Contacting the School

Pupil Absence

Q: What options are available for contacting the school if my child is unwell and will be absent or has to attend a medical/dental appointment?

A:
- Please phone the school (01899 222050) before 9.15 am if possible to confirm your child is unwell/or has an appointment and will not be in school. If you prefer you can email the school office instead of phoning. You may still receive a routine absence text message (this is an extra child safety measure) but if you have already contacted us you will not be required to reply to the text.
- If you receive an absence text and you have not already contacted the school you should reply by text, telephone or email as soon as possible. If you would like to send a note your child can hand it to the school office upon their return.
- If your child’s absence continues please continue to phone/email the school and keep us informed.
- If your child will be attending a medical/dental appointment from school you should notify the school in advance and meet him/her at the school reception area. Pupils under 16 are not permitted to leave the school unless they are collected by an adult.

Q: I have received a letter saying the school has not received an explanation for my child’s absence even though I phoned or emailed the school or sent a letter in with my child?

A: If you had previously either phoned/emailed/sent a note to the school and still received a letter seeking explanation of absence please phone the school office so that we can update our records.

Pupil Support

If you would like to discuss your child's progress or any other issue please telephone and ask for the Pupil Support Teacher. You can also ask to speak with the Year Head.

School Transport

Q: Can my child get on or off a bus at an address that isn’t covered by their allocated bus route?

A:
- Pick up and drop off points are identified by SPT and based on the registered home address of each pupil as provided on their transport application.
- Definition of registered home address: Address of legal guardian.
- Each pupil entitled to transport has been allocated a place on a specific bus route. In the interests of safety children cannot swap from one bus route to another in the interests of safety.

Q: My child’s bus occasionally departs early/arrives late?

A:
- The bus contract with South Lanarkshire Council allows for a five minute variation in pick up and departure times e.g. A bus may leave an agreed pick up point one day at 8am however, it would also be acceptable for it to leave at 7:55 or 8:05.
- It is important for children to be at the pick up point at the earliest time e.g. pick up time at 08:00, child should be there at 07:55.
School Transport continued

Q: What should I do if I am moving house? Will my child still be able to travel on the school bus?
A:
- If you are planning on moving house you should complete a new transport application form. You can do this online [www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk) or ask the school office for a transport application form.
- You should complete a new application even if your child will travel on the same bus.
- If you are moving to an address outwith the school catchment area, your child will not be entitled to free school transport but may be able to apply for paid privilege transport. Further information about school transport is available on [www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk) or from the school office.
- For insurance reasons, your child will not be able to travel on school transport from your new address until the new application is approved so please apply well in advance.

Q: If for any reason my child has to leave school early or stay on beyond normal finishing time, what happens with transport arrangements?
A:
- If your child attends an after school club and would normally travel home by school bus you are asked to make alternative transport arrangements.
- If your child has to leave school for a medical/dental appointment there is no change to the existing arrangements whereby travel to and from appointments is organised by the parent, taking account of the child’s timetable.

Q: My child has complained to me about bad behaviour on the bus. What can the school do about this and how should I report it?
A: Contact the school office, they will take a note of your concerns and report them to the School Management Team. A senior manager will investigate/call you back.

Q: How do I raise general concerns or issues relating to school transport?
A: Contact the school office in the first instance.

During Adverse Weather

Q: How will I be notified if a bus is not running?
A: The school makes every effort to have someone in the school office from 7.30 am during adverse weather. Parents will be notified by text message if we know a bus will not be running. Updates will also be posted onto the school website and possibly on the school twitter page as well.

Q: If a bus does not take my child to school in the morning, due to adverse weather, and I bring my child to school will a bus take him/her home?
A: We cannot guarantee a bus will take them home. If you bring your child to school you should be prepared to take them home in case the school bus will not be running in the afternoon. If you phone the school office around mid day they will confirm if the bus will take pupils home.

Q: How will I be notified if the school will not be open to pupils?
A: School closures will be published on the South Lanarkshire Council website. The school makes every effort to have someone in the school office from 7.30 am during adverse weather. Where possible, parents will be notified by text message if a decision is taken not to open the school. A message may also be posted onto the school website and the school twitter feed.
Biggar High - Frequently Asked Questions

General Communication

Q: How does the school distribute important information to pupils and to parents?

A:
- Communication by email has proven to be a most effective way of sending information home to parents. Where possible please ensure the school has your current email address.
- The front page of the school website is regularly updated with useful information. Clicking on tabs to the right and left, top and bottom of the front page will take you to a wide range of information including school handbook, school calendar, subject information and minutes of parent and pupil council meetings.
- A weekly newsletter is read out to pupils during period one each Friday. The weekly newsletter is published to the school website and copies are displayed on notice boards around the school.
- Monthly newsletters are printed and issued to pupils in class as well as being emailed and published to the website.
- Pupil Reports together with letters and parent evening appointment forms are issued to pupils in class.
- Useful and/or interesting information is occasionally ‘tweeted’ on the school Twitter account @BiggarHigh.
- The calendar on the school website includes pupil reporting dates and dates of after school events.
- The school will occasionally send important/urgent information by text message, although we prefer, as far as possible, to use email. There is a cost for each text message. Also the information we can send by text is limited due to a character limit of only 121 characters including spaces; therefore text messages have to be kept very succinct.

School Meals/National Entitlement Cards

Q: What does my child do if he/she is entitled to free school meals and has lost his/her NEC Card?

A: Your child can speak with a member of school office staff to obtain a temporary NEC card which he/she should take to the school canteen to be registered. You/your child should telephone 0303 123 1015 as soon as possible to request a new card. On receipt of the replacement card your child should return the temporary card to the school canteen and ask them to register the new card.

To replace lost or damaged cards please phone - 0303 123 1015
You will need to provide the following details: Full name, Date of birth, School
A new card will be sent to your home address

Q: What does my child do if he/she is not entitled to free school meals and has lost/forgotten lunch money?

A: Your child can speak with a member of school office staff who will issue a note for the canteen. The canteen must be re-imbursted the next school day.

School Dress Code

Q: How do I purchase school dress code items?

A: You can do this online www.brownandout.co.uk. You can also request a uniform order form from the school office. The completed form should be returned to the school office together with payment. Your purchased items will usually be delivered to the school within a couple of weeks.

Medication in School

Q: What if my child requires to take medication during the school day?

A: Please phone or email the school office and they will confirm procedure and forms required.

School Telephone Number: 01899 222050  Email Address: office@biggar.s-lanark.sch.uk