

FREQUENTLY ASKED QUESTIONS

Please find below a list of frequently asked questions by parents. They supplement the information in the videos that have been made available to you this evening.

Next week, to follow, we will send you a copy of our **Parent Information Booklet** which will provide additional, detailed information regarding some of the points below. Later this term we will also be providing students with a **Student FAQ document** which we hope will answer some of the queries your child may have.

For any further queries please do not hesitate to contact us at: ***primarytransition@hrs.education***

TUTOR GROUPS

Q. Which form is my son/daughter in?

You have been sent this information by **Mr Wilkins** (Year 7DOL) in his latest email/letter to you. Your son/daughter's tutor will be communicating with you next week. A lot of time and effort has been taken to put the tutor groups together, ensuring we have taken primary school information as well as the needs of the students into account. Students should know another student from their primary school in their form. They will also meet other students from different form groups during some lessons, and also at break/lunch times.

TRANSPORT/TRAVEL

Q. Where do I find out information about the school bus?

Please contact Essex County Council about school transport who will give you all the information you need in terms of routes, bus times etc. They will also issue a bus pass which is needed so your son/daughter can get on the bus. Our Admissions Secretary **Mrs Louth** will also be to help. If you live in Braintree and your route is via a *Flagfinders* bus you will need to contact *Flagfinders*. Unfortunately this is not a free bus and you will have to book with them directly.

Q. What if my son/daughter misses the bus?

Make sure that you have got the information (see above) about times/routes. We would expect your child to make every effort to attend school even if they miss the bus. Please ring the school to advise us that they are going to be late and how they are travelling so we can advise staff and check they have arrived safely. They must sign in at student reception upon arrival.

Q. What if there are issues on the school bus?

We expect all students to behave on the bus to ensure everyone is safe. Buses are equipped with CCTV. If there are concerns of any kind regarding the bus please contact Mr Wilkins/ the student managers.

Q. Can I pick up/drop off my son/daughter at school?

Yes, but bear in mind that the school entrance becomes very congested at the start and end of the day when all of the buses arrive/leave the site. Parents will have to arrange transport if students cannot walk to and from school. Staff will be available around the site from 8.30am. We would expect all students to be in school by 8.40am for the start of the day. Before school students may come into the school building and work in the Learning Zone, some may go to Extended Learning or attend breakfast club, for example. After school students may stay to complete work or attend clubs and fixtures.

Q.How do I know my child will get on the right bus at the end of school?

We will help the Year 7 students get on the buses at the beginning of term. Student buddies, tutors and other staff will help them with this and any other concerns they might have.

ATTENDANCE

Q. My son/daughter has a medical/other appointment. What should I do?

If your son/daughter has to attend an appointment and needs to leave the site during school hours they must sign out. They must never leave the site without us being aware. Please let us know in advance by contacting their **tutor/DOL/Mrs Jenkins** the Attendance Officer. Please give the reason as to why they will be absent and send in copies of letters/medication to support the absence. We would expect them to attend as much of the school day as possible before/after the appointment. It is important you fill in and return the medical forms we have already sent you so we are aware of any medical concerns regarding your child.

MOBILE PHONES

Q. Are mobile phones allowed in school?

Mobile phones are not permitted to be used during school 'working hours' of 8.40am to 3.10pm. However, we take student safety very seriously and appreciate they are useful when students are coming to and from school. Therefore, a phone can be brought into school, but it is your child's responsibility to look after it. Misuse of phones will lead to sanctions being applied.

CONTACTING STUDENTS

Q. I need to contact my son/daughter during the day.

Please ring reception and we will pass on the message. Please do not ring your son/daughter on their phone. If they need to contact you we will allow them to do so with permission from a member of staff.

CONTACTING STAFF

Q. I need to contact a member of staff.

You can contact any member of staff via email, by phone or letter. If you wish to see them in person please make an appointment. You can also contact reception and a message will be passed on.

UNIFORM

Q. Where can I buy the uniform?

Purchasing details can be found in the uniform booklet we have sent you previously. It may be purchased online or at *Jacks of Dunmow*. The *Parent Information Booklet*/school website has a list of clothing required and, in particular, notes about skirts and shoes.

Q. Who do I talk to if there are any concerns about uniform?

Please contact Mr Wilkins who will pass it on to the relevant member of staff. Whilst we expect all students to be dressed in the correct uniform, we are happy to help you with any issues you may have. During term time, any concerns regarding uniform are normally dealt with by the student managers.

EQUIPMENT

Q. What do students need?

The school website and *Parent Information Booklet* both contain a detailed list. Please make us aware if there are any concerns regarding this so that we can support you. A helpful tip is to check your child's timetable with them and see the night before what they will need for the next day. It is important that equipment is replaced as soon as possible if, for example, they lose it. Tutors will be checking this regularly.

LESSONS/HOMEWORK

Q How many lessons do students have per day?

Students study 5 lessons per day and there is a 2 week timetable which they will receive on their first day. It is important to check when each lesson is to avoid students bringing in too many books or the wrong ones for that day. Each lesson lasts an hour. Details of the school times/day are on the website.

Q How much homework is there and how can I check?

Homework is set regularly, though the type and frequency may vary by subject. Homework is set online on *Show My Homework (SMHW)*. You will receive more details about this later on. Here you can monitor what is set and whether it is being completed.

Q. Do you group students by ability?

Some subjects are set by ability in Year 7 and in others students are taught in their form groups. We use a variety of information to decide which sets your son/daughter will be taught in. More detail will be provided nearer the time.

Q. What if I have a problem/query about a subject?

Please contact your child's subject teacher and/or Head of Department in the first instance as they can answer your query much more specifically and quickly (contacts are on the HRS website). You may also contact the tutor/DOL, particularly if it is related to more than one subject.

Q .How do I know if my son/daughter is making progress?

We will report this information to you throughout the year. In addition, you can also check your child's books/teacher feedback and, of course, contact the relevant subject teacher.

MEALS

Q. How do I pay for school meals?

All payments including for meals are done through '*Parent Pay*' and log-in details will be sent to you. Students can also top-up their accounts using cash in the dining halls. Our cashless system, however, means students do not have to physically pay when they are collecting food. They may, of course, bring in a packed lunch. Those entitled to free school meals will still be able to have these. The cashless system also allows you to put a cap on how much is spent per day on food and you can be given a print out as to what has been bought.

MEDICAL AND OTHER CONCERNS

Q. How will you support my son/daughter in terms of health or concerns?

We already have a lot of information from you and the primary schools. The relevant members of staff at HRS will be informed on a 'need to know' and confidential basis so that they can support your child. In addition to the DOL and tutors, **Hayley Ellis**, our first aider, is the person to speak to about health issues and medication. She will contact you should she feel your child is too ill to stay in school and she will administer any medication/treatment as required. Other key staff include **Louise**

Brammer and **Steve Emberton** who are the designated Child protection and Safeguarding leads. We also have a group of staff led by **Stuart McLauchlan** who work in our '*Personalised Learning Centre-PLC*' they provide additional support and work closely with the SENDco, and student managers. **Helen Johnston** is the **SENDco** and her team of LSA's will be supporting students with specific educational needs.

TRIPS/CLUBS/EXTRACURRICULAR ACTIVITIES

Q. Are there any clubs?

There are many of these to take part in and, on the whole, these are free. Please ask your child to get involved in as many as possible as they are a great way of making new friends. Making the most of all of the opportunities offered at HRS will help students be successful. More detail of what is available will be given to you as the year progresses.

REWARDS/SANCTIONS

Q. How are students rewarded?

The school has a system where students receive credits known as achievement points (e.g. for good work, effort, etc.) and these lead to them receiving certificates, badges and so on. We also have an annual school rewards trip for qualifying students. Sanctions are given for things such as lack of homework and missing equipment. These are known as behaviour points. Both achievement and behaviour points can be tracked using the '*Xpressions app*'.

THE FIRST DAY AT HRS

Q. I have a lot of questions about my child's first day at HRS.

Please make sure you and your son/daughter keep up to date with all the information we are providing in terms of emails/videos/activities this term as they will help you to prepare for their first day and ease any anxieties. Please ask us any questions you need to. There will be a *First day at HRS* document sent to you which will give you specific and practical information/tips which will help with your child's first day at HRS.

USEFUL CONTACTS

HRS enquiries: 01371 872560 **email:** enquiries@hrs.education

Craig Wilkins, Director of Learning: cwilkins@hrs.education

Form Tutor contactable via: primarytransition@hrs.education

Helen Johnston, SENDCo: hjohnston@hrs.education

Helen Moverley, Senior Student Manager: hmoverley@hrs.education

Hayley Ellis, First Aider: hellis@hrs.education

Louise Brammer, Deputy Safeguarding/Child Protection Officer: lbrammer@hrs.education

Steve Emberton, Assistant Headteacher/Safeguarding/Child Protection: semberton@hrs.education

Stuart McLauchlan; Senior Leader/PLC: smclauchlan@hrs.education

Abi Jenkins, Attendance Officer: ajenkins@hrs.education

Bev Louth, Admissions Secretary: blouth@hrs.education