HARTLAND HIGH SCHOOL

Wednesday 14th October 2026

Dear Hartland High families,

Thank you for your continued support around your child's attendance at the start of this academic year. We have been able to celebrate 193 students with 100% attendance as well as year 7 who have made an incredible start with over half of them having outstanding attendance! We look forward to a lot of exciting events in the run up to the end of term, see below for some dates for your diary;

- Staff Vs Student Dodgeball on Friday 16th October
- Year 8 Residential on 21st October- 22nd October

At Hartland HIgh School, we are highly ambitious for all our students and are committed to supporting them in achieving excellent academic outcomes, enabling them to lead lives filled with choice and opportunity. Evidence at a national level, across the Greenshaw Learning Trust, and within our own school clearly demonstrates a strong link between excellent attendance (96% and above) and high academic achievement. We therefore greatly appreciate your continued support in ensuring that your child attends school every day, unless they are genuinely unwell or there are exceptional circumstances.

Communication is crucial to ensure we work together to support every child in attending school, therefore to further support families and streamline our processes, we will be introducing the following updates to our attendance procedures:

Absence Reporting via 'My Child at School app'

All student absences must now be reported using the MCAS (My Child at School) app.
To enable us to respond promptly, absences should be reported no later than **8:30am** on each day of absence.

Please note that these changes will come into effect from Tuesday 2nd November**,** voicemails and emails will no longer be monitored for absence reporting. Any absence not reported via the MCAS app by the stated deadline may be recorded as unauthorised and could require follow-up from the school. If you require any technical support with the app, please do not hesitate to contact Hartland HIgh School on attendance@hartlandhigh.co.uk and the following page provides a step by step guide to using the MCAS app.

Absence Phone Calls

To ensure we can provide timely and appropriate support, a member of staff will contact you

Emily Davey, Headteacher

Hartland High School is proud to be part of the Greenshaw Learning Trust, which is a charitable company limited by guarantee registered in England and Wales.
Company number 7633694. Registered office: Greenshaw Learning Trust, ORU Sutton, Throwley Way, Sutton, Surrey SM1 4AF.

by phone on each day of your child's absence to discuss the situation and offer assistance where needed. These calls are fully supportive and please note that you will not receive a call in cases of exceptional circumstances, such as attending a funeral.

Thank you for your continued support and partnership in promoting excellent attendance.

Yours sincerely,



Andy Creffield
Assistant Headteacher

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Parent Guide:

Reporting Your Child's Absence via MyChildAtSchool (MCAS)

This guide provides step-by-step instructions for notifying your child's school about an absence using the **MyChildAtSchool (MCAS)** mobile app and web portal powered by Bromcom.

Note: The **Report an Absence** feature is configured by individual schools and will be accessible from the launch date; 2nd November.

Method 1: Using the MCAS Mobile App (iOS & Android)

Step 1: Open and Log In

1. Open the **MyChildAtSchool** app on your mobile device.
2. Log in using your registered email address and password (or via biometric authentication such as Face ID / Fingerprint if enabled).

Step 2: Navigate to Attendance

1. From the main dashboard, tap **Attendance**.
2. Tap **Report an Absence** at the top of the screen.

Step 3: Fill Out the Absence Details

Complete the notification form:

- **Student:** If you have multiple children at the school, select one or more children whom the absence applies to.
- **Date From & Date To:** Select the start date and expected end date of the absence (defaults to today's date).
- **Part-Day Absence (Time From / Time To):** If the absence is only for a partial day (e.g. a medical appointment), specify the **Time From** and **Time To**.
- **Message:** Provide details explaining the exact reason for the absence (e.g. *"High temperature and stomach bug"* or *"Dental appointment at 10:00 AM"*).
- **Attachment:** Tap **Add Attachments** to upload supporting documentation (e.g. appointment letters or medical certificates; supported formats include PDF, JPG, Word, Excel, up to 20MB per file).

Step 4: Submit Your Request

1. Tap **Send**.
2. Confirm the action when prompted by selecting **Proceed**.
3. Your request will be transmitted directly to the school's attendance team for review.

Method 2: Using the Desktop / Web Portal

Step 1: Log In

1. Open your web browser and go to www.mychildatschool.com.
2. Enter your **School ID** (or School Postcode), **Username/Email**, and **Password**, then click **Log In**.

Step 2: Access the Attendance Section

1. Locate and click **Attendance** on the main dashboard or side navigation menu.
2. Click the **Report an Absence** button.

Step 3: Complete the Form

1. **Student:** Select the child (or children) for whom you are submitting the notification.
2. **Date From / Date To:** Enter the first and last day of the absence.
3. **Time (Partial Day):** Tick the **Time** checkbox if the absence covers only part of a school day, then enter the **Time From** and **Time To**.
4. **Message:** Type a clear explanation for the absence in the text box.
5. **Attachments:** Click to attach medical notes or appointment letters if applicable.

Step 4: Submit Notification

1. Click **Send**.
2. A popup window will ask you to confirm. Click **Proceed**.
3. A confirmation message will appear on screen, and a copy will be logged in your **MCAS Inbox**.

Important Information & Best Practices

- **Cut-off Times:** Ensure all morning absences are submitted before the school's daily registration deadline 8:30am.
- **Tracking Status & Approvals:** Once submitted, your notification status will show as *Awaiting Review*. When the school processes your entry, an approval or rejection update will be sent to your **MCAS Inbox / Messages**.
- **Multi-Day Absences:** If your child is unable to return on the expected **Date To**, log an additional absence notification or contact the school office directly.

Technical Support & Troubleshooting

- **Forgotten Password:** Click the **Reset Password** link on the MCAS login screen and enter your registered email address.
- **Feature Not Visible:** Contact your school office directly to confirm whether online absence reporting has been enabled for your parent account.