



# Frequently Asked Questions



- What happens when my child is ill and unable to **attend** school?  
We expect all students to aim for 100% attendance. If your child is unable to attend school due to illness please telephone the school on the first and each subsequent day of illness, or send an email to [attend@tpstrust.co.uk](mailto:attend@tpstrust.co.uk).
- What is the school's position on **requests for leave of absence** during Term Time?  
The school does not support students missing school to go on holiday during term time. Leave during term time should only be taken in exceptional circumstances and with permission in advance from the Principal. Parents should request leave for a child at least ten school days in advance by completing a 'Request for Leave of Absence in Exceptional Circumstances' form, which is available from reception or on our website. The Principal will then consider the request and respond accordingly. If the school decides not to authorise a request for leave, the absence will be recorded as unauthorised and the request and the response from the school will be forwarded to the Education Welfare Officer for appropriate action.
- What should I do if my child needs to attend an **appointment** during the school day?  
Parents/carers must make every effort to organise appointments for outside of the school day. If an appointment cannot be made outside of school hours then the student must be returned to school as soon as possible after the appointment. If a student has a medical/dental or other external appointment they need an appointment slip or letter from a parent/carer giving them consent to leave the school. This letter is signed by the House tutor and also by the Teacher/Cover Supervisor as they leave the class and handed into Reception as the student signs out and leaves the premises. All students must sign out and back in at Reception when leaving for individual purposes.
- What happens at **break and lunch time**?  
Year 7 students are expected to be outside during break and lunchtime when the weather is fine. During wet and cold breaks students are allowed to use form rooms. Year 7 students have their own designated quiet outdoor area (the quad) which they are able to use during their first year at The Priory.
- What does the school do about **bullying**?  
The school takes bullying extremely seriously; students are given the contact details of the Student Support Officer and have access to an online bullying reporting service, called Toot Toot. Incidents of bullying must be reported. Parents and carers should contact their child's tutor if they are concerned about bullying. Our procedures for dealing with bullying are on the school website.
- What **clubs** can my child attend?  
The school runs a variety of extra-curricular clubs; parents and carers can access this information on the school website. Information about clubs will be given to the Year 7 students in September.
- What should I do if I have a **concern**?  
Please contact us if you have a concern. Your child's form tutor should, in most cases, be the first point of contact. The subject teacher can be contacted if a concern is subject specific. If you have a serious concern which you feel needs to be dealt with at a higher level then please contact your child's Head of House, the relevant Head of Department or a member of the School Leadership Team. You can contact the school by phone on 01743 284000 or email enquiries to [info@tpstrust.co.uk](mailto:info@tpstrust.co.uk).
- How and when will the school **contact** me?  
There may be times when a child is sick or following an incident when we need to make contact with you. This would usually be done by phone. The school must have up to date contact numbers for parents and carers. Please let us know immediately if your contact details change. Information is regularly shared via email, and text messages are also sent out to parents to relay important information. Newsletters are published regularly on the school website.
- How will I find out about key **dates**?  
New parents and carers will be given a card providing details of term dates and holidays. The school calendar is published in the newsletter and on the school website. Two important dates for new parents and carers are Personalised Planning Day in November and Year 7 Consultation Evening in July.
- What, where and when can my child **eat** at school?  
Students are able to buy a variety of good quality food from the dining room during break and lunch time, or can bring in a packed lunch. Year 7 students have their lunch slightly earlier than the rest of the school for the first two terms. Students are only allowed to eat in the dining room.

- What happens on my child's **first day** in September?  
Your child will need to be in school by 8.30am on the first day of term. They should go to the main hall via the playground, where Year 11 Buddies and Senior Staff will be there to guide them. They will finish school at 3.00pm.
- Is my child entitled to **free school meals** at The Priory?  
If your child currently has free school meals please inform us, we will make sure they continue to receive them at The Priory. If you are unsure of your entitlement but would like more information on free school meals and support in applying for free school meals please contact us.
- How can I support my child with **homework**?  
There is a 'Year 7 Subject Information' booklet in your pack with information on how you can support your child in each subject. We run a homework club in the school library, Monday to Thursday, between 3pm and 4pm to support students with this aspect of their school life. The school has an online homework calendar called "Show My Homework" to support parents and students. You will be sent a letter with further details in September.
- What happens if my child **loses** something at school?  
Please label all of your child's personal belongings; this will enable us to get lost property back to its rightful owner. If a child loses something they should go to reception to see if it has been handed in. Students should not bring large sums of money or expensive items to school. Students must take responsibility for their personal belongings.
- Can my child bring a **mobile phone** to school?  
Many students bring mobile phones to school. Students must keep them switched off and away in their bag in school unless directed to do otherwise by a member of staff. Students must take responsibility for keeping their phones safe.
- When is the school **open**?  
The school is open and a receptionist available between 8.00am and 4.00pm Monday to Friday. Staff are also on site during school holidays except for two weeks at Christmas and Bank Holidays.
- How will you keep me informed of my child's **progress**?  
You will be invited into school with your child on the Personalised Planning Day in November for a meeting with your child's tutor. A consultation evening will be held in July where you will have the opportunity to meet with some of your child's teachers. Year 7 Attitude to Learning (ATL) and progress data will be issued in December, and Year 7 reports will be issued in May. If the school is concerned about your child's progress you will be contacted. If you have concerns about your child's progress please contact their form tutor.
- How can my child keep their belongings **safe** at the school?  
Students should store their bags in the cloakrooms provided when they are not in lessons. CCTV cameras in the cloakrooms support us in keeping personal belongings secure. We do not recommend bringing expensive items or large sums of money to school. The bike sheds are locked after school has started. A limited number of lockers are available for Year 7 students only, but are rarely used by students, a £10 deposit is needed for a locker key.
- How is the **school day** structured?  
Students must be on site by 8.30am.

8.35am - 8.40am - Registration  
 8.40am - 9.40am - Period 1  
 9.40am - 10.40am - Period 2  
 10.40am - 11.00am - Break  
 11.00am - 12.00am - Period 3  
 12.00pm - 1.00pm - Period 4  
 1.00pm - 1.40pm - Lunch  
 1.40pm - 2.00pm - Registration and tutor period  
 2.00pm - 3.00pm - Period 5  
 3.00pm - End of school day

- Where do I go to buy the **school uniform**? What will my child need?  
We like our students to look smart. There is a Uniform Policy in your pack, which contains detailed information about uniform requirements; please ensure you read the specific requirements very carefully. The uniform is available from School Shop Direct, Unit 17-18 Sundorne Trade Park, Featherbed Lane, Shrewsbury, SY1 4NS. Telephone number 01743 440449; email [info@schoolshopdirect.co.uk](mailto:info@schoolshopdirect.co.uk); website [www.schoolshopdirect.co.uk](http://www.schoolshopdirect.co.uk).
- What **support** is available to my child?  
If your child is experiencing problems at school or if the family are having problems which could impact upon your child's education we need to know. Please inform your child's tutor who will share information on a need to know basis to trigger support. The school has a strong pastoral team and also employs three full time non-teaching staff who form the Student Support Team. They can help to address any social or emotional issues students may have.
- How should my child **travel** to school?  
Most students make their way to school independently either on foot with friends or by bike. If children are driven to school they must be dropped off outside the school premises. To keep students safe we ask parents not to drive onto the school site to drop off and pick up. Parking is permitted on both Longden Road and Bank Farm Road. Priory School is on a bus route. It is important for students to behave safely and sensibly on their way to and from school and to respect each other and members of the public.
- Will my child have the opportunity to go on **trips and visits**?  
There will be a number of trips and visits organised for the students in Year 7. If your child receives Pupil Premium Funding we may be able to offer support in funding trips and visits. Please contact your child's tutor who will be able to advise you on the support available.
- Are students encouraged to drink **water**?  
Students should bring recyclable water bottles to school. Students are allowed to drink water during lessons.
- How do I contact the School **Governors**?  
Information on the School Governors and how to contact them is on the school website <http://priory.tpstrust.co.uk/>
- Where can I go for more **information** about the school?  
If you would like more information about the school, please visit our website: <http://priory.tpstrust.co.uk/>