

## Information parents can access automatically

**Assessment reports** – these are sent three times a year. Two of these are summary reports with one full written report a year. The published timetable is on the school website

**Attendance and Behaviour reports** – these are sent three times a year at the end of each full term. The reports give you a summary of your child's cumulative attendance and information about the positive and negative behaviours recorded on the school system.

**Access to e-portal** – this allows you to login into the school behaviour system to track instantly how your child is working at school. All parents are given login details when their child joins the school. If you require further information about this, please contact the Main Office who will arrange this with our Network Manager.

**Learner Agreement** – all students have a School Learner Agreement setting out the responsibilities of school, students and parents. The agreement is on the school website and in your child's planner. Your assistance in supporting this agreement is of paramount importance to your child's success here.

**Student planner** – your child's planner has information about the correct uniform, student learner agreement and targets.

**Parents Evenings** – details of academic parents evenings are on the school website and your child will bring a letter home prior to these to enable you to discuss the appointments you want to make with staff.

**Events** – details are on the website and specific letters will be sent home

## Useful contact information

### Main Office telephone number

01507 462443

### Office email

office@jstc.org.uk

### JSTC website

www.jstc.org.uk

### To contact a Progress Leader (Pastoral Team)

The Pastoral Team in school is lead by your child's Progress Leader. This team will monitor your child's academic progress as well as attendance and behaviour in school. They will contact you directly if they have concerns.

[pastoral.year7@jstc.org.uk](mailto:pastoral.year7@jstc.org.uk)

[pastoral.year8@jstc.org.uk](mailto:pastoral.year8@jstc.org.uk)

[pastoral.year9@jstc.org.uk](mailto:pastoral.year9@jstc.org.uk)

[pastoral.year10@jstc.org.uk](mailto:pastoral.year10@jstc.org.uk)

[pastoral.year11@jstc.org.uk](mailto:pastoral.year11@jstc.org.uk)



## How Can We Help?

A Parents' Guide: finding the best way to support your child.

## Guiding you to the right person to help

There are many reasons why you may need to contact school as your child progresses through JSTC. This guide should enable you to find the best person to talk to about the specific question that you have.

You may have a particular question linked to a clear milestone in your child's education - starting secondary school, choosing options, struggling with a KS4 course, revision for examinations or where to go next after Y11 with planning and advice for further education. Whatever the concern, you will need to speak to the right person.

I am sure that the information in this leaflet will help you find the support you need quickly.

Together we can ensure that you child enjoys their time at JSTC and leaves school ready for the exciting challenges ahead. Please be aware that staff may not always be able to respond to you within 24 hours but we do endeavour to address your concern as quickly as we can.

Contact details are on the back of this leaflet.

Your question is linked to	Please contact
Settling into JSTC	Form Tutor
Friendship issues in school	Form Tutor
Bullying	Form Tutor. If necessary, the tutor will contact the pastoral team.
Having the right equipment	Form Tutor
Taking your child for a medical appointment	Main Office or Attendance Officer
Bus and transport	Main Office or LCC website
Attendance	Attendance Officer
Progress in a specific subject	The class teacher for that subject or Head of Department
Progress in a range of subjects	Progress Leader (or another member of the Pastoral Team)
My child being unhappy at school	Form Tutor
Homework	Form Tutor – or class teacher if only in a specific subject.
Concerns in a lesson	Class teacher if only in a specific subject – or Progress Leader if in a range of lessons.
Uniform	General enquiries – Main Office or the Form Tutor if specifically concerning your child.
SEND concerns	SEND team to make an appointment
MAT(More Able and Talented)	MAT co-ordinator



Your question is linked to	Please contact
Daily Report given by the tutor	Form Tutor. If necessary, the tutor will contact the pastoral team.
Concerns linked to a PSP	Progress Leader (or another member of the Pastoral Team)
Safeguarding	Member of the Safeguarding Team as directed by the Main Office
Getting access to e-portal	Main Office or ICT department
Behaviour concerns, reports or e-portal information	Progress Leader (or another member of the Pastoral Team)
Contacting the Governing Body	JSTC website for contact details
Examination information	JSTC website or Examinations Officer
Concerns about the behaviour of my child at school and/or home	Contact your child's Progress Leader
Policies	JSTC website
Financial queries	Finance Department

**Holidays** – please remember that we are not allowed to authorise holidays in term time.