



## Horbury Academy Communications – FAQs

### **Who do I contact to speak about the progress my child is making in a particular subject?**

In the first instance it is best for parents to contact either the Pastoral Year Leader for your child's year group or the Curriculum Team Leader for a subject area. Either of these colleagues will be able to look into your concerns in conjunction with your child's class teacher. This will then be followed up with you to let you know what actions have been taken. **Contact emails are on the ['contact us'](#) tab on the academy website.**

### **I am concerned about the amount of homework my child is getting/not getting – who do I contact?**

Once again, in the first instance it is best for parents to contact either the Pastoral Year Leader for your child's year group or the Curriculum Team Leader for a subject area. Either of these colleagues will be able to look into your concerns in conjunction with your child's class teacher. This will then be followed up with you to let you know what actions have been taken.

### **Who do I contact for a concern regarding the behaviour of my child and/or other students?**

Where parents are concerned about the behaviour of their child and/or other students they need to contact the designated Pastoral Year Leader for your child's year group in the first instance. These concerns will be looked into and the relevant members of staff will be contacted within the academy to ensure that these concerns are addressed.

### **How do I know if my child is playing in an after school sports fixture?**

In the week leading up to the sports fixture, team sheets will be displayed in the PE department. Students are required to indicate on the sheets whether they are available to attend. Details of the fixtures are displayed confirming whether the match is home or away, start time and an approximate return time to the academy. It is the student's responsibility to let parents know the details of the fixture and to arrange methods of getting home after the fixture. Students have permission to contact parents to ensure updated times are passed on. Should any parent/carer not wish for their child to participate in sports fixtures, please contact the PE department directly.

### **Why are student planners so important and where do I get a replacement planner from if my child has lost theirs?**

Planners are a key part of students' equipment as they record positive stamps, homework set, stickers to show whether a student has received a detention and parental communication. As such we check that students always have their planners with them at the start of each academy day. Should your child lose their planner or be asked to replace their planner, these can be purchased from the student support office.

### **How do I top up my child's kitchen account?**

The academy restaurant operates a cashless fingerprint system run through the online system Tucasi. Parents can set up a Tucasi account online and top up from home using a credit/debit card. Students can also bring cash into the academy and top up their account in the top up machines in our Atrium café - these are situated outside the entrance to Music/Drama and the Main Hall. To request a link to set up the Tucasi account, please contact [finance@horbury.accordmat.org](mailto:finance@horbury.accordmat.org). Parents can access updates on spend and balances on this system. Students are able to see their spend each time they purchase something at the academy Restaurant or Atrium café, as well as their balance. A debit balance of no greater than £2.10 is permitted. If a student's account is overdrawn, a text message is sent home on a Thursday.

### **How will I receive school correspondence?**

Letters will be issued via the parental app 'MCAS' or by email. We also add whole-academy letters to our website [here](#) (under the 'parents and carers' tab) so parents can easily access all academy communications.

### **I would like to lodge a formal complaint – how do I do this?**

We would always hope that we are able to work in partnership with parents and carers to resolve any issues or concerns that may arise. We understand that parents and carers may still wish to formalise their complaints and as such we would direct them to use our academy complaints policy. This policy is available via our website or a paper copy can be posted out upon request. Requests of this nature need to be made via our enquiries email address [enquiries@horbury.accordmat.org](mailto:enquiries@horbury.accordmat.org).

In the first instance, parents are asked to detail their complaint in writing to the Principal. Once your formal complaint is received, this will be investigated and a response will be provided within the timescales outlined within the policy.

### **Does the academy use social media and where can I find it?**

Horbury Academy uses Facebook and Twitter at [@HorburyAcademy](#) as a means of communicating key events and successes with parents. Our platforms are regularly updated with information that we hope parents and carers will find both useful and interesting.

Horbury Academy will not engage in two-way communication via social media. Instead we would invite parents and carers to work with the academy on key issues and concerns as and when they arise.

### **What should I do if I have a concern about something I have seen on social media regarding the academy?**

We would ask that you contact the academy as soon as possible to notify us and discuss your concerns. Please telephone the academy in the first instance.

Parents/carers are politely requested not to air personal views or comments on the academy Facebook page. Instances of unacceptable language, derogatory or defamatory comments about the academy or potential safeguarding concerns will be reported to Facebook administrators and/or appropriate authorities.

### **Why has my child been issued with a detention?**

There are a number of reasons why a student may be issued with a detention in the academy, please refer to the [Behaviour Policy](#). The information relating to when a child has been given a detention can be found on the detention sticker, which is placed in the student's planner.

### **What does SLT stand for?**

SLT stands for Senior Leadership Team. This refers to the leaders in the academy who take ultimate responsibility for all aspects of academy provision. This team is made up of the Principal, Vice Principal and a team of Assistant Principals.

We understand that there are many terms used in the academy and indeed in the context of education that parents may find confusing. As such we have created a jargon buster that will hopefully support all parents to understand some of the terminology being used in the academy.

### **Why do you not provide individual class teacher email addresses?**

Parents will notice that we do not readily share the email addresses and contact numbers of academy teaching staff. There are a number of reasons why we ask parents not to contact teachers in the first instance. Firstly, it is not always possible for a teacher to make contact with a parent quickly. Most of our teaching staff have full timetables and understandably they are focusing upon teaching students, planning effective learning and assessing progress.

Secondly, we want to ensure that all academy communication is tracked by leaders within the academy to ensure that issues and concerns are dealt with appropriately and in a timely fashion. By using Pastoral Year Leaders and Curriculum Team Leaders as a first port of call we are better able to ensure that all queries are dealt with effectively and in a timely fashion. Email contacts for Pastoral Year Leaders and Curriculum Team Leaders are listed on the academy website, under the ['contact us'](#) tab.

**Where can I find the academy term dates?**

The academy displays key term dates on the academy calendar which can be found on the academy website [here](#) (under the 'news and events' tab).

**When is the next Parents' Evening for my child?**

All parents' evenings are calendared in advance of the academic year and will appear on the academy calendar [here](#).

