

# Non-Attendance Policy

## AIM

**At the Knowle Nursery we encourage parents/carers to inform us of their child's absence and the reason why.**

- Information on the procedure for informing known absences are listed in the welcome pack. These would include e.g hospital appointments, holidays and parents should inform the nursery in advance.
- Absences are recorded in the Daily Register with an A and an H for holiday.
- Parents/ carers are encouraged to text, ring or email in on the day their child is unwell.
- Manager/key person would contact parent/carer if their child has not arrived at nursery. If we are unable to speak to a parent a message would be left for the parent to contact Nursery or call emergency contact details.
- Staff to highlight register in green when they have been informed of an absence. Staff to highlight in orange where they have had to persistently chase parents about absence.
- See safeguarding policy if the child is unaccounted for.
- If a child is registered to attend the setting on certain days but is regularly absent we must show to an auditor the reasons the EYFE for that child on those days has been claimed. In these circumstances we must keep discussion forms (conversations between key person and parent) to show that we have made parents aware of their entitlement and attendance requirements at the setting.
- Parents will be informed we are obliged to inform Surrey Early years and child care Services if a child is in receipt of Free Nursery Entitlement and absent for more than two consecutive weeks.
- In an emergency closure, we would refer to our Emergency Closure policy.
- We are unable to give refunds when a child is been absent.
- A half terms notice is required if a child has to leave or a refund cannot be given.