

Frequently Asked Questions

How do I contact the school?

Your main point of contact with the school should be through your child's form tutor. Any queries or concerns should be sent to them initially.

If you feel you would like to speak to someone other than your child's form tutor you can contact either the Achievement Leader or the Pastoral Manager. All contact details can be found on the school website.

If your child is too ill to attend school you should phone the main school on the morning of your child's absence before 9am. Please report their name, form and brief reason for absence. Eastlea Community School's main number is 0207 540 0400.

What happens if my child feels unwell during the day?

If your child feels unwell during the day they should go and see Ms Gunn in the medical room at break or lunch, or if in a lesson, ask their teacher if they can go there. Ms Gunn will discuss how your child is feeling and ascertain if it is necessary to contact you. Sometimes a child just needs a quiet sit down after which they may be able to return to lessons. On certain occasions Medical may be closed, if this is the case students should go to Reception where a first aid trained member of staff can attend and assist them.

What do the students do for lunch?

We have a canteen area in which students can either eat their packed lunch or a school dinner purchased from the canteen. We have an online system whereby parents/carers have an account and can top up lunch cards remotely. Cash can be added to this system using the machine at the entrance to the canteen.

This is a much quicker payment method, speeding up any queues. It also reduces the need for students to carry money on a regular basis. Letters will be sent out to all parents prior to starting at Eastlea so that they have the opportunity to log in and top up the card.

What should I do if my child loses something?

Losing things at school is unfortunately, part of school life. Chances of reuniting students with their belongings increase dramatically if they are clearly labelled. In such a large school it can be hard to differentiate an individual's property; a clear name tag makes returning items much easier. If your child has lost something they should check to see if it has been handed in to lost property by going to reception. They should also retrace their steps and return to the classrooms/ changing rooms they have been to that day to see if they have left it there. They should do this on the day that they discover the loss. If this proves unsuccessful, it is sometimes worth checking with lost property again, after a few days have elapsed.

How can I check what homework my child is set?

Eastlea uses a system called *Class Charts*. This is an online system which can be accessed by students, parents and teachers. Each student, and parent, will receive their own username and password. You will be able to log in and check what homework your child has been set, and a time estimation for how long your child should spend on each homework task, and when it is due in. Class Charts is also available as an app for smartphones.

What if my child is unhappy?

If for any reason your child is unhappy please encourage them to talk to their Form Tutor in the first instance, or Pastoral Manager or another member of staff. The staff at Eastlea are extremely welcoming and would be happy to discuss and support as much possible with any issues or concerns.

What equipment does my child need?

Students are expected to come to school fully equipped and ready to learn. They are expected to arrive at school every day with the following equipment:

Essential Basic Equipment

Writing Pens (Blue or black)

Ruler

Eraser

Pencil

Pencil Sharpener

Reading book

Glue stick

Green writing pen

Two different coloured highlighters

Scientific calculator (Casio FX-83GT Plus Scientific Calculator)

Students might like to bring:

A dictionary

Thesaurus

Colouring pencils

What is the policy on mobile phones?

Mobile phones and other electronic devices must not be seen in school. If a student brings their phone to school it must be **switched off all day and kept safely out of sight.**

If a member of staff sees a student using a phone on the school site, or if a phone causes a distraction e.g. by ringing inside a bag, they will ask the pupil to hand it over. **It must then be handed over straight away without argument.**

Phones may only be collected from the School Reception on Thursdays from 3.00 – 4.00 pm by a parent/carer. Phones cannot be collected on the same day that they are confiscated.

If a parent needs to contact a pupil during the school day they may do so by calling the reception and a message will be passed for you. If a pupil needs to call home they can ask permission from the Achievement Leader, Pastoral Manager or Form Tutor.

Other portable electronic devices will be treated in the same way; ipods, gamestations, etc. and headphones – will also be confiscated if staff members see them in school or if they cause a distraction.