

Requesting a Penalty Notice on the Capita Module

Logging in:

- Follow the link in your email.
- Enter your email address and password.
- Choose to receive your security code via phone or email.

Home page:

- The system logs into the school by default.
- Go to 'Action needed' under Actions.
- Selecting 'Any' under Actions shows all registered children, each on an individual card.
- Each card displays penalty notice information and the date of the last action.
- Actions are listed from oldest to newest.

Selecting a child:

- Use filter options to select the child for the penalty notice.

Starting a new request:

1. Start:

- Select the yellow circle at the bottom right of the card.
- Choose the reason for the penalty notice.

2. Carer:

- Complete the parents and carers page. **Refer to the support video for guidance on who should receive a penalty notice.**

3. Dates:

- Add the first and last date of the absence.
- Additional rows can be added for further absences within 10 weeks.

4. Upload:

- Upload supportive material.
- Refer to support for required evidence.

5. Info:

- Add pertinent information, including investigations and communications with parents or carers.

6. Check:

- Agree to the Terms and Conditions set by the Local Authority.
- Submit the request.

Note: You can review and edit any information before moving forward. The local authority will receive your request.

Withdrawing a penalty notice:

- Select the submitted penalty notice.
- Click withdraw and provide the reason for withdrawal.

Action needed:

- Check 'Action needed' under Actions for responses from the local authority.
- A blue box with an information icon indicates required information.
- Use the + icon to supply the requested information.

Previous penalty notices:

- View any previous penalty notices on the child's card. This may give context for other penalty notices.