

FAQ

Is there a school office?

Our office is open for medical needs only. There is a school post box for any letters and messages for the class teacher can be written in the reading diary and put in the communication box on the teacher's desk. The teacher will then follow up with you and make a telephone appointment if necessary.

Why can't the office be open for longer hours?

Out of school hours office staff complete other tasks which are not possible to be completed during the school day.

Why can't the phone always be answered and why does it go to the answer machine?

Due to Covid we have halved the number of office hours to put more help and support in the classroom. If the member of office staff is on training/absent things will not be followed up immediately.

Can we respond to tweets and ask questions on there?

We encourage you not to do this as we are not always able to see your messages as it depends on the type of account you have, we do not constantly monitor those accounts. Instead we would ask you to put a note in the pupil diary for the class teacher.

Where can I find things on the school website?

Here is a [summary](#). You could also download this [shortcut](#) to your mobile phone.

What are the twitter feeds?

[Ash Class Twitter Feed](#)

[Cedar Class Twitter Feed](#)

[Elm Class Twitter Feed](#)

[Maple Class Twitter Feed](#)

[Oak Class Twitter Feed](#)

[Willow Class Twitter Feed](#)

[@PTAHighHam Twitter Feed](#)

We have an active PTA and you may like to follow their twitter feed as it is a great way to become involved in their work, should you wish.

What do I do when my child is unwell?

Use the answer machine to let us know before the school day begins. Please let us know the details of any absence as we are monitoring the situation carefully.

How do I pay for educational visits?

We use a company called [WisePay](#), all parents are given a log in for this.

What happens if it snows? Snow [guidance](#) is regularly reviewed.

Do I have to use Twitter? No, you can access information posted on twitter from the school website. All information is on our website. We use twitter to post the information as it is a quick way to update things. Many people like to follow us on twitter on their phones as it is simple to use.

What information is there? See our summary graphics sheet. We have a daily news feed which is updated via twitter as it allows us fast access to the website and we can reach a wide audience.

How can I keep track if I don't follow Twitter? On Mondays, check class page on website to read the homework list for the week. On Fridays, check daily notice board on front of website and click on the communication summary and check the calendar on the front of the website (or on the top tab) to look at forthcoming events. Each night, when you hear your child read, check the teacher has not left you a note. The best form of communication is always to talk to others.

Why don't you print all letters? We are an eco-school and also wish to save time and money. The time we save goes directly into supporting children in class with their learning. We also used to find letters were left in book bags for several weeks and never read.

Why do I have to print off EV5 trip forms? Families with multiple siblings asked for them online as they could save and update them quicker. We always respond to any personal requests to print forms and have some in the letter rack by the notice board at the front of the school. You can also email completed ones to the office should you prefer.