**FAQ’S for the new school year 2023/2024**

**Rewards events and trips**

Students will collect positive stamps during lessons.  
Any unauthorised attendance will unfortunately prevent them achieving the rewards events or trips throughout the year.

**Parent/carers who need to contact staff**  
Staff contact details (email addresses/extension numbers) can be found[**here**](https://www.tmhs.co.uk/contact/)

**Students who need to speak to their Pastoral Officer or Phase Leader**  
Students should not be out of lesson for any reason. If a student wishes to speak to their Pastoral Officer, they can do so before and after school and during break times when all pastoral officers are on break duties. On the rare occasion that a student may need to speak to their Pastoral Officer during lesson time, they can ask their class teacher to send an email.

**Uniform issues**

If your child is not in correct uniform, they will be sent to seclusion until a parent/carer can bring the correct items into school. Our uniform policy can be found[**here**](https://www.tmhs.co.uk/about-us/policies/)

If you have any issues purchasing school uniform, please contact your child’s Pastoral Officer.

**Free School Meals**

Details of FSM eligibility and the application process can be found [here](https://www.tmhs.co.uk/for-students-parentscarers/free-school-meals/)

Eligible students can use their entitlement at second break to purchase a meal deal (meal of the day, panini, jacket potato, sandwich, pasta and either a drink or piece of home baking). Additionally, students can also have a breakfast item before school from 8am or at first break.

**Cashless Catering (Scopay)**

If you need a new code to access your child’s catering account, please email [info@tmhs.rklt.co.uk](mailto:info@tmhs.rklt.co.uk) If your child does not have any funds on their account but they do not have any dinner the catering staff will offer them a sandwich and bottle of water. Please can you ensure your child’s account is topped up.

**Forgotten/ lost planner**

If your child has forgotten their planner, they must collect a planner sheet from student services. If a student loses their planner, please email [info@tmhs.rklt.co.uk](mailto:info@tmhs.rklt.co.uk) We will add £5 to their Scopay account and once it is paid a new planner will be issued.

**Lost timetable**

If a student has forgotten their timetable, they must ask their form tutor for that day and ask for their timetable printing for the next day, off their form tutor. Any student who comes up to student services asking for their timetable will be issued an N.

**Lost Property**

Lost property is kept at student services and anything unclaimed is donated to charity at the end of each half term. Please ensure your child’s uniform and coat are clearly named and we will return them.

**School Calendar**

The school calendar for 2023-24 including staff training days can be found [here](https://www.tmhs.co.uk/latest/calendar/).

**Arbor**

**Parent Account**

To create your account, go to https://temple-moor-high.uk.arbor.sc/[,](https://login.arbor.sc/) enter your email address, click ‘Forgot your password?’ to finish setting up your account. Alternatively, you can download the Arbor parent app from your app store. Any issues creating your account please email [info@tmhs.rklt.co.uk](mailto:info@tmhs.rklt.co.uk) with your name, your child’s name and your email address.

**Student Account**

To create your account, go to https://temple-moor-high.uk.arbor.sc/[,](https://login.arbor.sc/) enter your school email address, click ‘Forgot your password?’ to finish setting up your account. Please note students cannot use the app as it is for parents only.

**Students who are absent from school**  
It is the legal duty of Parents/Carers to inform school each day their child is absent from school, please ensure you provide details of their absence, ‘unwell’ ‘absent’ ‘won’t be in’ will not be authorised. You can report an absence via 0113 3900770 extension 7222, please leave a message, email TMHSAttendance@tmhs.rklt.co.uk or you can send a message via Arbor. For more information, please see our attendance policy and NHS guidance.

[Temple Moor High School & Sixth Form - Red Kite Learning Trust - Attendance (tmhs.co.uk)](https://www.tmhs.co.uk/school-life/attendance/)

<https://www.nhs.uk/live-well/is-my-child-too-ill-for-school/>

**Holidays during term time**

Holidays will not be authorised during term time and fines will be sent to Leeds City Council. An application for leave can be found [here](https://www.tmhs.co.uk/school-life/attendance/)

**Students who are late to school**  
The school gates are shut at 8.20am promptly. This allows students 5 minutes to make their way into form, anyone arriving after this time must enter school through reception, this will automatically trigger a 20 minute after school detention to be served the following day. If a student has 3 or more late arrivals to school within a week, this will trigger a 40-minute detention after school. Any student who arrives after 9am will be issued a 40-minute late detention and will be given a ‘U’ code, which counts as an unauthorised absence for their AM mark. Students with any unauthorised absences will not be eligible for the end of year rewards trip.

Equally, any student who is over 5 minutes late to form time and is marked ‘L’ by their form tutor will receive a 20-minute late detention to be served the following day.

**Students who have medical appointments**   
For any medical appointments that require time away from school, evidence of the appointment must be emailed to the attendance team [tmhsattendance@tmhs.rklt.co.uk](mailto:tmhsattendance@tmhs.rklt.co.uk) for authorisation. The absence will be ‘O’ coded for unauthorised until evidence is seen. Students with any unauthorised absences will not be eligible for the end of year rewards trip.

Any student that needs to leave school early will be provided with a ‘sign out’ slip from the attendance team and will leave via reception.

**Students who are feeling unwell**   
Any student feeling unwell must ask their teacher to email the pastoral and attendance team or visit the office during their break. We will always ask students to try and stay in school. Parents will be asked to provide paracetamol in the first instance, and we will monitor students for 15 minutes to assess their illness. Please ensure your child is equipped with a water bottle and money on their ScoPay account to purchase food as we find that often students have not eaten or drank anything throughout the day which has led to them feeling unwell.

If a child rings their parent from their own mobile phone and asks to go home, or a parent arrives at school to collect a student unannounced this is not the correct procedure, and under no circumstance will this absence authorised. Absences must go via the attendance team. Students with any unauthorised absences will not be eligible for the end of year rewards trip.

**Students who have leaked**  
Any student who has leaked whilst at school will be offered brand-new underwear to change into. If they wish, parents/carers will be asked to bring a change of trousers into reception. Please ensure your child always carries sanitary products with them, however we have a large supply at student services where they can help themselves. If a parent chooses for their child to go home, this will be recorded as unauthorised absence.

**Detentions**

If for any reason your child cannot sit their detention and require it ‘rolling over’ to the next day you must contact their Pastoral Officer directly, contact details can be found [here](https://www.tmhs.co.uk/contact/).