



## FAQ Questions

Secondary School is very different to Primary School - we have over 1300 students and a much bigger site to cover (10 blocks). Unlike Primary schools where students are in the same classroom all day, our students will normally be in 5 or 6 classrooms throughout the day. As you can appreciate, unlike Primary where items and messages can be sent down a corridor, we do not have the capacity to deliver forgotten items or pass non-emergency messages on to students. It is really important that they prepare themselves in advance and make sure they have everything they need for the day ahead.

### **What do I do if my son/daughter has forgotten something?**

Students should go to Student Services (SSA) and contact home. If you are able to bring the item in, it can be left in the 'drop off' box at the front of school by reception. The student can then collect it at break or lunchtime. If they have forgotten their lunchbox, they need to go to SSA. Please do not drop items off that the students are not aware of, as due to the high number of students, we are unable to deliver these.

### **What do I do if I need to collect my son/daughter early for an appointment?**

You will need to leave a voicemail on the Year Team Admin voicemail or email them. (Please do not email or leave a Voicemail on the Head Of Year number). They will need the students' name, tutor group, reason for early collection and time of collection. Alternatively students can hand a copy of their appointment letter to SSA. This can then be added to the register. Students will need to leave their lesson and sign out in SSA. (Please make sure they are aware of the appointment and collection time and allow extra time in case they forget or are at the other end of the school site and are late coming out).

### **What if my child is late or returning to school after an appointment?**

Students who are late for whatever reason need to access school via the front gate by reception. They then need to go to register in SSA.

### **How do I pass a message to my child?**

Please remember that messages can only be passed on in an emergency. Please contact SSA.

### **What if my child is feeling unwell at school?**

Students need to go to SSA who will assess them. They must not contact parents directly.

### **What happens if my child loses their PE Kit or other items?**

All items should be named in full (initials are not enough). If the items that are found are named they will be sent to SSA or if left in the changing rooms - the PE Office. Students will

need to check there or retrace their movements that day. Due to the size of the school site and grounds, it may take a few days for items to surface. Lost Property is open Monday & Wednesday from 3.15pm-3.30pm for students to look for unnamed lost items.

### **Student Emails**

Please encourage your child to get into the habit of checking their school email everyday. Student Bulletin is sent out daily with lots of important information and staff will also email students with messages.

### **After School Clubs**

We offer a great selection of After School and Lunchtime Clubs which change termly. Please ensure your child informs you if they are attending as we often have worried parents whose child has not arrived home and they are unable to contact them because they have gone to an After School Club.

### **How do I contact a subject teacher?**

Your child will have all their teachers' names on their timetables. The teachers do not have telephones in their classrooms so you need to email them and they can either respond to your email or phone you. Their email addresses are their initial then surname @theangmeringschool.co.uk (e.g: [ASmith@theangmeringschool.co.uk](mailto:ASmith@theangmeringschool.co.uk)).

### **What if my child needs to take medication whilst at school?**

The medication must be in original packaging and clearly named. You need to bring it into reception and complete a Medication consent Form. These will then be passed onto SSA. Medication must not be carried around or self-administered by students the exception to this is inhalers and epipens as prescribed.

### **Who should I contact if I have a query about my child?**

Tutors should be the first point of contact. They will be teaching during the day so please email them and they will contact you when they are free.

### **Contacting Head Of Year**

Each Head Of Year is responsible for around 250 students so please be mindful that they may not reply to your phone message or email immediately and will probably have a list of parents/carers to call back. Your first port of call for any queries should be the tutor.

### **How Do I Receive Information From The School?**

The school no longer sends letters out to parents. All communication is done via email and social media or text.

Please ensure we have a current email address and mobile number for all contacts linked to your child (please check your spam & junk mail and if our emails go in here, please mark us as 'not spam/junk' to prevent this happening going forward)

All letters are also available on our website.

### **School Trips**

Emails are sent out offering places on School Trips - spaces are normally booked through a linked Google Form in the Trip email.

## **Term Dates, Inset Days and Day Timings**

### [Term Dates, Inset Days and Timings](#)

#### **How long do you get in between lessons to get to the next lesson?**

There is a warning bell 5 minutes before START, DEAR and Lesson 5 to remind you to move to the next lesson. There is no specific 'moving time' between periods 1 and 2 and 3 and 4 but all teachers know that it can take longer when you are new so will be lenient.

Our School Site

#### **A link to our school map**

We have an [interactive map](#) on our school website which will help students find their way around.

#### **What happens if students get lost?**

Go to student support or to reception or ask someone to help - everyone will be happy to help!