

Reporting an Absence

The Government's expectation is that children attend school every day unless they are too unwell to do so or there are exceptional circumstances that prevent attendance.

On the rare occasion that your child is unable to attend school, it is important that their absence is reported promptly.

From September 2026, all absences must be reported through the MyChildAtSchool (MCAS) app or website, <https://www.mychildatschool.com/MCAS/MCSParentLogin> (if you have not downloaded this or used it before, follow the links at the bottom of the page) a simple explanation can be found here, once you have logged in.

Where possible, absences should be reported by **8.00am**.

Before reporting an absence, we ask parents and carers to consider the following:

- If your child is feeling unwell, could they attend school and see how they get on?
- If they are too unwell to attend at the start of the day, could they attend later if they begin to feel better?
- If your child has a medical or other appointment, can this be arranged outside of the school day? We appreciate that this is not always possible. Where appointments do take place during the school day, students should attend school for as much of the day as possible.
- If you need advice or are experiencing difficulties with attendance, please contact your child's tutor or the attendance team so that we are aware of any concerns.

When reporting an absence, please provide as much information as possible. The more detail we have, the better we are able to understand and accurately record the reason for your child's absence. The MCAS app makes this process quick and straightforward, taking only a matter of minutes to complete. Parents and carers can also upload supporting evidence, such as appointment letters, screenshots of appointment confirmations or other relevant documentation where appropriate.

If your child remains absent for more than one day, the absence should be reported through MCAS on each day they are not attending school.

If your child is absent and we have had no message, we will try to contact you by telephone or by text during the morning to check the reason for the absence and confirm that is authorised by you. Please respond promptly to any messages.

Absence request for exceptional circumstance

Family holidays should not be taken during term-time. Absence from school is educationally disruptive and students find it difficult to catch up work that has been missed.

Parents and carers do not have the automatic right to withdraw students from school and, in law, have to apply for permission in advance.

Amendments to the 2006 regulations (2013) make clear that Headteachers may not grant any leave of absence during term time unless there are exceptional circumstances.

Please complete this [pupil absence request for exceptional circumstances form](#) and send to the Headteacher via reception or enquiries@chewvalleyschool.co.uk

You are advised not to make any arrangements until your request has been considered by the school.

Absence which has not been agreed in advance by the Headteacher is marked as “unauthorised absence” and may result in a penalty notice being issued (see the back of the pupil absence request for exceptional circumstances form for details of this).

Download and Set Up the MyChildAtSchool App

To download the MyChildAtSchool Parent App search for MCAS Parent App on your mobile phone via your app store or use one of the links below:

[MyChildAtSchool – Parent App on the the iOS App Store](#)

[MyChildAtSchool – Parent App on the the Google Play Store](#)

If you do not wish to use the app, you can login via the MychildAtSchool website

<https://www.mychildatschool.com/MCAS/MCSParentLogin>

[You can view a Parent User Guide on the Bromcom website here](#) (please note we do not use all of the features referenced in the user guide)