

FAQ's – PARENTS

What does my child need to bring to school each day?

All students **must** be in the correct uniform, have a complete pencil case and their PE kit if required. They will also require a school bag to bring their school books and equipment to and from school. Please note students should bring their PE kit on the first day in case it is timetabled for them.

What do I do if my child has forgotten to bring something to school?

If you wish you can bring it in to the reception area and a member of the Office staff will get it to your child.

Where do I drop off my child each day?

You may drop off your child off in the car park at the front of the school. Please be aware of students in the vicinity and be courteous to all other users at all times. The students enter and leave the school each day through the back gate.

What time do they need to be in school—can they be dropped off early as I have to go to work?

School day begins at 8.40am. The school is open from 8.00am.

What do I do if we are late?

You must contact the school if you know that your child will be late to school. Failing to do this may result in your child receiving a detention.

The telephone number is **01932 884800**.

What do I need to do if my child is off sick/medical appointment?

If your child is sick you must contact the school to let us know and also contact the school **each day** for the duration of the sickness. If you need to take your child for a medical appointment during the school day you must write a note explaining the reason and giving the time that you will be collecting them.

Students must come to the Student Service area in the Office to be signed out before leaving site.

Are mobile phones allowed?

Mobile phones and all other personal electronic devices (including headphones) must not be used in school, and may be confiscated from any student found using them.

Should you need to get a message to your child, please telephone the school office and a member of staff will arrange for the message to be passed on. Students should also use the main office phone if they wish to speak with home – NOT their mobile phone.

What do I do if I need to get an urgent message to my child during the day?

You can contact the Office and a member of the Office Staff will get the message to your child straight away.

What if my child wishes to cycle to school?

We have different points around the school where students can lock up their bike. Any bikes brought into school are left at the owner's risk.

How do I put money on my child's food account? Can I do this online?

There are two ways to put money on your child's food account. You can give your child money (coins & notes) and they can go to the machines that we have in the Bistro. You can also pay online via our website. You will receive a letter from the school (usually at the beginning of the second week of term) with a link code. This will enable you to log on and pay.

How do I pay for trips/visits during the year?

As above, you can log on to the School Payments section on the website.

How will we know about 'after –school' activities?

It is compulsory for each student to do 2 after school activities each week. These will start approximately three weeks into the term. Your child will be informed of the details and they will also be available on the website.

What are the procedures if my child is given a detention?

A member of staff will contact home if your child receives an after school detention or you will receive a text from the school informing you.

Who do I contact if I have a concern about my child?

Depending on the concern, if it is to do with lessons, then the subject teacher is your first point of contact. If it is something outside of lessons then the initial contact should be with your child's tutor who will then support you or re-direct you to the appropriate person.

As the tutors and all teachers have full working days in lessons it is always advisable to make an appointment. This can be done via e-mail or by telephoning the school.