SOP Template: Communication Process for Notifying Guardians of Absences

This SOP details the **communication process for notifying guardians of absences**, outlining the steps for timely and accurate notification, methods of communication, responsible personnel, documentation requirements, and follow-up procedures. The goal is to ensure guardians are promptly informed about absences to maintain transparency, support student attendance, and facilitate appropriate responses from guardians and school staff.

1. Scope

This procedure applies to all school staff responsible for monitoring and communicating student absences to student guardians.

2. Responsibilities

- **Attendance Officer/Secretariat:** Collects and verifies daily attendance data, initiates notifications.
- **Homeroom/Class Teachers:** Assists in identifying absences and supports the notification process.
- **Administration/School Leadership:** Oversees compliance with communication protocols and documentation.

3. Procedure

1. **Attendance Collection:**
   - Teachers record attendance by the designated cut-off time each morning.
   - Attendance data is submitted to the Attendance Officer or through the school's attendance management system.
2. **Identification of Absences:**
   - Attendance Officer reviews reports to identify students marked as absent without prior notification.
3. **Notification to Guardians:**
   - Initiate contact with guardians within 1 hour of absence confirmation.
   - Preferred methods (choose one or more, as appropriate):
     - Automated SMS/email system
     - Phone call (if no digital response within 30 minutes)
     - Physical notification letter (in case digital/phone contact fails or for repeat/serious absences)
   - Notification message must include:
     - Student's name, date, and reason for absence (if known)
     - Request for confirmation or explanation, if absence was unreported
     - Contact information for school attendance office
4. **Documentation:**
   - Record notification details in the attendance system, including date/time, method of contact, recipient, and any responses received.
5. **Follow-up Procedure:**
   - If no guardian response is received within 24 hours, escalate to school counselor or leadership for additional follow-up actions.
   - For repeated or unexplained absences, implement intervention procedures as per school policy.

4. Documentation & Records

- Attendance records (daily register)
- Communication logs (messages sent, phone call records)
- Follow-up actions and outcomes, where applicable

5. Review & Monitoring

The implementation and effectiveness of this SOP shall be reviewed annually by school administration. Any incidents of non-compliance or suggestions for improvement should be documented and reviewed for future updates.

6. Revision History

Version	Date	Changes	Approved By

| 1.0 | 2024-06-01 | Initial SOP Release | School Admin |