

FAQs

September 2026

This document tries to answer some of the most common question that parents and children have when they start secondary school.

However, if you feel the Y6 section of our school website does not answer a specific question that you may have, then please do not hesitate to contact us via email. transition@mcauley.org.uk

What happens if my child needs to attend an appointment during the school day?

It would be better if appointments can be made outside of school hours, but we know that in the case of hospital appointments this is not always possible.

On the day the appointment occurs please send written consent that your child needs to leave school, this can be a note in your child's school planner.

Please provide evidence of the appointment, this could be sent via email to your child's form tutor.

Students will then be able to show this to the member of staff when they need to leave lesson. It is then vital that students sign out at the pupil reception on the site they will be leaving. Then, if returning to school students must sign back in again.



What do I do if my child is unable to attend school?

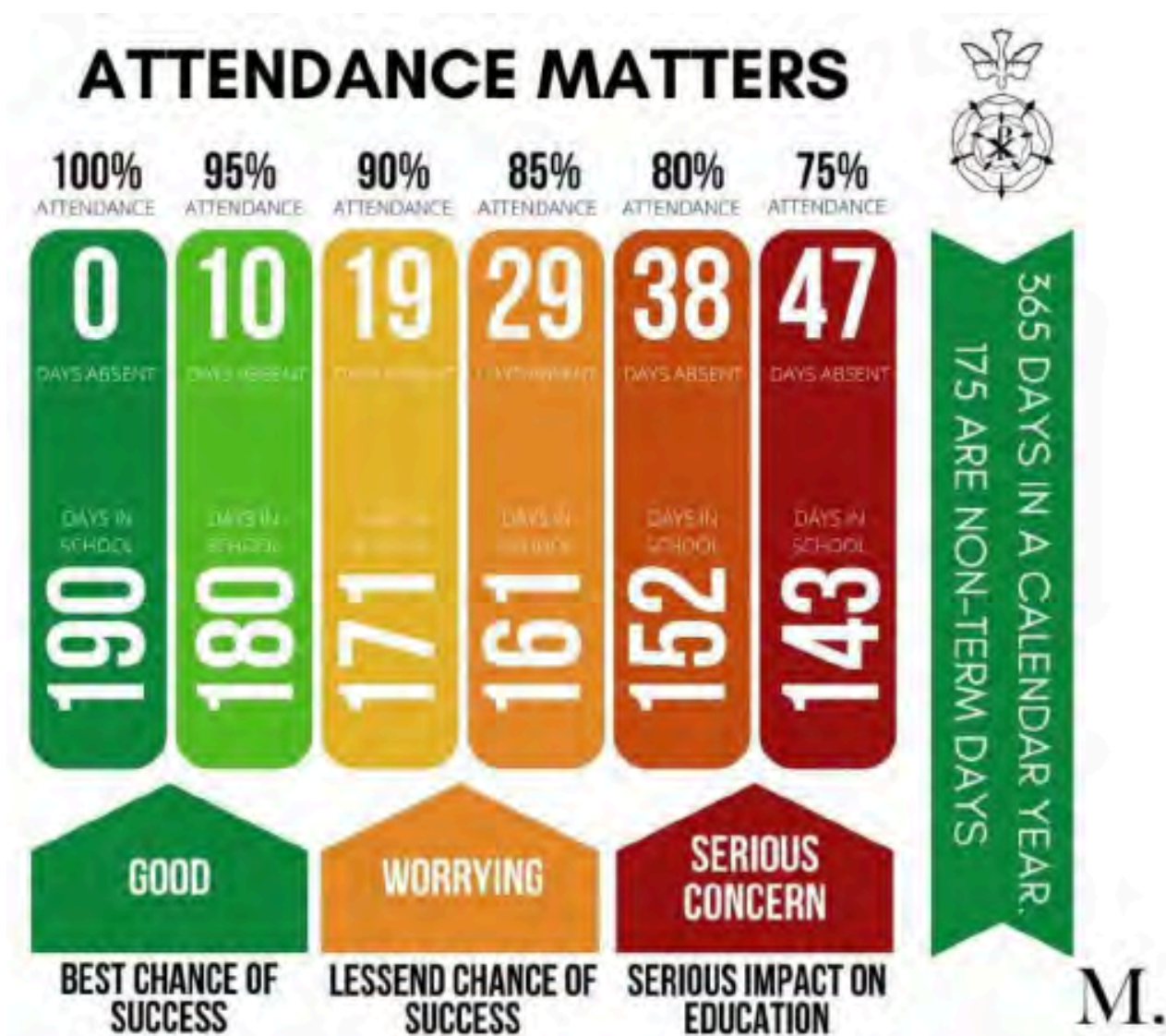
It is a legal requirement that pupils attend school regularly.

Please contact school as early as possible on the first day of absence if unable to attend. If your child does not arrive in school and you have not informed us, then you will be notified via our 'Schoolcomms' system.

It is crucial that pupils attend school to ensure that they do not fall behind. Also, an irregular attendance pattern has an impact on the social aspect of school when non attendees can begin to feel isolated from their peers.

We monitor attendance weekly and work closely with our Educational Welfare and Student Support Officer so that we can encourage 100% attendance as much as possible.

Absence can be reported via the School Gateway App or by phone 01302 537396



Can I take a family holiday during term time?



No – holidays during term time will not be authorised.



How will I know if homework has been set?

Students receive a planner at the start of the year. This is something they should have with them every day – they fit in a blazer pocket for ease of carrying. In the planner, students will have their timetable and will record any homework that is set.

**Sparx Maths and Sparx Reader homework will be set each week.
Students must complete this online**

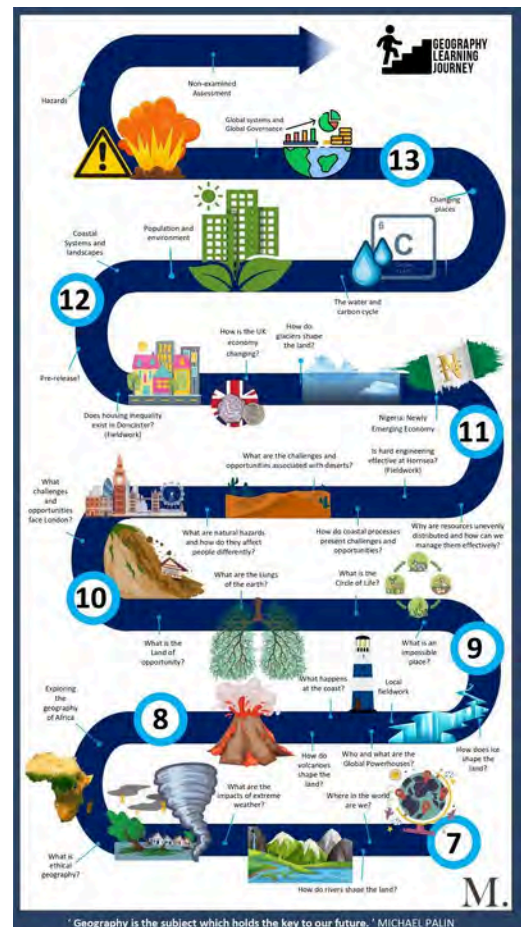


How will I know what my child is learning?

Every half term you will be emailed a curriculum snapshot.

This gives details about what your child is learning in each subject for that half term.

It will give information about assessments and what you can do to support your child at home, as well as useful resources and website you can use with your child.



My child needs to take medicine in school, what should I do?

If at all possible, we would ask the medicines are taken at home, however we know this can't always be done. The school will only administer medicines prescribed by a doctor. Students should take the medicine to pupil reception where the medication is locked away. When the medicine needs to be taken students return to pupil reception and are monitored whilst the medicine is taken.



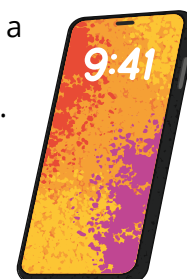
The medicine must be in the box / bottle with Pharmacy label on it and directions for dose.

Students should not carry any medication on them, even 'over the counter medications' such as Paracetamol. The only exception to this is an asthma inhaler or an EpiPen.

If you have any specific questions about your child and medication, please contact your Year Leader or Key Stage Manager

I want my child to take their phone to school in case they need to contact me on their journey to and from school. Is this, ok?

This is a common reason for children having a phone with them and this is not a problem, however all phones should be turned off and put away during the school day. Pupils should not be on their phones between 8.00am and 2.15pm. Pupils will be expected to abide by these rules; they are there for their protection as well as to help them focus on learning.



Please see the behaviour policy on the school website for more information.

How can I best communicate with school?

First point of contact is your child's form tutor – they will then be able to help you directly or direct your query to the right person.

You will be given the contact details of your child's form tutor before the summer holidays.

Is there an app that school uses for communication?



There is and it is called 'School Gateway' and can be downloaded free of charge. For families where there are two parents, whether living together or apart, it is crucially important that you provide us with contact mobile numbers and email addresses for both parents that have parental responsibility. Our systems will then send emails/texts to both parents.

How will school communicate with me?

We use a system called Schoolcomms. The contact information that you provide allows us to send school information to you by email and text, helping us to ensure that you receive important communications quickly and securely. We find that this an immediate and cost-effective way of communicating with you so please let school know if any of these contact details change.

To make sure that your email provider doesn't send communications to your 'spam' folder we advise that you add the school email address to your safe sender list.

This email address is : SC3714606a@schoolcomms.com

School also uses social media to make you aware of whole school news.

What do I do if I'm not receiving communications from school?

If you have any queries regarding home/school communication, in the first instance please email your child's form tutor or phone the school on 01302 537396 and we will be happy to help.

Will I receive text messages with information?

The school does send text messages to parents/carers for a number of reasons. For example:

- Provide urgent or important announcements (e.g. school closure, transport issues)
- Reminders about important events or dates
- Alert you to the fact your child is not in school/late to school

Please keep school up to date with and mobile number changes as and when they happen so you don't miss crucial communications.

Will I have an opportunity to speak with my child's teachers?

Parents evenings are held each year, your child will be asked to make appointments with teachers, and we would ask that these meetings are kept to 5 minutes. During the year if you have concerns Teachers, Form Tutors, Year Leaders and Key Stage Managers can be emailed.

