Monday 2nd November 2026

HARTLAND HIGH SCHOOL

Dear Parents and Carers,

Thank you for your continued support in helping us maintain great attendance at Hartland High School. As a reminder, our updated attendance reporting procedures are now live. We have also taken on board parent feedback and added an under the weather check in system. See below on how to report absences and support your child.

1. Reporting Full Absences or Late Arrivals (via MCAS App)

- How to report: All student absences must be reported using the MCAS (MyChildAtSchool) app.
- Deadline: Please submit your report no later than 8:30am on each day of absence.
- No Emails/Voicemails: Phone messages and emails are no longer monitored for reporting absences. Unreported absences by 8:30am may be logged as unauthorised.
- Daily Support Calls: A member of our team will call you on each day of your child's absence to offer support.

2. Mild Illness ("Under the Weather" Check-In)

If your child has a minor ailment (such as a slight cold, minor sore throat, tummy ache, or tiredness), we encourage them to attend school in line with NHS guidance (*"Is my child too ill for school?"*).

- If your child is attending school while feeling unwell, please notify us in advance using our Under the Weather Form.
- Our attendance and first aid teams will automatically be notified, keep a gentle eye on your child throughout the day, and contact you directly if their condition worsens.

Need MCAS Help?

If you require technical support with the MCAS app, please see the guide below. Thank you for your partnership in keeping our students in school.

Yours sincerely,

Mr Creffield

Assistant Headteacher

Emily Davey, 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.

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.

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