

**Maidenhill**

Creating and achieving a brighter future



# Parents' Handbook 2024-2025

**A - Z for Maidenhill Parents**

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## **Acceptable Use of ICT Acceptable Use of ICT**

Students are expected to use computers and ICT equipment sensibly and safely at all times. You will find guidance about acceptable and safe use of ICT on our school website.

## **Attendance – Absence**

There is a very clear link between attendance and achievement. High attendance is absolutely vital for students to achieve at school. 95% is our minimum expectation. If your child is so unwell that they are not fit for school, you should notify us via Class Charts. For information about whether you should send your child to school please refer to the NHS document via this [link](#). Holidays during term time will not be authorised. Parents must avoid medical/dental appointments during the school day, and where planned, these should be arranged for late in the school day or during holidays. If absolutely essential in school time, students should attend school before and/or after the appointment.

## **Behaviour for Learning**

We expect the highest standards of behaviour from all our students. If a student's behaviour prevents others from learning they can expect to be removed from the lesson and a detention issued, set for after school the following day. Notice and details about the detention will be sent via ClassCharts. Students may also be set a detention if they have not shown a positive and proactive attitude towards their learning in a lesson. There are certain types of behaviour that may lead to an internal exclusion (C4). Full details are available in our Behaviour Policy, which is available on the school website.

## **Bullying**

No school can claim to be without bullying. At Maidenhill we acknowledge this and actively work to reduce and prevent bullying and support students who believe they are being bullied (our anti-bullying policy can be found on our website). Students are regularly reminded to talk to someone if they feel they are being bullied: either a friend, tutor or member of the Student Welfare and Guidance team.

## **Calendar**

The school calendar for the year is issued prior to the new academic year and with the Head Teacher's letter in September. The school operates a two-week timetable, and our calendar tells students whether we are in Week 1 or 2. Important dates are communicated by letter, e-mail, and/or ClassCharts and also appear on the website. It is good to regularly consult the website for up-to-date information. Term dates for the current and next academic year are also on the website.

## Careers Guidance

Careers education, information and guidance is delivered in both Key Stage 3 and Key Stage 4 in PSHE lessons. All students have the chance to explore software which helps and informs students in their decision-making regarding career opportunities, post 16 associated courses and employment providers. Students will have opportunities to engage with employers, apprenticeship providers, further and higher education establishments and experience the world of work. We have an independent careers adviser who is in school regularly supporting students through assemblies, Parents' Evenings, PSHE lessons and individual careers interviews where appropriate. More detailed information regarding careers education, information and guidance and our Enterprise Plan can be found on our school website.

## Communication

We believe that students stand the best chance of success at school if we work together with both parents and students, and we want you to play a full and active part in your child's education. It is imperative that all parents have downloaded the ClassCharts app to their phones and or other digital devices as the vast majority of information about school and about your child will be issued through this app. This includes details of merits and where students have done great things. It also includes details of Homework. In the event of your child getting a detention, you will be notified through ClassCharts. If you are having difficulty with the app or require a log in, please contact our main reception. We also regularly use letters, email, text messages and the school website to keep you informed of what is happening at school, but we want you to feel able to contact us whenever you wish. You can phone in to school (01453 822469) or email us ([office@maidenhill.gloucs.sch.uk](mailto:office@maidenhill.gloucs.sch.uk)). Please remember that teachers spend most of their time in lessons and will not be able to answer immediately. Our office opening times are on the website and you are very welcome to leave a message outside of these times. Equally, it would be very helpful if parents could provide email contact details to improve our communication options. You can also use your child's planner to communicate with their tutor. We aim to respond to calls/email within 48 hours.

We welcome your views on what we are doing right and how we can improve further, so following parents' evenings we will ask you to complete a short survey. We also hold special evenings during the school year to enable parents to be involved in their child's learning. These include information evenings and curriculum evenings in addition to parents' evenings.

We do expect parents/carers to be polite and courteous to all staff.

## **Subjects Teachers / Leaders**

If you have any questions or concerns about the progress your child is making in a particular subject, please do make contact with the relevant subject teacher as they can more often than not help both you and your child. Alternatively, you might want to contact the subject leader who oversees the work in that curriculum area. It is often easier to make contact via email in the first instance.

<b><u>Subject</u></b>	<b><u>Head of Subject</u></b>	<b><u>Email Address</u></b>
Art, Design & Nutrition	Miss L Bullion	<a href="mailto:lbullion@maidenhill.gloucs.sch.uk">lbullion@maidenhill.gloucs.sch.uk</a>
Business, Computing & ICT	Mr C Bargh	<a href="mailto:cbargh@maidenhill.gloucs.sch.uk">cbargh@maidenhill.gloucs.sch.uk</a>
Dance	Miss P Sargent	<a href="mailto:psargent@maidenhill.gloucs.sch.uk">psargent@maidenhill.gloucs.sch.uk</a>
Design Technology	Mr M Sadler	<a href="mailto:msadler@maidenhill.gloucs.sch.uk">msadler@maidenhill.gloucs.sch.uk</a>
Drama	Mr D Nash	<a href="mailto:dnash@maidenhill.gloucs.sch.uk">dnash@maidenhill.gloucs.sch.uk</a>
English	Mrs A Melendez	<a href="mailto:amelendez@maidenhill.gloucs.sch.uk">amelendez@maidenhill.gloucs.sch.uk</a>
Geography and Travel & Tourism	Mrs K Johnson	<a href="mailto:kjohnson@maidenhill.gloucs.sch.uk">kjohnson@maidenhill.gloucs.sch.uk</a>
History	Mrs M Tardivel	<a href="mailto:mtardival@maidenhill.gloucs.sch.uk">mtardival@maidenhill.gloucs.sch.uk</a>
L4L and Ethics & Philosophy	Mr C Porter	<a href="mailto:cporter@maidenhill.gloucs.sch.uk">cporter@maidenhill.gloucs.sch.uk</a>
Maths	Mr J Sansom	<a href="mailto:jsansom@maidenhill.gloucs.sch.uk">jsansom@maidenhill.gloucs.sch.uk</a>
Modern Languages	Miss L Fowke	<a href="mailto:lfowke@maidenhill.gloucs.sch.uk">lfowke@maidenhill.gloucs.sch.uk</a>
Music	Mrs D Ball	<a href="mailto:dball@maidenhill.gloucs.sch.uk">dball@maidenhill.gloucs.sch.uk</a>
PE	Miss S Dobler	<a href="mailto:sdobler@maidenhill.gloucs.sch.uk">sdobler@maidenhill.gloucs.sch.uk</a>
Photography	Miss E Pierre-Justin	<a href="mailto:epierre@maidenhill.gloucs.sch.uk">epierre@maidenhill.gloucs.sch.uk</a>
RS and Health & Social Care	Miss L Hoare	<a href="mailto:lhoare@maidenhill.gloucs.sch.uk">lhoare@maidenhill.gloucs.sch.uk</a>
Science	Mrs H Webster	<a href="mailto:hwebster@maidenhill.gloucs.sch.uk">hwebster@maidenhill.gloucs.sch.uk</a>

## **Complaints**

We aim to respond to concerns as quickly as possible. Often there will be a need for further investigation, but we will aim to keep you fully informed. If you are unhappy with the outcome, all formal complaints should be addressed to the Head Teacher in writing, who will decide who will deal with the complaint. Please use the template on the website. If you are still unhappy, then you may address your complaint to the Governing Body, by writing to the Clerk to the Governors at the school address. Our complaints policy is on the website.

## **Concerns – Who To Go To**

If your concern is of a general nature, you should first contact your child's tutor who, in most cases, is the person who knows your child best. The tutor works closely with the Head of Year who oversees the welfare and guidance of students in their Year Group. If you have a concern about a specific subject, then you should contact either the subject teacher or leader for the subject. You can do this by either phoning the school or by emailing the school. Please be aware that teachers spend the majority of their time teaching, and it may not be possible to respond to your call or email the same day. We will try to get back to you within 48 hours.

## **Equipment**

It is vital that students arrive at school fully equipped and ready to learn. An equipment list can be found on our school website. Students often need support with personal organisation and checking their bag the night before is a useful routine. If a student regularly fails to bring essential equipment, then they will be issued with an afterschool detention for negatively impacting learning time.

The school shop is open at break time in the grey portacabin by the bike sheds. Students are able to buy a selection of stationery items such as calculators, geometry sets, pens, rulers, headphones, sketching pencils etc. in addition to revision guides. The shop does not aim to make any profit, but is able to buy in bulk, which often leads to cheaper prices than purchasing from shops.

Tutors will also be supporting students in tutor time every morning to ensure they are prepared for the day. Should you need support in purchasing equipment please contact your child's tutor in the first instance.

## **Email**

We use email to keep in contact with parents/carers. Please ensure you keep your listed email up to date on our records.

## **Emergencies**

We would aim to contact you immediately if there was an emergency in school. Please ensure you keep contact details, especially work telephone numbers and mobile numbers held with us, up to date.

## **Extra-Curricular Activities**

A list of extra-curricular activities is published each term. Students are strongly encouraged to participate and are rewarded via ClassCharts for their attendance and participation. A copy of what is on offer is published on our website and sent out electronically for you to see.

## **Homework**

Homework tasks will be set for all students to complete outside of lesson time. This work will be to help support, retain and embed the learning carried out in lessons. It can be completed at home or students can stay to Study Zone in CS4, from 3-4pm daily, to ensure these tasks are completed and submitted on time. Students with additional needs are also invited to attend Study Support after school on a Monday-Thursday from 3-4pm in CS3, where support is provided by our Learning Support department. Failure to complete and submit on time will result in an afterschool detention.

Throughout KS3, homework tasks are set weekly in English, mathematics, languages and science and fortnightly in other subjects. At KS4, weekly homework tasks are set per course choice. There is a

designated timetable for each year group of when these tasks are set to further support students in managing their time and workload outside of school. Students should asterisk these days on their timetable and the intention is they complete tasks on the evening set. All tasks are set on ClassCharts which can be viewed by students and parents via the ClassCharts app or web interface. Completion of homework is acknowledged with a positive point on ClassCharts and additional points are also awarded when the work is of high quality.

## **Jewellery**

Jewellery is allowed in school but must adhere to our uniform policy, which can be found on our website. Jewellery must be able to be removed quickly for PE.

## **Letters**

Letters are emailed home regularly. Letters are also posted on the website and are often accompanied by a text message to alert you to the fact that a letter has been emailed.

## **Lunch**

Students may bring a packed lunch or buy food from the canteen at break and lunchtime. A hot meal is always available including a vegetarian option, as well as a variety of sandwiches and baguettes. Students are expected to stay on the school site unless we have received written notification that the student will be going home for lunch. Letters should be addressed to the Head of Year who will then issue a Lunch Pass. Energy drinks are not appropriate in school and students should therefore not bring them in. We operate a cashless system through 'ParentPay', so parents need to ensure credit is available. Please be aware there is sometimes a delay of up to 24 hours before credit shows on the system; you will need to plan ahead. Any questions regarding ParentPay should be directed to the finance office.

## **Parent Teacher Association (PTA)**

The PTAPTA is a good way for parents to be involved in the school and get to know other parents. The funds that are raised benefit all our students. We welcome your involvement and support and would ask you to contact Mr A Hara, Assistant Head Teacher on: [ahara@maidenhill.gloucs.sch.uk](mailto:ahara@maidenhill.gloucs.sch.uk) in the first instance if you would like to be involved, even if in just a small capacity.

## **Medical Matters**

If your child has a chronic condition, it is vital that school and home work together to support the student, so they can take a full and active part in school life. Full information will need to be shared with the school and an Individual Health Care Plan (IHCP) will need to be agreed between parents and school. Please contact your child's Head of Year in the first instance. A copy of our policy, Supporting Students with Medical Needs, is on the website.

Medication should not be kept by the student, as in the wrong hands it can be dangerous. This includes medication such as paracetamol and ibuprofen. This is to safeguard all students. The exceptions to this rule are blue inhalers, diabetic equipment and epi-pens. Both the use of diabetic equipment and epi-pens should form part of the IHCP. If your child is asthmatic, please ensure you let us know and complete the Asthma Care Plan and Declaration, which is available on the school website or from reception. Please ensure your child always has their blue inhaler with them in school.

All medication, whether for short-term or longer-term conditions must be handed in to reception. It is the parent's responsibility to ensure medication is in date, labelled and in the original pharmaceutical container. Instructions for administration, dosage and storage should be supplied using the form 'parental consent for school to administer medicine', which is available via the website or reception. It is the student's responsibility to present at reception at the appropriate time to take medication. Medication, such as paracetamol, may be kept in the school office for occasional purposes. When any medication is given out, an email or text will be sent home to the primary contact alerting them to the time it was given.

## **Mobile Phones/Devices**

Mobile phones are not permitted to be used in school anywhere on the premises, inside or outside, including social times. Students who wish to be able to use their mobile phone before or after school must switch off their device upon arrival at school and keep it in their bag. If a student uses their phone during the day, it will be confiscated and then collected at the end of the day. If a student chooses to repeat this offence the phone will be confiscated, and a parent/carer must collect it. Continued and repeated use could bring further consequences such as having to hand in their phone each day or a complete ban for a period of time.

## **Parents' Evenings**

There will be a year group specific Information Evening at the start of term 1 where you can meet your child's tutor and Head of Year and find out about the plan for the year alongside additional events and expectations.

All year groups will have a face-to-face Parents' Evening when you will be able to discuss your child's progress with their individual subject teachers. KS4 students also have a second Parent's Evening following internal assessments where staff select who they need to speak to as well. All events will be bookable on our online booking system 'SchoolCloud' and you will be informed via letter when they are and how to book spaces.

The partnership between home and school is vital to your child's success at school. There is clear evidence that the children of parents/carers who are involved in school and homework have the greatest chance of success. Please do come to Parents' Evenings and involve yourself in school life. We also strongly recommend that students are present at Parents' Evenings too, so they can be part of the discussion about where they are at, and next steps.



## **PE Kit**

A full list of PE kit is in the students' knowledge organiser and on the school website. Students are expected to participate in PE lessons unless there is medical advice saying otherwise, in which case a signed letter from home will be required. Students who forget their kit will be lent appropriate clothing and will be expected to participate. Repeatedly forgetting kit will lead to a detention.

## **Planners**

Students are expected to use the planner as a reference book as well as a diary for events and reminders. It is also a means of communication between home and school. We encourage parents to write messages to the tutor in them. There is information about the school contained in the planner as well as being a point of reference. Students must have their planner with them every day and should have their planner available in every lesson, registration and assembly so information can be recorded or referred to.

## **Policies**

All school policies are available on the school website. A hard copy of any policy can be requested at any time from office staff.

## **Punctuality**

All students should be on site by 8.40am and in their tutor group/assembly by 8.45am. A warning bell will sound to signal that students must be at the door of their next lesson within 4 minutes (we operate a 'door in 4' policy). Punctuality is a life skill, and students are expected to be punctual to lessons. Failure to be at the 'door in 4 minutes' and to be punctual will incur a sanction.

## **Relationship and Sex Education**

Relationship education, relationships and sex education (RSE) and health education (HE) are viewed as an integral part of the health education content within the school's PSHE curriculum. Students are encouraged to develop an understanding of their own and others' sexuality, helping them make sensible and informed decisions, and so enabling them to develop a pattern of healthy sexual behaviour towards themselves and others. We aim to help and support young people through their physical, emotional and moral development. This is achieved through various units covered across students' time at Maidenhill. At times external speakers may be used to educate our young people.

Parents have the right to withdraw their child from certain aspects of the school's sex education programme and can do so by writing directly to the Head Teacher. For more information on which aspect of sex education a student can be withdrawn you should contact the PSHE lead. This does not apply to lessons that are part of the science national curriculum. (See also Relationship and Sex Education policy).

## **Religious Education**

Religious Education is a compulsory part of the National Curriculum in both Key Stage 3 and 4. At Maidenhill the course covers world religions as well as issues of morality and spirituality. In Key Stage 4 all students follow a course in PSHE that includes viewing issues from different religious and moral standpoints. Some students choose to work towards a GCSE in Religious Studies. Parents have the right to withdraw their child from RE for religious reasons but must write directly to the Head Teacher.

## **Reports and Reviews**

You will receive information about your child's progress three times a year, giving grades for organisation, attitude to learning and attitude to independent study. Once a year, you will receive a full report. We strongly encourage you to follow up any reviews with your child's subject teachers in the first instance. Further information can be obtained from your child's Head of Year or the relevant subject leader.

## **Rewards**

Students will receive reward points for a wide range of positive attitudes e.g. learning, attendance, student of the term, academic progress. Our mantra of "Be Kind, Aspire, Persevere, Achieve" forms the basis of our reward system. Students can use their points to 'purchase' rewards each term. By using ClassCharts, students can see how many points they have received and reserve items for collection in school. The reward shop is only open during the last week of each term (excluding Term 6)

## **Safeguarding Children**

Parents/carers should be aware that the school will take any reasonable action necessary to ensure the safety of its students. In cases where the school has reason to be concerned that a student may be subject to ill-treatment, neglect or other forms of abuse, staff have no alternative but to follow safeguarding procedures and inform the relevant agencies of their concern. Our Safeguarding Policy can be requested or viewed on the website. If you have a safeguarding concern about a child, please do not hesitate in contacting your child's tutor and/Head of Year.

## **Smoking/Vaping/E-Cigarettes**

Smoking of any sort is strictly forbidden for anyone on the school site and for students on the way to and from school and/or in school uniform. This includes cigarette substitutes such as e-cigarettes and vapes. A student caught with vaping/smoking paraphernalia will face an internal exclusion and any student found in the act of smoking/vaping will be fixed term suspended. Paraphernalia will only ever be returned to a trusted adult – never to a child.

## **Special Educational Needs and Disabilities**

Students with special educational needs and/or disabilities are integrated into the mainstream curriculum. We firmly believe that all students have the right and are capable of working within a broad and balanced curriculum. We are deeply ambitious for all students and do not allow a SEND need to become a barrier for any child. We recognise that some students need more support. These students are registered on the school's SEND register and their learning is reviewed regularly. We work to ensure that any registered student is supported in their learning as far as is reasonably practicable. Our Learning Support team works alongside teachers across the curriculum to develop appropriate learning strategies for students on the SEND register.

## **Sports Fixtures**

There are many and varied opportunities for students to get involved in sports both within and beyond lessons. Students are encouraged to look carefully at their own health and fitness and to this end, a number of clubs and activities are organised to enable as many students as possible of different abilities and interests to get involved. Your child will keep you up to date when fixtures are taking place, and we request your support in ensuring their safe return home when a match is played after school.

## **Text Messaging**

We often text parents to tell them about key events or give reminders. Please help us to keep our records up to date by informing us of any changes to your mobile or other contact numbers.

## **Timetable**

We run a two-week timetable. The calendar on our school website identifies whether we are currently on week 1 or 2.

## **Transport**

Several buses carry students to and from school each day. Those who live in the catchment area but more than three miles away, are sometimes eligible for a free bus pass, available from Gloucestershire local authority. Those who have to pay must pay the appropriate bus/coach company. We expect our school standards to extend to bus travel too and we expect courtesy and consideration to be shown to drivers, other bus users and the community. Students who behave in a manner, will have their right to use the bus withdrawn for a fixed period. Many buses are now fitted with CCTV to ensure the safety of those using the bus. Concerns about buses can be made to school, but in most cases, it is the responsibility of the transport company itself.

If you are bringing your child by car, please observe the road markings and park away from the pick-up area reserved for the buses. Please note that the front car park is not an area for dropping off students, except those taxis transporting students with specific needs when it forms part of their

support plan. Students who are cycling to school must ensure their bicycle is roadworthy and must sign the Cycle Contract to allow student to bring the bikes onto school site. The Cycle Permit is clear that students cycling MUST wear a helmet and cycle responsibly. They should use lights if travelling in adverse or darker weather conditions. The school reserves the right to refuse a child entry to store their bike on school grounds if strict conditions around cycle safety are not followed.

## **Tutor Groups**

On arrival students are placed in a tutor group with their year group peers. The name of the tutor group consists of one number and two initials. The number denotes the year group, and the two letters are the initials of the tutor. The tutor is often both the student's and the parent's first port of call for any questions or concerns, as it is often the tutor who knows the student best.

## **Uniform**

Our uniform is very simple, smart and straightforward. We expect students to be in full uniform and for it to be worn correctly at all times. Failure to do so may result in a student being given a temporary uniform and/or withdrawn from lessons until appropriate uniform is worn. A full uniform list is written can be accessed on the website. If you are in any doubt about the appropriateness of items of clothing/shoes, please check with us first before spending lots of money! All items should be clearly labelled with the student's name.

## **Visits and Trips**

During your child's time at Maidenhill, there will be various visits and experiences on offer to them. All visits are organised following Gloucestershire local authority health and safety guidelines. Details of visits will be sent home by letter and parents'/carers' permission will always be sought. We are unable to take a student out on a visit unless we have parental permission and emergency contact and current medical details. We hope that our students will benefit from the variety of activities on offer.

We have high expectations regarding students' behaviour, attitude to learning, attendance and punctuality. A place on a visit organised by the school is a privilege and students/parents need to understand that if a student makes poor choices regarding behaviour/attitude, or if their attendance is poor without good reason, they may not be allocated a place. In addition, should the school have concerns about any of the above prior to the visit taking place or if a student receives a late detention in a six-week window prior to the visit, their place may be withdrawn. If a student's place were to be withdrawn, there would be no reimbursement of any payments made.

Payments for visits, trips and activities are made via 'ParentPay' and more information can be obtained by contacting our finance office.

## **Website**

Maidenhill is a vibrant school, and our website reflects the busy life of our school. There is a great deal of information for parents including copies of letters, term dates and other points of reference. Make sure you take a look regularly: [www.maidenhill.gloucs.sch.uk](http://www.maidenhill.gloucs.sch.uk)