



Countesthorpe Leysland Community College

**PARENT HANDBOOK  
NEW YEAR 7 PARENTS  
2020/21**

**May 2020 Covid 19 Edition**





# Table of Contents

TABLE OF CONTENTS.....	3
WELCOME TO COUNTSTHORPE LEYSLAND COMMUNITY COLLEGE .....	4
RETURN TO COLLEGE DATES ACADEMIC YEAR 19/20 .....	4
TIMINGS OF THE COLLEGE DAY.....	5
BREAK AND LUNCHTIME .....	5
TRANSPORT AND TWILIGHT BUSES.....	5
EQUIPMENT .....	6
ADDITIONAL SUBJECT SPECIFIC EQUIPMENT .....	6
HOMEWORK .....	6
HOMEWORK CLUB.....	8
THE COLLEGE LIBRARY .....	8
UNIFORM INFORMATION .....	9
HOW TO ORDER A SCHOOL UNIFORM .....	11
STUDENT ID CARDS.....	11
ATTENDANCE .....	12
HOLIDAYS.....	12
THE PASTORAL SYSTEM AND SETTLING IN .....	13
SUPPORTING YOUR CHILD TO SOLVE PROBLEMS INDEPENDENTLY .....	13
REWARDS.....	14
REWARD EVENTS.....	14
BEHAVIOUR FOR LEARNING .....	15
MONEY & PERSONAL ELECTRONIC EQUIPMENT (MOBILE PHONES, IPODS, SMART WATCHES ETC.).....	16
PERSONAL BELONGINGS AND BICYCLES.....	16
STUDENT ROLES AND RESPONSIBILITIES .....	17
EXTRA-CURRICULAR CLUBS .....	17
REPORTING AND TARGET SETTING .....	17
ONLINE REPORTING.....	17
EFFORT .....	18
PARENTPAY.COM .....	19
PAYMENTS FOR TRIPS.....	19
DISADVANTAGED STUDENTS - THOSE ELIGIBLE FOR ADDITIONAL FUNDING .....	20
CONTACTING US.....	22
CONTACTING YOU .....	23
USEFUL CONTACTS .....	24
STUDENT ICT ACCEPTABLE USE AGREEMENT.....	25

# Welcome to Countesthorpe Leysland Community College

This is a new chapter in your child's educational journey and we are delighted that you have chosen Countesthorpe Leysland Community College.

We know that making the choice of College for your child is probably one of the most important decisions you have made. We have stated we are in the business of preparing young people for life: equipping them for the reality of working life, opening their eyes to the opportunities that the world has to offer, and helping them become respectful, resilient and successful. For this reason, we make no apology for having high standards.

This College is about improving the prospects of your child. We want to develop capable, resilient, independent young people. This involves support and challenge, celebrating successes and learning how to deal with disappointments.

**"Be the best you can be"** is at the heart of what we do. We want this for each child.

We cannot achieve this alone. We need your support.

This booklet will allow you to understand how we work as a College. How we need you to work with us to make sure that life runs smoothly in our learning community, to ensure your child leaves with the best possible exam results having been exposed to a broad range of educational experiences.

We hope to run the Step Up to Secondary Induction Days on Tuesday 30<sup>th</sup> June and Wednesday 1<sup>st</sup> July. Further details will be sent out to you as the situation becomes clearer.

## Return to College Dates Academic Year 20/21

All students will return on Wednesday 26<sup>th</sup> August 2020<sup>1</sup>.

<sup>1</sup> Subject to Government guidance

*“At Countesthorpe Leysland Community College we expect our students to work hard, be organised and reach their individual potential. The following information is designed to help us work in partnership in order to help your child be the best they can be.”*

## Timings of the College Day

Registration begins at 8:45am. Students will need to be in their tutor rooms at this time.

The College’s lessons end at 3pm, and buses leave the College site at 3:10pm. There are a number of after school activities that run until 4:10pm

## Break and Lunchtime

Food is available in both buildings at break and at lunchtime.

Students are required to stay on the College Campus at break and lunchtime.

A lunchtime pass needs to be requested, in writing, from the Pastoral Office, if your child is to have lunch at home.

## Transport and Twilight Buses

Please refer to our website for more information.

A twilight bus is run by the College to support students staying for after school activities throughout the year:

- **Tuesday**                      Bus Arrives 4.00pm                      Bus Departs 4.15pm
- **Wednesday**                      Bus Arrives 4.00pm                      Bus Departs 4.15pm

## Equipment

Students must be provided with:

2 black pens (required for exams)	Clear pencil case (required for exams)
2 purple pens	2 different coloured highlighters
Pencil	Coloured pens or pencils
Pencil sharpener	Ruler
Eraser	Scientific calculator
Pair of compasses	Protractor
A Student Planner (provided by Countesthorpe Leysland Community College – a replacement costs £2.00). This is an organisational tool and a way of communicating between home and school. It is not a Homework Diary – See the homework section for more details.	

## Additional Subject Specific Equipment

Some materials can be ordered via **ParentPay.com**. Subject teachers will communicate this to students at the appropriate time.

Some subjects may involve some additional costs, such as buying material for Textiles or ingredients for Food Technology.

## Homework

Homework is essential to success in exams and education in general and all students at Countesthorpe Leysland Community College are expected to complete homework. Committing to memory work which has been taught in lessons, exam and assessment practice, working to deadlines and time management are developed through completing homework.

Show My Homework is an online homework diary to help your child and you keep track of homework.

Show My Homework will allow you and your child to see the details of their homework and deadlines set.

### **Quick Guide for Students:**

- Follow the link to Show My Homework through the Countesthorpe Leysland Community College Website (login details will not work if you do not do this)
- Use child's full College email address as the username e.g. [17-jbloggs@clcc.college](mailto:17-jbloggs@clcc.college) and their network password

### **Parents:**

Parents are issued with login details for Show My Homework at the beginning of Year 7. These login details will let you see your child's personal homework calendar. If you do not log in, you can still see all homework set in College, meaning you can use the filters to see what homework has been set for your child's group – though logging on will give you more information.

To view the live homework calendar for Countesthorpe Leysland Community College (or log into your personalised parent account) you will need to visit:

**<https://www.showmyhomework.co.uk/>**

What are the benefits?

- ✓ Log on and check the homework situation for your child, when it is convenient to you
- ✓ See exactly what has been set as homework for your child
- ✓ Free apps available for iPhone, iPad, iPod Touch, and Android devices
- ✓ Set up automated notifications before homework is due – so you know when your child's homework is due. This means with your support, your child will not miss any homework
- ✓ Translation into over 50 languages

We hope that Show My Homework will help your child manage the change from primary to secondary school and help set up good study habits while developing independence.

If you or your child have any questions about the service, please don't hesitate to get in touch with the team at Show My Homework, who are always happy to help. Just email [help@showmyhomework.co.uk](mailto:help@showmyhomework.co.uk) or call 0207 197 9550.

Also available on the College Website to help are a Parent Pack, a video tutorial and trouble-shooting guide.

## Homework Club

Is open and supervised by Teaching Assistants 3:00pm – 4pm every Tuesday and Wednesday in IT3C.

## The College Library

Is open and supervised from 8.20am – 3:30pm every day for quiet, focused study.

Students have access to books, DVDs, newspapers, journals and computers. This is a suitable place for students to complete homework if needed.

## Uniform Information

Information regarding uniform can be found on our website at <https://www.clcc.college/uniform-information/>

Item	Notes	Uniform Supplier
Jumper	Plain black V neck jumper with College logo <sup>2</sup>	✓
Trousers	Plain grey tailored trousers <sup>3</sup>	✓
Skirt	Plain grey <u>knee length box pleated</u> skirt <sup>4</sup> <b>(for all new students to the College from August 2018 onwards the skirt needs to have the College logo)</b>	✓
Shirt	Plain white shirt with collar that can be buttoned to the neck, long enough to be tucked in at all times. <sup>5</sup>	
Tie	CLCC Tie (traditional or clip on)	✓
Socks	Plain grey or black socks	
Tights	Plain black tights or plain natural skin tone	
Shoes	These should be plain, all black (any logo must also be black), low heeled shoes or trainers which are suitable for College. <sup>6</sup> Shoes laces should be black	
Boots	These should be worn with trousers only, not with skirts. Trousers should not be tucked in. Boots must be plain black and of a traditional design. <sup>7</sup>	
Coats	Students will need an additional (preferably warm and waterproof) coat for the colder months especially given that the College is split across two sites. Coats must not be worn inside College buildings. <sup>8</sup>	
Jewellery	One pair of plain ear studs and a watch. No other jewellery. No facial piercings and no other piercings are allowed. Earlobe stretchers and bars are NOT permitted. Religious jewellery can be worn but must be under clothing. Only traditional watches are allowed. No smart watches (including Apple Watches, FitBits or similar) are allowed.	
Hair & Makeup	Make up must be discreet and kept to a minimum, hair colour should be in the range of natural hair colouring. No extreme hairstyles or colours. No false nails - clear nail polish only.	
Bags	Each student will be expected to carry an appropriate bag for school which can hold books and equipment. No small handbag type bags are allowed.	
Lanyard	Students must wear their lanyard and ID card at all times	

<sup>2</sup> Other jumpers or hoodies are not allowed and will be confiscated.

<sup>3</sup> We do not allow; jeans, denim trousers, jeggings, leggings, trousers which are tight to the thigh, calf, or leg, trousers that do not cover the ankle, cords.

<sup>4</sup> We do not allow the following skirts; skater skirts, jersey/lycra skirts, denim skirts, tight skirts, skirts with a pattern

<sup>5</sup> Polo shirts are not allowed. Shirts are to be worn with a tie at all times.

<sup>6</sup> The following shoes are not allowed; pumps, ballet style shoes, shoes with heels, shoes with any marking or logo, sling back or backless shoes.

<sup>7</sup> No UGG type boots are allowed.

<sup>8</sup> Denim/Leather jackets are not allowed.

The College Leadership's Team decision about acceptable uniform is final. All students are expected to wear kit as described for P.E. and Dance lessons.

Item	Notes	Uniform Supplier
CLCC Navy T-shirt	Navy T-shirt with CLCC logo	✓
CLCC Navy Training Top	Long sleeved navy training top with CLCC logo	✓
CLCC Navy Shorts	Navy Sports Shorts with CLCC Logo	✓
PE Socks	Navy and white socks with CLCC logo	✓
Training Bottoms	Leggings or tracksuit bottoms. Black or navy	Optional

Students can opt to buy CLCC tracksuit bottoms or alternatively wear their own navy or black tracksuit bottoms.

Black or navy sports leggings can be worn.

Students should bring a change of footwear for PE whether that is a pair of football boots for outdoor lessons or a spare pair of clean trainers.

Please label uniform and PE kit to help with returning lost property to its rightful owner.

Aerosol deodorants/perfumes or air fresheners are not allowed in school. If a deodorant is required a roll-on version is acceptable.

If for any reason your child does not have their kit or has a medical note explaining that they are unable to take part in the lesson, we are unable to make alternative provision. Our policy is similar to most secondary schools in that pupils who are not able to do PE are expected to change into spare PE kit and join the PE group listening to the theory aspects and helping with duties as instructed by the teacher. This may be in the form of refereeing, coaching or analysing performance. The same policy applies for both indoor and outdoor lessons. It is therefore important that they have a sports waterproof coat and warm clothing to observe the lesson if they are outdoors.

If your child has a medical reason for not participating practically in a PE lesson, please supply a note to their PE teacher, through your child, on the day of their PE lesson.

We want our students to look and feel smart and be proud of the community to which they belong. It is expected that students will dress smartly and take pride in how they look. In coming to the College, parents and carers agree to support our policy in ensuring your child is correctly dressed.

## How to order a School Uniform

School uniform can be purchased from:

Schoolwear Solutions  
64 London Road  
Oadby  
Leicester  
LE2 5DH  
Tel: 0116 216 0665  
[www.schoolwearsolutions.com](http://www.schoolwearsolutions.com)

Uniform is available to purchase online or in the Schoolwear Solutions shop.

Only the items with logos will need to be purchased from the listed supplier. Anything else can be purchased from other stores as long as they are within the policy. However, you do have the option to purchase them all from our supplier should you choose to do so.

## Student ID Cards

When a child starts at the College, students will be issued with an ID card and lanyard, which **should be worn at all times** and last them until they leave the College.

The ID card will allow students to:

- Enter the building
- Pay for school lunches
- Book out library resources
- Use photocopiers

Students must wear their ID card and lanyard at all times; it is part of their uniform and is important for safeguarding reasons.

Replacement cards and/or lanyards can be purchased online through **ParentPay.com** (see section in handbook).

## Attendance

Our target for attendance is 100%. We expect students to be punctual.

Attendance above 96% is considered good and will entitle your child to be invited to reward events.

If your child is going to be absent from College for any reason, please contact our Attendance Officer. If your child is absent during registration and we have not received an explanation you may expect to be contacted by text in the interests of safeguarding.

Attendance concerns and patterns will be investigated and action taken in line with College procedure.

**Please do not accept requests to leave the College directly from your child. This is against College procedure.** If your child is ill and needs to be collected, we will contact you.

- Absence due to illness needs to be phoned through to the switchboard or emailed by 9.00am  
0116 277 1555 and choose the relevant option or [attendance@clcc.college](mailto:attendance@clcc.college)  
**(please do not email the admin address to report an absence)**
- Routine dental or medical appointments need to be made outside the College day
- Appointments involving consultants or other specialists are exceptions to this

## Holidays

Holidays in term time **cannot** be authorised (due to instructions from the Government).

In exceptional circumstances, families may wish to apply for leave and should apply in writing to the Principal; each request will be considered individually.

## The Pastoral System and Settling In

Students will be placed into one of the six Houses in the College. Houses are made up of students from years 7 -13. Each child will be in a tutor group made up only of children in the same year. A House system helps to foster a sense of community, belonging, engagement and support. There will be opportunities for inter-house competitions, special house events, trips and student responsibilities.

**Step Up to Secondary Buddies** will be on hand throughout Step Up to Secondary Induction Days and the Autumn Term to support Year 7s in getting to know the layout and routines of the College.

All students have access to support through their tutors and Heads of House, Pastoral Head of Year and the five subject teachers they see each day.

## Supporting Your Child to Solve Problems Independently

This is a big change for 11 year olds and their parents. Sometimes students need some extra help or support.

Please support us in making sure your child makes this adjustment to secondary school as smoothly as possible.

If there is an issue, please encourage your child to take steps to resolve the issue themselves by:

- Speaking to an adult in the College when the problem occurs
- Not to contact you directly in the day but wait until they get home

Please trust that we will contact you if necessary and we will always work and make decisions in the best educational interests of your child.

## Rewards

Student achievement is celebrated throughout the year. Students accumulate Merits and House Points which contribute to individual and group recognition and success.

We reward students who meet our expectations, work hard and “do the right thing”. Some of the way we reward students are:

- Postcards
- Early lunches
- Cookie/Fruit Vouchers
- Certificates
- Tutee of the Week
- Awards Evening
- Leavers Parties and Prom Nights
- Reward Trips
- Reward Events

## Reward Events

Reward events are held once a term. Students receive an invitation to the Reward Event based on their attendance and conduct.

Students who attend Rewards Events will:

- Have attendance of 96% (this is a government set target the equivalent of two weeks absence from College)\*
- Have no unauthorised absence or holiday
- Have a behaviour record which demonstrates a positive contribution to the College and meeting expectations in lessons

Three Reward Events are held each year, to allow those students who make significant positive change or progress in attitude, behaviour and attendance to be recognised. Students who are in danger of not receiving an invitation to a Reward Event will be informed with enough time to change their conduct and attendance to make a difference. The exception to this is unauthorised holiday.

\*The College reserves the right to take into consideration authorised absence due to medical issues, significant illness or compassionate leave awarded at the discretion of the Principal.

# Behaviour for Learning

The Behaviour for Learning Policy can be accessed via the College Website.

**In selecting this College, you have made a commitment to support the College's policies and practices with regards to behaviour.**

We expect the highest standards of behaviour.

## **In relation to conduct in lessons:**

- The teacher is the person in charge of the lesson and students **MUST** follow instructions
- Students should do as asked of them by the teacher
- Students should be polite and respectful to each other and to staff

## **In relation to conduct outside lessons:**

- Students are expected to move quickly between sites
- Students are expected to respect the College environment

## **Non-Negotiables at CLCC**

We have a graduated Behaviour Policy that allows students to realise their mistakes and move on with their learning. During the College day students may receive a D5 (5 minute detention) or a D15 (15 minute detention) for misdemeanors such as:

### **D5**

- Incorrect uniform
- Failure to follow the teacher's instructions in class
- Failure to complete homework

### **D15**

- Persistently refusing to follow the class teacher's instructions

Please be aware that schools have the right, and do not need parental permission, to detain students after school without prior notice in cases where it is deemed appropriate/necessary. As a matter of courtesy, we inform parents if their child has a D60 after school. We expect parental support in making appropriate travel arrangements when a detention is set.

Our non-negotiables that will result in an after-college detention include:

- Littering
- Being in the wrong place at the wrong time
- Being removed from a lesson by the leadership team

We would like to stress after College detentions are issued to a small minority of students. Staff work hard with students and use de-escalation techniques to re-engage disaffected students.

The full Behaviour Policy can be found on the College's website.

School staff are also entitled to search students if there are grounds to suspect a safeguarding or welfare issue.

The College may choose to get involved and to sanction student in relation to incidents that happen off the College site, out of the College day or on social media. If you have concerns, please keep us informed and alert the proper authorities. Please be mindful of your own parental responsibilities, especially in relation to social media use.

Exceptions to this are trips, situations where students remain in the responsibility of the College and bringing the College into disrepute.

## Money & Personal Electronic Equipment (Mobile Phones, iPods, Smart Watches etc.)

Mobile phones and earphones are **not** allowed during 8:20am and 3pm.

Smart watches are **not** allowed to be worn in College.

Using a device when not allowed will result in confiscation of the device which will be returned in accordance with school policy.

Under no circumstances can the College accept liability for any devices of this nature or cash; this includes accidental damage or theft.

## Personal Belongings and Bicycles

All personal property is brought in at the student's own risk. Please take reasonable precautions to look after property such as using a bike lock for your child's bike or scooter.

The College cannot accept liability for personal belongings, including items of clothing.

May we take this opportunity to remind parents and students that we recommend the use of cycle paths and cycle helmets and suggest that students have passed their Cycling Proficiency Test if they are cycling to College.

Cycling on paths and pavements on the College site is not allowed.

## Student Roles and Responsibilities

The College is committed to providing students with opportunities for leadership and to take on responsibility to prepare them for the world and the independence of adult life. There is a School Council to represent the views of the students. We encourage and expect students to contribute to College life through participating in and leading House activities.

## Extra-Curricular Clubs

The College is committed to providing opportunities for students beyond the academic curriculum.

For those students who attend twilight activities and normally catch the College bus, a late bus service is provided on a Tuesday and Wednesday.

Students may also participate in activities such as P.E., Music, Dance and Drama, The Duke of Edinburgh scheme, and CAMPS International.

## Reporting and Target Setting

Students in all year groups have formal assessment points throughout the year in addition to a formal report which focuses on strengths and areas for improvement. Each year group has a Parents' Evening, details of which can be found on the website.

Data about your child's progress and motivation will be made available via our Online Reporting system – My Ed.

## Online Reporting

Using the My Ed App, parents will be able to check their child's attendance, motivation and progress. To learn more please visit <https://www.myedschoolapp.com>

In addition, we will email/SMS links to report documents.

## Effort

All students are monitored for effort. You will receive this information at each assessment and reporting point, along with details of academic progress.

Grade	Descriptor	Effort	Homework	Behaviour
<b>A</b>	Outstanding	<p>Exemplary: fully prepared, committed and working to best of their ability in every lesson.</p> <p>Often volunteers constructive contributions in class.</p> <p>Takes lesson content further and shows initiative.</p>	<p>Completes all homework on time, frequently producing work of exceptional and exemplary quality to maximum ability.</p>	<p>Exemplary: fully focused, attentive and cooperative at all times, helping fellow students to learn and staff to teach. Takes an active and appropriate part in all class activities.</p> <p>Always on time to lessons.</p>
<b>B</b>	Expected	<p>Tries hard in the lesson. Contributes to class/group discussion.</p> <p>Follows instructions willingly and thoroughly. Always ready to learn, including having the correct books and equipment.</p>	<p>Completes homework on time to a good standard, appropriate to ability.</p>	<p>Good levels of focus, attention and cooperation in class.</p> <p>Positive and helpful in lessons.</p> <p>Always on time to lessons.</p>
<b>C</b>	Needs improving	<p>Usually engages in the lesson but needs reminding to keep on task and rarely gives maximum effort.</p> <p>Usually willing and ready to learn but sometimes unprepared, e.g. forgetting books/equipment.</p>	<p>Usually completed but not always on time. Evidence of work being rushed, lacking development and not reaching the standard of which the student is capable.</p>	<p>Usually acceptable but sometimes behaviour can be disruptive, making it harder for students to learn and teachers to teach.</p> <p>Sometimes late to the lesson.</p>
<b>D</b>	Unacceptable	<p>Makes little apparent effort and needs frequent reminders to stay on task. Often not willing or ready to learn, frequently forgetting books and equipment.</p>	<p>Homework rarely completed on time or to the standard of which the student is capable</p>	<p>Regularly displays disruptive behaviour which prevents other students learning and the teacher teaching.</p> <p>Disrespectful towards other students and teacher.</p> <p>Regularly late to lessons.</p>

## ParentPay.com

This is a secure, cashless payment system which the College uses and is our preferred method of payment. The site will:

- enable you to pay for College meals and other items such as trips and resources
- give you a history of all the payments you have made
- allow you to create a single account login across all your children that attend a ParentPay school
- show you all items available for payment relevant to each of your children
- email a receipt of your payment to the email address you register
- offer you the ability to set automated email/SMS payment reminders

Login details are sent as part of the Induction Pack. If you have not received login details, have misplaced them or need assistance logging in, please contact the College at [admin@clcc.college](mailto:admin@clcc.college).

## Payments for trips

A range of trips are organised in the College year. Where costs are incurred, payments are requested to help meet these, by making a voluntary contribution. Parents who have registered their child for free school meals with the Leicestershire County Council can be considered for a subsidy towards the costs of educational visits and resources from The Pupil Premium Grant. Parents will need to apply for financial assistance.

When the opportunity arises for your child to participate in a trip, you will receive a letter with an outline of the travel arrangements and costs. Permission slips need to be completed and returned to the College by parents/carers giving contact details, special dietary requirements where appropriate and medical information.

Trips abroad have included skiing to Saalbach in Austria, France and Belgium. Trips at home have included visits to Cadbury's World, Land Rover, London, Stratford-upon-Avon, the Clothes Show and theatre trips.

Payments for trips, books, College meals etc. can be made via ParentPay.com (please see our website for details).

## Disadvantaged Students - those eligible for additional funding

You may be aware that the Government allocates additional funding to schools in the form of The Pupil Premium Grant. This grant is available to a range of students including:

- Students who have been adopted from care/left care
- Those registered for free school meals (FSM)
- Students whose parents are currently serving in the armed forces
- Students under the care of the Local Authority

**If you feel you may be eligible for this please visit**

**[www.gov.uk/apply-free-school-meals](http://www.gov.uk/apply-free-school-meals) where you will be given guidance and an opportunity to check if your child is eligible for free school meals.**

If your child is eligible, the College will contact you directly explaining how you may access financial support for items such as:

- College approved revision and text books (supplied through the College)
- Official College PE kit
- Official College Hair and Beauty tunics
- Construction boots and overalls (supplied through the College)
- Art equipment (supplied through the College)
- Maths equipment (supplied through the College)
- Educational trips (either part or fully funded as indicated on the letter sent to parents about the trip)

### Who is eligible?

#### Children adopted from care/have left care

The Government will provide funding for children adopted from care and children who have left care under a Special Guardianship Order on or after 30<sup>th</sup> December 2005. The funding also includes children who left care under a Residence Order on or after 14<sup>th</sup> October 1991.

If your child matches this category please contact the College to let us know as soon as possible as this will allow us to claim The Pupil Premium Grant for your child. The College will deal with the information in a sensitive manner and all information will remain confidential.

## Free School Meals

Your child will be eligible for The Pupil Premium Grant if they are in receipt of free school meals or have received them in the last six years.

### Students whose parents are currently serving in the Armed Forces

If you or your partner are currently serving in the Armed Forces, Personnel Category 1 or 2, please contact the College to let us know as soon as possible as this will allow us to claim The Pupil Premium Grant for your child.

If you need support in this please contact Leicestershire County Council on 0116 3056588 or 0116 305 7093 or visit their website at:

[www.leics.gov.uk/free\\_school\\_lunches](http://www.leics.gov.uk/free_school_lunches)

Please note that by registering your child for The Pupil Premium Grant or applying for free school meals, you will **not affect any benefits you currently receive.**

# Contacting Us

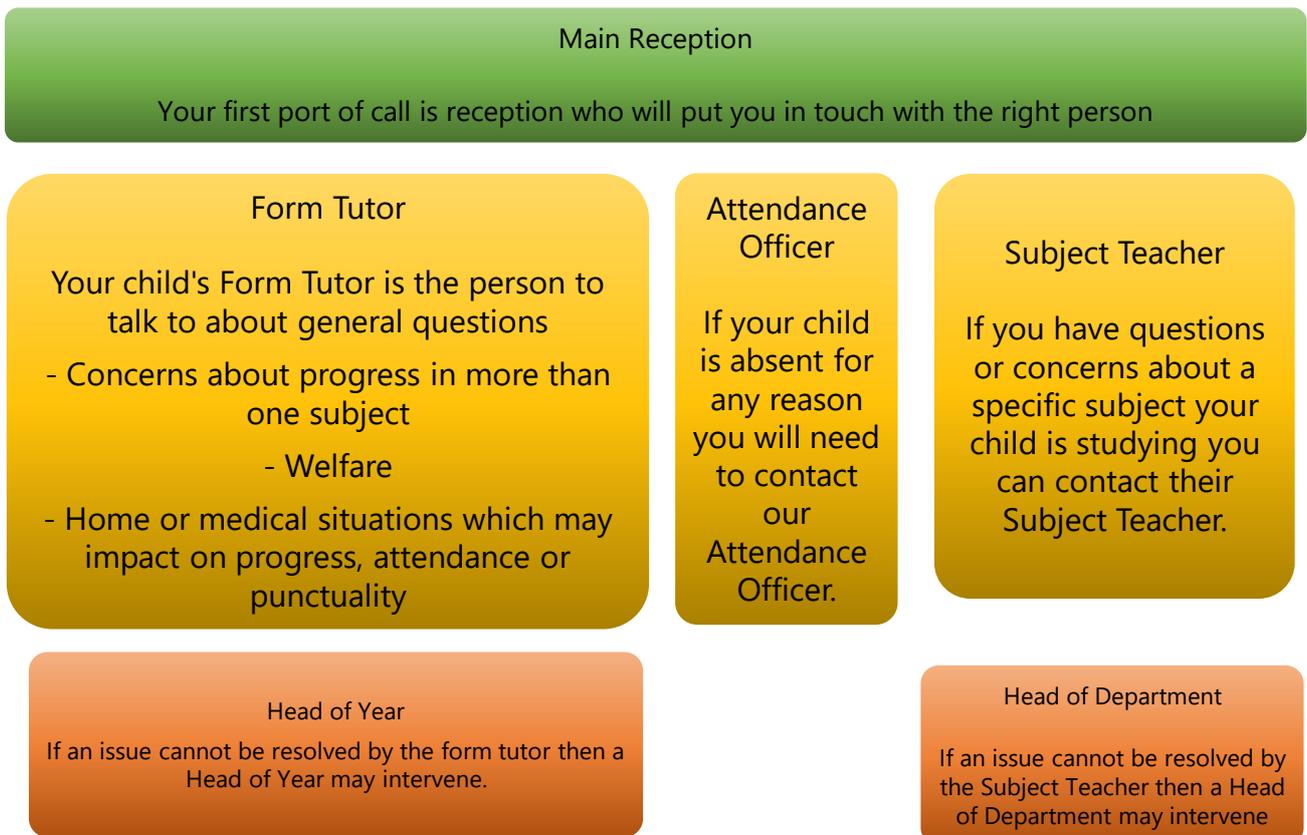
If you have concerns or questions during your child's time with us please do not hesitate to get in touch.

The diagram shows the best way of doing this to get a fast and detailed response.

When contacting the College please make sure you are ready to give us the following information to speed up the process of getting the message to the correct person:

- Your name and title and relationship to your child<sup>9</sup>
- Your child's name and tutor group
- A brief description of the nature of your query
- Clearly state if this is a subject or pastoral/welfare issue

Giving this information allows us to direct your contact appropriately as quickly as possible. If this information is not given, this may lead to a delay in us responding.



<sup>9</sup> Please note that we will only contact someone whose details are on and match those on our system

Please be aware that effective telephone communication can sometimes be problematic in schools, as most staff do not have a direct phone line and teachers are often teaching full time, as well as working with students at lunchtime or after school. Additionally, some members of staff work part-time so may not be in College every day. Whilst it may be frustrating when a message elicits no immediate reply, in reality, there has probably been no opportunity for the member of staff to reach a telephone to return a call.

If parents wish to meet with a member of staff, this must be arranged by appointment.

Staff may be contacted by letter, email or phone call. We will endeavour to meet the following timescales:

- Letters will receive either a verbal response within 2 working days or a written response within 10 working days.
- Concerns raised by phone will be acknowledged within 2 working days.
- Emails will receive an email response within 2 working days.  
Those sent at weekends may not be dealt with until the following working week, and emails sent in holidays will probably elicit no reply until term-time and an email will be sent to acknowledge receipt.
- Social Media received will be responded to within 2 working days.  
Those sent at weekends may not be dealt with until the following working week, and messages sent in holidays will probably elicit no reply until term-time and a message will be sent to acknowledge receipt.

## Contacting You

It is essential that we have up to date contact details for you. This is for the health and safety of your child.

If you have supplied an email address or mobile phone number, we will use it. Please make sure it is an email account or mobile phone that you check regularly. It is essential for the safety of your child that we have up-to-date contact details.

# Useful Contacts

## Countesthorpe Community College

Main switchboard	(0116) 277 1555
Website	<a href="http://www.clcc.college">www.clcc.college</a>
Admin Email	<a href="mailto:admin@clcc.college">admin@clcc.college</a>
Absence Reporting Email	<a href="mailto:attendance@clcc.college">attendance@clcc.college</a>

## Leicestershire County Council

Admissions (Leicestershire County Council)	(0116) 305 6684
Bus Passes (Leicestershire County Council)	(0116) 305 0002
Free School Meals Service (Leicestershire County Council)	(0116) 305 6588

## Leicester City Council

Admissions (Leicester City Council)	(0116) 454 1009
Education Services (Leicester City Council)	(0116) 454 1009
Free School Meals Service (Leicester City Council)	(0116) 454 1009

# Student ICT Acceptable Use Agreement

Countesthorpe Leysland Community College recognises the importance of ICT in education and the needs of students to access the computing facilities. So that students can use our range of ICT facilities, we require all students to sign that they agree to these statements before they receive their username and password. This agreement also covers use of the Internet and email. These rules will keep everyone safe and help us to be fair to others.

1. I will only use the school's computers for appropriate school activities and learning and am aware that the school can monitor my internet use.
2. I will not bring files into school that can harm the school network or be used to circumvent College security tools
3. I will only edit or delete my own files and not view, or change, other people's files or user areas without their permission.
4. I will keep my logins, IDs and passwords secret and change my password regularly.
5. I will use the Internet responsibly and will not visit web sites that are inappropriate for the school or my key stage.
6. I will only e-mail or contact people I know, or those approved as part of learning activities
7. The messages I send, or information I upload, will always be polite and sensible. All messages I send reflect on me and the school.
8. I will be careful when opening files and attachments, checking for viruses etc. If I am unsure I will never open a file.
9. I will not give my personal information that could be used to identify me, my family or my friends on any online space, unless a trusted adult has given permission or reviewed the site.
10. I will never arrange to meet someone I have only ever previously met on the Internet or by email or in a chat room, unless I take a trusted adult with me.
11. If I see anything I am unhappy with or I receive a message that makes me feel uncomfortable, I will not respond to it but I will save it and talk to a trusted adult.
12. I am aware that some websites, games and social networks have age restrictions and I should respect this.
13. I am aware that my online activity at all times should not upset or hurt other people and that I should not put myself at risk.
14. I will receive an allocation of printer credits every half term from the College. Additional credits can be bought via ParentPay.com
15. I will pay for malicious damage I cause to ICT equipment and systems
16. If I connect my own device to the College network I agree that the same rules above will apply

Students failing to follow these guidelines can expect an escalating scale of penalties, including permanent loss of access regardless of the study requirements of the student.







[www.clcc.college](http://www.clcc.college)