



Attendance Management Plan 2026

Strategic Priorities

Regular school attendance is vital for the success and wellbeing of our tamariki. Attending school every day supports our tamariki to build strong foundations for their learning and social development. Regular attendance also promotes achievement success as tamariki are able to consistently build on their learning.

Our government has set a national target of 80% of students attending school at least 90% of the time, by 2030. This means that tamariki should be absent for no more than one day a fortnight to ensure that they can have continued success at school.

Our school currently has 79% regular attendance and a target of lifting regular attendance to 80% by the end of 2026.

Our Data

Clifton Terrace Model School's attendance target is for 80% of our students to be present for more than 90% of the time.

- In Term 1 2025 our students' regular attendance was 83% compared to 79% in Term 1, 2024. 62% of these absences were illness/medical, 16% for holidays, 16% explained but unjustified and 5% explained and approved.
- In Term 2, our students' regular attendance was 68% compared to 63% in Term 2, 2024. 41% of these absences were for holidays, 40% were illness/medical, 12% unjustified absences and 7% explained and approved.
- In Term 3, our students' regular attendance was 78% compared to 64% in Term 3, 2024. 67% of these absences were illness/medical, 24% for holidays, 3% explained and approved, 2% accepted but unjustified, and 3% unexplained absences.
- In Term 4, our students' regular attendance was 79% compared to 73% in Term 4, 2024. 71% of these absences were illness/medical, 16% were for holidays, 4% accepted but unjustified, 4% unexplained, and 4% unknown/temporary.

Our school recognises the unique journey of our migrant whānau, many of whom have relocated to New Zealand for employment while leaving extended family abroad. Consequently, we see a number of term-time absences due to family travel for significant cultural milestones and family reconnection. Our school highly values the rich cultural learning and heritage experiences gained by our tamariki during these journeys. We are committed to an ongoing partnership with whānau to ensure these experiences are balanced with a clear focus on increasing regular attendance.

Board responsibilities

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

The board will comply with the provisions in the legislation in relation to student attendance by:

- having a commitment to support students return to regular attendance
- having processes and procedures in place to support a Stepped Attendance Response to student absence that uses data-based thresholds to identify students
- recording all absences, and responding accordingly
- having an effective method in place for monitoring student absence, including identifying underlying causes, patterns and barriers
- publishing this attendance management plan on the school's website.

Principal responsibilities

The principal is responsible for:

- Establishing a culture of care reflective of the school values, and a school environment of belonging and safety
- developing and implementing a stepped attendance response aligned with the thresholds to support student attendance
- ensure that student absence is investigated, responded to and actions taken are recorded and aligned with the thresholds
- ensure all students, whānau and staff understand the processes and procedures that support student attendance
- Report to the board on any trends, barriers to attendance and interventions being used to support student attendance.

Parent/Whānau responsibilities

Whānau have legal obligations to ensure their tamariki attend school (Education and Training Act, s244). We expect whānau to:

- Ensure their child attends school regularly and on time.
- Notify the school as soon as possible if their tamaiti is going to be late or absent
- Avoid booking appointments during school hours where possible.
- Inform the school about absences using the correct process (School website, email, or phone call) by 9:00AM on the day of absence.
- Understand that travel during the school term is strongly discouraged.
- Partner with the school to address attendance concerns and support their child's regular attendance.

We expect students to:

- Attend school regularly and on time.
- Follow the late arrival procedures.
- Understand the importance of their presence at school for their learning and well-being.

School responsibilities

- clear communication to whānau and students on attendance expectations on enrolment, at the start of the year and each term
- communicate to whānau what steps the school will take if the student is absent from school
- monitor student attendance
- provide students with regular updates on their own attendance in Mid and End of Year Reports
- report regularly to whānau on attendance of their child - Mid and End of Year Reports

Procedures/supporting documentation

Attendance management Procedure - Stepped Attendance Response (STAR)- see below

Monitoring

The principal will maintain reporting of daily attendance data.

The board will receive termly attendance reporting- including information provided by the Every Day matters report. Included in this reporting will be any emerging trends, barriers to attendance, and areas of concern for the board's consideration.

Legislative compliance/ Legislation

[Education and Training Act 2020](#)

[Education Attendance rules](#)

[Education \(School Attendance\) Regulations 2024](#)

Attendance Compliance & Record Keeping

Attendance data is submitted daily to the Ministry of Education as per the Education (School Attendance) Regulations 2024. Clifton Terrace Model School keeps attendance records for a minimum of **7 years** and actively tracks regular attendance targets to ensure compliance and continuous improvement.

Review and Evaluation

This Attendance Management Plan will be reviewed annually by the Principal and Board of Trustees, or as required by changes in Ministry of Education guidelines or school needs. The review will assess the plan's effectiveness in promoting and maintaining high attendance rates and ensuring timely and appropriate responses to attendance concerns.

Reviewed	Next review
March 2026	March 2027

CTMS Attendance Management Procedure – Stepped Attendance Response

What would success look like?

Success would look like an increase to Regular/Good Attendance, whereby more of our tamariki are attending regularly. This would be indicative of:

- An improved partnership with whānau
- A deeper understanding of the barriers to attendance
- Engagement with support services
- Empowered students contributing to their own attendance plan

We recognise the importance of regular attendance to help our students achieve their educational potential.

Our attendance procedures ensure students are accounted for during school hours. This allows school staff to identify and respond to student attendance concerns.

We have a stepped attendance response to ensure we are able to identify students and offer appropriate interventions at the thresholds to support students to return to regular attendance.

We have annual targets for student attendance and work with students, whānau, staff and an external agency, where necessary to improve our levels of student attendance.

School Procedures

The principal will delegate duties to the Office Manager so as to manage the recording of the electronic student attendance register and the follow-up procedures for non-attending students.

The Office Manager with duties associated with our attendance system will support teachers to maintain accurate up-to-date attendance information.

Recording Attendance

We record attendance accurately and diligently to ensure all students are accounted for, which is crucial for both their educational progress and safety, particularly in emergency situations. The school provides attendance data to the Ministry of Education each day, as required by the Education and Training Act 2020 and Education (School Attendance) Regulations 2024. We utilise our student management system to monitor absence patterns and proactively notify parents/caregivers of any emerging concerns.

- Tumuaki Responsibilities:
 - The principal will appoint staff and delegate duties, to manage the recording of the electronic student attendance register and the follow-up procedures for non-attending students.
 - The principal will keep staff informed of attendance progress.
 - Students will be identified at the thresholds. Follow-up response actions will be tailored to the reasons for absence.

- o Patterns of attendance and specific interventions being used will be evaluated termly to review outcomes and effectiveness of these interventions
- Staff Responsibilities:
 - o Classroom teachers are responsible for marking attendance using the school's student management system (HERO) by 9:15 AM in the morning and by 2:00pm in the afternoon. For every student away, the teacher uses the ? code. Only the Office Manager and Principal can use other codes - this is to ensure accuracy and consistency.
 - o If a parent has informed teachers that their child will be absent for a specific reason, i.e. tangi, appointment, holiday - please inform the office.
 - o Relievers: The reliever must mark attendance on the provided list and return it to the office after the roll has been marked.
 - o The Office Manager (Claire) ensures attendance is recorded correctly and updated throughout the day as needed.
 - o Itinerant and specialist teachers are responsible for providing attendance information as necessary to the relevant classroom teacher or directly to the school office.
- Office Responsibilities
 - o The office manager checks the texts and emails and takes phone calls of absences in the morning.
 - o The office manager checks all classes' attendance on HERO from 9.05am.
 - o Any children marked with a ? are then followed up by the office manager:
 - A text is sent out to all children who are marked with an ?
 - When replies are received, the office manager updates the absence with the appropriate code.
 - If no reply is received, the child is marked as truant.
 - The office manager will check the afternoon roll from 2:00pm.
- Attendance Codes:
 - o We record students as present or absent using the Ministry of Education attendance codes.
 - o An absence may be justified (e.g., for medical reasons, bereavement, approved family circumstances) or unjustified (e.g., for an unapproved holiday or other unsatisfactory reason). This justification is accurately recorded in our attendance register. For guidance on appropriate codes, staff refer to the Ministry of Education's Attendance Code Decision Tree ([education.govt.nz/attendance-register](https://www.education.govt.nz/attendance-register)).

Attendance Code Decision Tree



For more information visit: education.govt.nz/attendance-register

S Secondary schools only

Attendance Code Descriptions

Present for ½ day calculations

- P Present**
Student is present in class. This includes supervised dual tuition with Te Kura.
- L Late to class**
Student is late to class. Schools set the threshold for lateness (e.g. 10 minutes) in their school policy.
- A Alternative provision**
Student is present in a Ministry-approved alternative provision, such as a teen parent unit, alternative education, secondary-tertiary program, health school or activity centre.
- V Unsupervised exam study** S
Student is present in an examination or unsupervised study where the student is on-site.

- N Present but out of class**
Student is present but out of class due to an on-site school activity (cultural or sporting event), internal appointment, temporary removal from class, or time in the sickbay.
- Q Board approved offsite learning**
Student is present in Board-approved off-site learning, including courses, school-organised activities, and work experience.
- D Approved external appointment**
Student is present but has a medical appointment which is unable to be scheduled outside of school hours (e.g. doctor or dentist and includes travel time) or is participating in court proceedings.

Justified absence

- J Explained and approved**
Student is absent due to explained and approved reasons (e.g. family emergencies, bereavement, representing in national / cultural events, approved exemptions, or accompanying parents on overseas diplomatic / military postings).
- M Illness / Medical absence**
Student is absent due to illness or medical reasons, including mental health-related absences (e.g. anxiety).
- X Exam leave** S
Student is absent studying offsite preparing for exams. NOTE: Time allocated to this code is not included in Ministry attendance calculations.
- U Stood down or suspended**
Student is absent due to formal stand down or suspension. This code applies to the period of the stand-down or suspension, excluding the day it was imposed.

Unjustified absence

- T Truant**
Student is absent without explanation or permission from a parent / caregiver (e.g. skipping class).
- E Explained but not approved**
Student is absent and the reason provided does not meet the school's policy for a justifiable absence (e.g. a parent states their child didn't want to attend sports day).
- G Holiday during term time**
Student is absent due to a holiday taken.
- ? Unknown (temporary)**
Temporary code used when the reason for a student's absence is initially unknown. This will be updated once the reason is confirmed.

S Secondary schools only

Reporting Absences (for Parents/Caregivers)

Parents and caregivers are vital partners in ensuring regular attendance. If a student is going to be absent from school, parents/caregivers are requested to notify the school by 9:00AM on the day of the absence using one of the following methods:

- School website: Utilise the dedicated absence reporting feature.
- Email: Send an email to staff@ctms.school.nz or to the relevant classroom teacher
- Phone Call: Call the office on 472 7519

Late Arrivals

- Students arriving late to school must notify the Office Manager at the office.
- Our Office Manager will update HERO accordingly.

Early Pick-Up Procedure

- When a student is being picked up early during school hours, the school should be notified by the parent/caregiver explaining why they are leaving early.
- The parent/caregiver must come to the office to sign out.
- Any concerning trends of a particular child being picked up at a particular time will be discussed by the Office Manager and relevant classroom teacher.

School Stepped Attendance Response Activities

Below is our stepped attendance response for responding to individual student absence. Actions can be taken at any stage and there is no requirement to wait for a student to be identified at a threshold to take action to address non attendance. Contact whānau asap (ideally within 2 school days) and arrange a meeting for as soon as possible.

Any attendance data related questions please contact the Office Manager. For all other Attendance queries please contact the Principal.

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



Day-to-day operations

Activities	Practice	Responsible Person	Notes & Actions
<p>Communicate with whānau</p> <p>A positive and welcoming school environment is fostered</p>	<p>Set expectations, procedures and follow-up steps the school will take when a student is absent.</p> <p>Use enrolment forms, newsletters, website or other communication methods to set expectations and provide guidance to whānau</p> <p>Promotion of a positive school culture where attendance is valued and celebrated.</p>	<p>Principal</p> <p>Office Manager</p>	<p>Termly attendance features including updates on data in newsletters.</p> <p>Expectations and guidance for whānau published on our school website.</p> <p>Work with whānau and students, where appropriate.</p>
<p>Following up absences daily</p>	<p>Use procedures in place (and supporting software) to quickly identify all student absences and communicate these to whānau</p> <p>Follow-up daily with whānau any unexplained absences</p>	<p>Office Manager</p>	<p>Text based reminder to be sent at 9:30am. The student is marked as Truant if no communication is received by 10 am.</p>
<p>Escalate attendance issues as needed</p> <p>Develop tailed attendance plans outlining specific</p>	<p>Formal meetings are arranged with parents/caregivers, Principal, and relevant school staff (e.g., SENCO, Learning Support Coordinator (LSC), classroom teacher) to discuss barriers to attendance.</p>	<p>Staff</p> <p>Principal</p> <p>Relevant external agencies</p>	<p>Staff are encouraged to escalate issues according to these procedures. If staff are unsure, please discuss with the Principal</p>

strategies, responsibilities and support mechanisms Involve other services, consider referral to Piki te Mauri Attendance Services	Referral to external agencies for additional support where appropriate (e.g., Attendance Services, Ministry of Education, RTLB, Central Regional Health School), in consultation with families.		All actions will be recorded in HERO, and outcomes will be regularly reviewed to guide future responses.
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Good Attendance: Students with less than 5 days absence

Activities	Practice	Responsible Person	Notes & Actions
Communicate with whānau Maintain contact details	Identify all student absences Communicate these to whānau	Office Manager Principal	Follow-up all absences to confirm the reason for absence. No action taken.
Provide students with regular updates on their own attendance	Provide regular reporting via online portals and classroom discussions	Kaiako	Updates sent to students and whānau Celebrate 100% attendance each term to reward good attendance.

Between 0-4 days absence all absences need to be followed up to ensure the correct code is recorded against the absence. Any students already on the attendance list from the previous term will be identified by kaiako at their weekly staff meetings.

Worrying Attendance: Students with less than 10 days absence (5-9 days)

Activities	Practice	Responsible Person	Notes & Actions
Contact whānau to discuss reasons for absence and impact on learning	After 5 days send email to whānau Phone contact to be used if this is not the first time	Office Manager Principal	Record actions taken in Hero If there is no action taken due to individual circumstance- record this against the student record.

	student has met the threshold		Follow-up to be within 2 school days of meeting the threshold.
Use in-school resources as appropriate to remove barriers e.g. food, transport	Kaiako to identify any barriers and how we at the school can assist with removing or support these	Kaiako Principal	Whānau and students provided access to additional resources.
<p>Between 5-9 days absence, explore to understand the reasons for this absence and if there is a pattern across the year consider actions and support needed if any. For students that have progressed from having higher absences, provide feedback on the positive improvement on their attendance to both student and whānau.</p> <p>If there is no action taken due to individual circumstance- capture this in information on absences in Hero.</p>			

Concerning Attendance: Students with less than 15 days absence

Activities	Practice	Responsible Person	Notes & Actions
Contact whānau to make them aware of amount of absences and to find out what is happening	Further contact with whānau	Office Manager Principal	Record actions taken in Hero If there is no action taken due to individual circumstance capture this in Hero
Develop and implement a support plan tailored to the reasons and circumstances around the child's absence	Co-create the plan and actions for everyone involved	Kaiako Principal	Make time to revisit plans to ensure actions are happening and to check they are making a difference.
Use in-school resources as appropriate to remove barriers and request support as needed	Kaiako to identify any barriers and how we at the school can assist with removing or support these	Kaiako Principal	Use outside agencies if needed
<p>Between 10-14 days absence, investigate reasons for this absence and if there is a pattern across the year consider actions listed at higher thresholds. Record all actions taken to address non-attendance.</p> <p>If there is no action taken due to individual circumstance- record this against the student record.</p>			

Very Concerning Attendance: Students with greater than 15 days absence

Activities	Practice	Responsible Person	Notes & Actions
Contact whānau to escalate concerns	Email and/or call to follow up on concerns	Principal	Call and email as soon as possible
Hold meeting with whānau to see what else needs to be done	Arrange promptly for a meeting including whānau and students. Consider who will be in attendance.	Principal Kaiako Attendance Services	Plan to return student to regular attendance
Request support from Attendance Service or other agencies as needed Participate in multi-agency response	Refer to Ministry of Education attendance services or other agencies Support access to services and collaborating with specialists	Principal Attendance Services	Before referral check all previous actions like support plans are in place. Resources and supports will continue to be provided as appropriate Reintegration plan in place to return student to regular attendance
Maintain implementation and monitoring of support plan	Have regular meetings to check in on the whānau and student and how the actions in the plan are going	Kaiako Principal	Support plan in place Continue monitoring Steps taken to reintegrate student
<p>Over 15 days absence, investigate reasons for this absence and refer to the Principal for further actions. Record all actions taken to address non-attendance.</p> <p>If there is no action taken due to individual circumstance- record this against the student record.</p>			