

Frequently Asked Questions – Sept 2020

What do I do if I have an appointment and need to leave school?

Bring in a note signed by a parent/guardian saying where and when you need to go. Get the note signed by your Form tutor and Director of Wellbeing. Show the note to your teacher in the lesson that you need to leave. Take the note to Pupil Office and sign out. NEVER leave site without signing out in Forge.

What do I do if I forget my note for an appointment?

Your parent/guardian will need to come into to Forge reception or send a message via our Schoolcoms app and ask to sign you out. Someone will come to your class to collect you.

What do I do if I feel unwell or hurt myself?

During a lesson you can ask your teacher to let you go to Mrs Compton, our school first aid officer in the medical room. Your teacher will decide when it's best to send you. During break and lunchtime you can go direct to Mrs Compton. If necessary Mrs Compton will then call home to chat to your parent/guardian and may arrange for you to be collected. **When unwell, NEVER leave site without going to see Mrs Compton and getting permission.**

What happens if I hurt myself and have difficulty writing or walking etc?

You MUST go to Mrs Compton on your first day back to school so she can do a risk assessment for you and make sure we do all we can to support you around school.

What do I do if I'm absent from school?

Your parent/guardian MUST phone the absence line or use the gateway app to contact school and give a reason why you are absent. They must do this each day you are absent. When you come back to school you should bring a note to your form tutor to explain why you were away. We MUST be told the reason for absence every time you are away.

Free School meals and Uniform Grants

Statement from Newport City Council May 2020: At the moment Free School meals are not being looked at. Any applications being received will be advised they will be looked at later in the year. Pupils moving into high school will be picked up on the system so no application is needed for them or anyone still currently on FSM. So it will just be new applications. At this time clothing grants have not yet been set this year, however it will be an automatic job for anyone currently on FSM and in an eligible year for a clothing grant.

All new applications for free school meals can be made online via www.newport.gov.uk on the Free school meal section and any queries can be made via 01633 656656 asking for Free School Meals

When and where can I put money on my dinner card?

Before school, break and lunchtimes ONLY – either in Forge or Griffin canteen. Eventually your parents will be able to set up Parentpay and put money on your card online.

What happens if I forget my money or I don't have enough on my card?

NEVER go without food – tell your form tutor, Director of Wellbeing, Assistant Director of Wellbeing or the canteen staff – we can offer you credit, so you can have food and pay it back the next day.

What happens if I lose my dinner card?

You will have to buy a new one from the canteen staff – speak to them and they will organise it for you. In the meantime, they will make sure you can get food that day.

How do I apply for transport to and from school?

Statement from Newport Transport May 2020:

There are no paper copies of forms, applications are completed online. The application form is available now and has been advertised on the Newport City Council website, as well as Twitter & Facebook. The link to the application is below:

<http://www.newport.gov.uk/en/Schools-Education/Schools/School-transport/School-transport.aspx>

Current routes for the contracts from Marshfield, at the moment are being looked at by Newport City Council and they will be sent out to qualifying pupils with their permits.

Newport Transport routes would be available on their website <https://www.newportbus.co.uk/>

A cost of a replacement for contracted transport is £5.50. Newport Transport charge £10.00.

The cost of transport on Newport Transport buses would be on their website above. Parents would need to contact them if they do not qualify for transport from the Rogerstone areas and want to purchase a ticket/pass.

Any pupils travelling to school on the 50 service Stagecoach, do not qualify for free transport, and Parent/Carer's would need to contact the relevant bus company (this would be the same for any non-qualifying pupils). We suggest Parents/Careers go on the relevant bus companies' websites, to look at charges/times etc.

Newport transport: <https://www.newportbus.co.uk> Telephone 01633 263600 for Afon Village / Mount Pleasant Service School bus and the 37 Public Service Bus which picks up in Newport City Centre and stops outside Bassaleg School, picks up towards the end of the school day opposite Bassaleg School.

Stagecoach transport <https://stagecoach.enquiries@stagecoachbus.com> Telephone 01633 838836 for the Newport City Centre 50 Service which stops outside Bassaleg School and picks up towards the end of school day opposite Bassaleg School.

URGENT PLEASE NOTE - Parent/Carers the 37 and 50 bus services are not operated or organised through Newport City Council they are normal service transport used by the general public as well as your children. It is advisable to check with both providers prior to the start of the school term in September 2020 with regards to times and prices etc.

How long do the buses wait after the bell?

The buses will only wait for 10 minutes so always go to the bus bay and speak to a member of staff with a radio so they can hold the bus if there's a problem.

What if I miss the bus?

Don't worry. Speak to a member of staff with a radio or go to the pupil reception in Forge where someone will call home for you. Do not just wander off site – tell someone what has happened so we can help you.

Where and when can I print my work?

Once you have your computer login you can use this to log in to any of the photocopiers and print your work before school, during breaks or after school. You are automatically given a printing allowance which shouldn't run out if you use it sensibly. Speak to your IT teacher or someone in the Pupil Office if you have problems.

Can I access the school computer system from home?

Yes, you can login to our system from home – speak to your IT teacher to find out how.

What is Google Classroom?

This is a secure internet site where each of your teachers can set up classrooms if they wish. They will invite you and post notices and work for you to do. When you upload your homework only you and your teachers can see it.

What extra-curricular clubs are there and when?

Within the first few weeks the different subject areas will start announcing club timetables – listen out for notices in assembly and form time and look at the notice boards in Griffin for details. You can ask your teachers if their subject runs any clubs too.

What happens if I stay afterschool for an extra-curricular activity? E.g. a rugby match

Always make sure you have told your parent/guardian the pick-up time and arrange a very specific place to meet. If you can't find your parent/guardian always tell a member of staff so they can help you.

Why do some teachers carry radios?

The school site is very big with lots of different buildings, so the radios help us to find and talk to people quickly and easily. If you have a problem finding a lesson which may have moved, for example, someone with a radio can call the office for help and quickly direct you to the right place.

What do I do if I get lost?

Go to the nearest member of staff or sensible pupil and ask for help. DO NOT wander round between buildings – ask for directions as soon as possible.

How do I find out if a lesson has moved classroom?

You will be given a Google Classroom code specific to room changes, so you should check this daily to see if any of your lessons have been moved to a different room. Get into the habit of checking so you don't end up being late to your lesson.

What happens if I'm late to a lesson?

Teachers will get you into class without fuss but when they are ready, they may ask why you are late. They will record the number of minutes late on your register. You are likely to get a detention if you keep being late; to pay back those minutes.

Which canteen should I use?

At break you should use the one closest to your NEXT lesson – remember to be lined up at your lesson by 11.20am at the latest. At lunch you can **ONLY** use Griffin canteen. Be lined up at lesson 5 just before 2.05pm.

Why are there so many bells?

There are warning bells 5 minutes before morning registration, 5 minutes before the end of break and 5 minutes before the end of lunch – these are to remind you that you should already be on your way to your lesson, so it can start on time.

How can I avoid being late to lessons 2 and 4?

There is no break between lesson 1 & 2 or 3 & 4 so go as quickly and safely as you can to lessons. Your teacher will understand that it takes you a few minutes to travel between classes but make sure you're not later than the rest of your class.

From time to time, if you are injured perhaps, you can be given a note to explain to teachers that it takes you a little longer and you will be allowed to leave lessons earlier than others. Speak to Mrs Compton in the medical room about this.

What do I do if I forget to do or forget to bring my homework?

It's always best to be honest and talk to your teacher. Find a good time to talk to them – not when they are trying to get the lesson started, for example. If your reason is genuine, you can get a note from your parents.

How will I remember what homework I have?

ALWAYS write the details of each homework in your planner – it is there to help you get organised. Don't forget to write down the deadline and try to get it done early so you can ask for extra help if you need it. Make good use of Google Classroom too – set up the alerts so you know when teachers have posted messages etc.

What do I do if I lose my planner?

You can purchase a new one from the Pupil Office.

What do I do if I'm worried about something or just need to talk to someone for advice?

Talk to your form tutor, any teacher or Ms Curtis (Director of Wellbeing).

What do I do if I have questions that are not answered here?

ASK any member of staff or make your way to the Pupil Office in Forge.