

## **Parents' Evening FAQ - Frequently Asked Questions**

### **The system is not allowing me to login to school cloud**

You will only be allowed to book appointments from the date and time in which the booking system is open. Emails regarding parents evening will be sent prior to the school cloud booking system opening.

Once the booking system is open, please find guidance on how to make appointments through the school cloud system. If you have any further issues will contact [admin@5acreshighschool.co.uk](mailto:admin@5acreshighschool.co.uk)

### **Parents' Evening School Cloud Guidance**

- Select parent login and enter your information into the form and submit. Please note that Title - Miss, Mrs, Ms, Dr etc - needs to match exactly what we have for you on your child's records, so if you experience a problem logging in please email [admin@5acreshighschool.co.uk](mailto:admin@5acreshighschool.co.uk) to confirm/update your details where necessary
- Select the relevant Parents' Evening from the dashboard
- You can manually book appointments and select a time frame that is convenient to you. The booking system will be available from .....and will close on .....
- On the evening, appointments will be held in individual teaching rooms. If you feel you need a longer appointment time, please contact the individual class teacher through their school email address to arrange another time separate to Parents' Evening.

### **I wish to attend parents evening face to face in school however the system states video/virtual**

Unfortunately, the system does not allow you to select a preference and therefore has virtual/video as a default , we take the assumption that the majority of parents will come in face to face to have appointments in classrooms, however the system does allow us to run virtual appointments if requested. Please just ignore this if you attend to come into school for your appointments.

### **I am unable to make appointments with a certain members of staff**

Parents' evening appointments are capped at a specific number, however in line with our open school policy, we encourage parents/careers to contact individual members of staff throughout the year to discuss any questions or concerns. Members of staff can be contacted via their school email address

InitailSurname@5acreshighschool.co.uk or via the school phone number 01594 832263.

### **Should my child attend Parents' evening?**

We strongly encourage students to attend Parents' evening , there is no expectation for students to wear their school uniform.

### **What do I do if I can not make the Parents' evening?**

If you are unable to make Parents' evening please contact individual members of staff d via their school email address InitailSurname@5acreshighschool.co.uk or via the school phone number 01594 832263.

### **What do I do if I am unable to login during the evening?**

Please do not panic, contact the members of staff you have made appointments with via their school email address InitailSurname@5acreshighschool.co.uk or contact the school office the following morning via the school phone number 01594 832263.

## Possible questions to ask at Parents' evening

- Is my child's progress in line with the teacher's expectations?
- Has he or she done anything particularly well?
- What can he or she do to improve?
- How can I help as a parent?
- Does he or she contribute in lessons?

## Who to contact if you have the following query

### - Homework support or completion

For Low Stake Quiz homework: The tutor [InitailSurname@5acreshighschool.co.uk](mailto:InitailSurname@5acreshighschool.co.uk)

For Seneca homework: Your child's science teacher or Mr Leach, Head of Science  
[SLeach@5acreshighschool.co.uk](mailto:SLeach@5acreshighschool.co.uk)

For Maths homework: Your child's maths teacher or Mr Cockeram, Head of Maths  
[SCockeram@5acreshighschool.co.uk](mailto:SCockeram@5acreshighschool.co.uk)

For English homework: Your child's english teacher or Mrs Rontree-Jones, Head of English  
[CRontreeJones@5acreshighschool.co.uk](mailto:CRontreeJones@5acreshighschool.co.uk)

### - Concerns regarding friendships, bullying

The tutor [InitailSurname@5acreshighschool.co.uk](mailto:InitailSurname@5acreshighschool.co.uk)

Pastoral support: Mrs Toulson Pastoral Support for KS3 [KToulson@5acreshighschool.co.uk](mailto:KToulson@5acreshighschool.co.uk) Miss Brooke Pastoral Support for KS4 [TBrooke@5acreshighschool.co.uk](mailto:TBrooke@5acreshighschool.co.uk)

### - Parent Pay queries

The school office [admin@5acreshighschool.co.uk](mailto:admin@5acreshighschool.co.uk)

### - Assessment/ QLAs

The tutor [InitailSurname@5acreshighschool.co.uk](mailto:InitailSurname@5acreshighschool.co.uk)

Paul Ogden Deputy Headteacher [POgden@5acreshighschool.co.uk](mailto:POgden@5acreshighschool.co.uk)

### - Extra curricular provision

The tutor [InitailSurname@5acreshighschool.co.uk](mailto:InitailSurname@5acreshighschool.co.uk)

The school office [office@5acreshighschool.co.uk](mailto:office@5acreshighschool.co.uk)

Kylie Harris Assistant Headteacher for wider engagement [KHarris@5acreshighschool.co.uk](mailto:KHarris@5acreshighschool.co.uk)