child’s absence and provide us with the reason.

We acknowledge that there are genuine reasons students may occasionally be absent. However, without regular attendance your child will struggle to make progress. If your child is absent regularly, or for extended periods, we will reach out to you to discuss the situation.

We are committed to supporting your child to attend school. If you’re having difficulty getting your child to school, you can ask for support by:

- speaking with your child’s teacher,
- sending us a message on [app], or
- calling us on 03 217 8819

We can work with you to develop a support plan that addresses any barriers to regular attendance.

More information on attendance, including your rights and responsibilities as parents or caregivers, is available on the Ministry of Education’s webpage: Attendance.

### Attendance Reporting to Parents - Hero / Interviews

<b>Message content</b>	<b>Attendance update:</b> Your attendance information for <b>[Term 3, 2025]</b> Goal <b>[90]%</b> attendance Your attendance this term <b>[92]%</b> attendance Your attendance last term <b>[83]%</b> attendance STAR step <b>GOOD</b> <b>[Personal message]</b> Well done <b>[student’s name]</b> ! You have improved your attendance this term. We love your effort and we can see the improvements in your learning, keep up the good work.
<small>Communicating with parents about attendance: Information for School Leaders Page 4 of 9</small>	
<b>or</b>	<b>Attendance update:</b> Your attendance information for <b>[Term 3, 2025]</b> Goal <b>[50]</b> days Your attendance this term <b>[46]</b> days Your attendance last term <b>[40/48]</b> days STAR step <b>GOOD</b> <b>[Personal message]</b> Well done <b>[student’s name]</b> ! You have improved your attendance this term. We love your effort and we can see the improvements in your learning, keep up the good work.

# CONCERNING

## Hard to make progress

Up to 15 days absence in a school term

### Message 6: Escalated formal notification

<b>STAR activities</b>	<ul style="list-style-type: none"><li>• Send escalated formal notification to parents</li></ul>
<b>School staff member(s) responsible</b>	Attendance lead or school leadership  
<b>Format/channel</b>	Email, letter or other formal message directly to parents
<b>Audience</b>	Parents/guardian of individual student
<b>Message information</b>	<p>This is an opportunity to:</p> <ul style="list-style-type: none"><li>• ensure parents are aware of their child's continued low attendance rate, and</li><li>• request a meeting to discuss barriers to attendance and develop an attendance plan</li></ul>
<b>Message content</b>	<p><b>[Student's full name]</b> – Continued low attendance</p> <p>Tēna koe <b>[parent's name]</b></p> <p>I wanted to let you know that <b>[student's name]</b> attendance has not improved enough. Our attendance records show that they have been absent for <b>[xx]</b> days this term.</p> <p>It is important for students to attend school to set them up for success and they are legally required to attend school every day. We share responsibility to make sure students attend and engage in learning from when they first start school.</p> <p>We've already had a kōrero with you about <b>[student's name]</b> attendance on <b>[date of chat/meeting]</b>. Unfortunately, things haven't improved enough.</p> <p>We need to meet and make a plan to make sure <b>[student's name]</b> gets back to regular attendance, so their learning stays on track. I will give you a call [or, Please get in touch with me urgently on <b>[contact details]</b> so we can arrange a time to develop this plan.</p> <p>Ngā mihi,</p> <p><b>[Principal's or deputy/associate principal's name]</b></p>

# SERIOUS CONCERN

## Very hard to make progress

15 days or more absence in a school term

## Message 7: Warning notice

<b>STAR activities</b>	<ul style="list-style-type: none"><li>Send warning notice and make contact to arrange meeting with parents</li></ul>
<b>School staff member(s) responsible</b>	School leadership 
<b>Format/channel</b>	Email, letter or other formal message directly to parents
<b>Audience</b>	Parents/guardian of individual student
<b>Message information</b>	<p>This message provides an opportunity to:</p> <ul style="list-style-type: none"><li>ensure parents are aware of their child's continued low attendance</li><li>advise parents of the consequences if their child's attendance does not improve (or a reason for absences isn't provided)</li><li>offer to discuss the situation</li></ul> <p>You might consider using this if supports offered have not been taken up.</p>
<b>Message content</b>	<p><b>Referral / Consideration of Legal action:</b></p> <p>Tēnā koe <b>[parent's name]</b></p> <p>This is to inform you that <b>[student's name]</b> has not had regular attendance at <b>[school name]</b>.</p> <p><b>[give brief details as to absences].</b></p> <p>This letter is to inform you of your legal obligation to ensure that <b>[student's name]</b> attends school whenever it is open and request that <b>[student's name]</b> returns to regular school attendance immediately.</p> <p>School staff have engaged with you on the occasions listed below, to discuss these ongoing absences and attempt to get <b>[student's name]</b> attendance back on track.</p> <ul style="list-style-type: none"><li><b>[email/letter, date]</b></li><li><b>email/letter, date</b></li></ul>

- **details of meeting, date**
- **details of meeting, date]**

The school has also involved **[external agencies involved]** to support **[student's name]** to return to regular attendance.

This has not resulted in the improvement of **[student's name]** attendance at school.

Section 36 of the Education and Training Act requires a student to attend the registered school at which they are enrolled whenever it is open, while section 244 provides that a parent of that student commits an offence if they do not attend as required by section 36.

If there are insufficient improvements by **[date]**, the board will consider the appropriate next steps available, which may include a referral to the Ministry of Education to consider prosecution for irregular attendance under section 244 of the Education and Training Act 2020.

Please contact **[school leader name]** as soon as possible with any questions you may have.

Yours sincerely/ Nāku iti nei, nā,

**[sender name and role title]**

## Helpful Resource Links

 [STAR Individual Attendance Plans \(Information for School Leaders\) - FINAL...](#)

 [Attendance\\_Guidance\\_v03.pdf](#)

 [Attendance Codes Comparison Table 02102025.docx](#)

 [MASTER Request of Leave During Term Time](#) template letter