

FAQ'S for the new school year 2024/2025

Rewards events and trips

Students will collect positive stamps during lessons.

If your child's attendance is below 95% at the allocated cut off point any unauthorised absence across the year will unfortunately prevent them achieving the rewards events or trips throughout the year.

Students who are taken out of school for a holiday will not be permitted to attend the Alton Towers rewards trip in September 2025.

Parent/carers who need to contact staff

The procedures to follow for contacting staff can be found [here](#).

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](#)

Reminder that **NO** jewellery apart from a watch (Smart watches are not permitted) is allowed.

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](#)

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.

Cashless Catering (Scopay)

If you need a new code to access your child's catering account, please email info@tmhs.rklt.co.uk If a student has no money on their account, we will allow them to buy a sausage roll or sandwich until they reach the maximum value of -£5, this means students still have access to food on two genuinely forgotten occasions. Once a student is in arrears of £5 or over, they will be expected to go to student services who will call home to ask for a parent/carer to top up their account.

Please can you ensure your child's account is topped up.

Forgotten/ lost planner

If your child has forgotten their planner, they will not be able to attend lessons, parents/carers will be contacted to bring this in.

Students will be in seclusion until their planner is brought into school.

If a student loses their planner, please email 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 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 2024-25 including staff training days can be found [here](#).

Arbor

Parent Account

To create your account, go to <https://temple-moor-high.uk.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 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/>, 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 add an absence via Arbor. For more information, please see our attendance policy and NHS guidance.

[TMHS Attendance Policy](#)

[NHS guidance](#)

Holidays during term time

Holidays will not be authorised during term time and fines will be sent to Leeds City Council.

Please be aware of the changes to the fines process which came into effect from August 2024, further details can be found [here](#).

An application for leave can be found [here](#).

Students who are late to school

The school gates are shut at 8.20 am 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 9:00 am 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 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 drunk 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 school via Arbor or info@tmhs.rklt.co.uk