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Aims, Ethos and Values

"Outstanding eagerness to promote good learning" *

This is a friendly, welcoming school, built on foundations of mutual respect and care for others. We work together to become all we can be.

We share a love of learning and believe in the highest academic standards for everyone. We value education in its broadest sense, knowing that the arts, sport and other opportunities help shape us as individuals and as citizens of the wider world.

We are committed to enabling all of our students to develop their knowledge and understanding, skills and mindset, so that they can take their next steps with confidence. Our aim is that every child will grow into a happy, fulfilled and successful adult.

*From the Charter granted to the people of Hexham by Queen Elizabeth I, 1599

Structure of the School and Contacts

General Enquiries

Queen Elizabeth High School, Whetstone Bridge Road, Hexham, Northumberland, NE46 3JB
Reception: 01434 610300
Email: admin@qehs.net

Appointments with the Executive Headteacher or Head of School

Headteacher's PA: 01434 610301
Email: cgaines@qehs.net

Absence Line

01434 610310

This number may be used between 8.30am and 9.00am for all year groups, 9–13. Before 8.30am, parents/carers may call Reception (open from 8.00am) to report an absence.

The school is organised in three teams: Pastoral, Curriculum, and Support Services.

Pastoral Team

Led by Dave Todd and Richard Zabrocki

The Pastoral Team is concerned with the support and guidance of young people and their general wellbeing. Members of this team are here to work with students, and you as parents/carers, as we try to remove barriers to learning.

Any simple questions can be sent via a note in your child's planner to their tutor. If you have any general enquiries about your son or daughter's wellbeing and/or anything that may affect their learning, then you should contact the Pastoral Leader or one of the Pastoral Mentors. They will be able to discuss more complex issues with you and advise you with regard to appropriate strategies to support your son/daughter.

Pastoral Leaders

| | |
|-------------|--|
| Year 9 | – Paul Main: 01434 610316 (email: pmain@qehs.net) |
| Year 10 | – Ian Vasey: 01434 610314 (email: ivasey@qehs.net) |
| Year 11 | – Kerry Briggs: 01434 610315 (email: kbriggs@qehs.net) |
| Years 12/13 | – Emerson Brown: 01434 610357 (email: ebrown@qehs.net) |

Mentors

Years 9, 10, and 11 – Libby Herbertson: lherbertson@qehs.net
If you wish to speak to Libby directly, please contact 01434 610300 and a message will be passed on.

Years 12/13 – Steve Wilson: 01434 610357 (email: swilson@qehs.net)

Special Educational Needs

Our Special Educational Needs and Disabilities Co-ordinator (SENDCo) is Richard Zabrocki, contactable on 01434 610300 or email: rzabrocki@qehs.net

Curriculum Team

Led by Ruth Platts and Katie Innes

The Curriculum Team is responsible for the effectiveness of the school's curriculum and for all academic events in school relating to achievement and progression including:

- Quality of teaching
- Transition from middle school
- Options (Year 9 to Year 10 and Year 11 to Year 12)
- Reviewing and organising the curriculum and timetable
- Monitoring and evaluating student performance
- Assessment and target setting
- Monitoring the academic performance of departments
- Intervention to raise achievement
- Curriculum enrichment activities
- Providing support for students in their application for higher education/employment

Parents' Guide 2018

If you have a general enquiry about your child's progress in lessons it should be directed, in the first instance, to their subject teacher via a note in the planner or a telephone call/letter. More complex subject-based issues can be dealt with by contacting the Curriculum or Subject Leader.

Curriculum/Subject Leaders are listed below:

| | | | |
|------------------|-----------------------|-----------------------------|---------------|
| Art | Amanda Shotton | Languages | Lindsey Bevan |
| Biology | Amanda Fletcher-Woods | Maths | Jim Donaghy |
| Business Studies | Sharon Platt | Music | Pete Seago |
| Chemistry | Simon Mawson | PE and Health & Social Care | Chris Scott |
| Drama and Dance | Emily Macdonald | Physics | Cat Wright |
| English | Heather Howard | PSHE | Andy Hedley |
| Geography | Rebecca Booth | Psychology & Sociology | Claire Haigh |
| History | Leanne Hodgson | Religious Studies | Dave Jones |
| IT | Oliver Williams | Technology | Michael Wilde |

The Curriculum Team can deal with enquiries relating to the curriculum, options and higher education applications, and complex academic issues which cannot be resolved by Curriculum Leaders or the SENDCo.

To speak to a member of the Curriculum Team, contact Joanne Smeatom, Curriculum Team Admin Assistant, on 01434 610312 or email: curriculum@qehs.net

Support Services

Led by Sarah Sparke, Chief Financial Officer, and Eleanor Simpson, Trust Business Manager

The Support Services team manages resources such as school catering, site and facilities management, finance, and HR.

The Hexham Partnership

The school's official catchment area is a large one, extending north/south from Humshaugh to Blanchland and east/west from Riding Mill to Hexham. A significant number of students from outside this area also attend the school. The Hexham Partnership is a strong one.

The Partnership consists of the following schools:

First Schools (Years 0-4):

The Sele First, Hexham First, Acomb First, Beaufront First, Broomhaugh Church of England First, Chollerton Church of England First, Corbridge Church of England First, Humshaugh Church of England First, Slaley First, St Mary's RC First School, Whitley Chapel Church of England First School, Whittonstall First.

Middle Schools (Years 5-8):

Hexham Middle School, Corbridge Middle School, St Joseph's RC Voluntary Aided Middle School.

High School (Years 9-13):

Queen Elizabeth High School

QEHS and Hexham Middle School are in a Multi-Academy Trust: Hadrian Learning Trust. Both schools are led by Graeme Atkins, Executive Headteacher. There is one Trust Board for both schools.

Transfer

The transition between Year 8 and Year 9 is very important. Senior staff and the Year Team visit each middle school to talk to students. Parents/carers are invited to open days in Year 7 to find out about the transfer process, the curriculum and the pastoral support systems.

Year 8 students attend three Taster Days where they experience aspects of school life and have some taster lessons to enable them to make some option choices for Year 9.

Students are invited to a transfer day in July when they meet their form tutor and spend time with their tutor group.

Mid-Year Admissions

Once a successful application to Northumberland County Council has been made, you will receive a 'Mid-year admission' pack from the school containing all relevant documents.

You will be invited into school along with your son or daughter, for an informal tour which will also give you the opportunity to ask any questions. If your son or daughter is in Year 10 or Year 11 we will endeavour to provide a curriculum that is as close as possible to the one studied previously. However, please be aware that we may not be able to offer the same courses.

Also, please be aware that new timetables for all year groups, except students starting in Years 9 and 12, begin after summer half-term, rather than September.

Timing of the School Day

| | |
|-------------------|---------|
| Period 1 | 8.55am |
| Registration | 9.55am |
| Period 2 | 10.15am |
| Break | 11.20am |
| Period 3 | 11.40am |
| Lunch | 12.40pm |
| Period 4 | 1.20pm |
| Period 5 | 2.20pm |
| End of school day | 3.20pm |

Term Dates and Holidays

| | |
|-----------------------------|--|
| Start of Autumn term | Tuesday 4 September 2018 (Year 9 only) |
| Last day of half-term | Thursday 25 October 2018 |
| Return to school | Monday 5 November 2018 |
| Last day of term | Friday 21 December 2018 |
| Start of Spring term | Monday 7 January 2019 |
| Last day of half-term | Thursday 14 February 2019 |
| Return to school | Monday 25 February 2019 |
| Last day of term | Friday 5 April 2019 |
| Start of Summer term | Tuesday 23 April 2019 |
| Last day of half-term | Friday 24 May 2019 |
| Return to school | Monday 3 June 2019 |
| Last day of term | Friday 19 July 2019 |

Dates correct at July 2018

| |
|----------------------------|
| Staff Training Days |
| Monday 3 September 2018 |
| Friday 26 October 2018 |
| Friday 15 February 2019 |

| |
|-----------------------|
| Public Holiday |
| Monday 6 May 2019 |

Attendance

Full attendance is a vital part of academic success. Students are also able to keep track of their own attendance using the attendance chart in their student planners. Attendance should be as close to 100% as possible and students should rarely miss a day of school; our intervention will begin when attendance falls to 96%. Missing lessons can have a big impact on KS3 achievement and GCSE grades. Excellent attendance improves learning and success. If a student's attendance falls to a level of concern you will be contacted and a meeting at school may be necessary; we will intervene quickly when attendance is at danger of falling to unacceptable levels. A doctor's note may be requested if there is persistent absence due to illness. Sarah Harper, our Attendance Officer, will be in contact if there are concerns; she also works closely with our Education Welfare Officer. Our attendance policy is on the school website and gives further information on all our procedures and our expectations regarding attendance.

Absence

If your son/daughter is too ill to attend school, please contact the Pastoral Office on our Absence Line (01434 610310) between 8.30am and 9.00am. Before 8.30am, parents/carers may call Reception (open from 8.00am) to report an absence. When calling please provide as much information as possible including: the student's full name, the nature of the illness, and the name of the person calling. Please remember, the school is responsible for authorising the absence, not parents/carers, so there may be follow up calls from Year Team staff.

We aim to contact all parents/carers of students on the first day of absence if no contact has been made. This is done via a text message asking parents/carers to confirm the reason for absence.

Please make appointments for the dentist and doctor out of school hours.

Leave of Absence During Term Time

Children of school-age who are registered at a school must, by law, attend that school regularly. Regular school attendance for a child is a legal requirement of all parents/carers.

There will be occasions when a child has to miss school, for example if she or he is unwell, and parents/carers are expected to exercise their judgement on whether their child is fit to attend school if there are signs and symptoms of illness. Any other absences should be kept to an absolute minimum. In particular, parents/carers do not have the right to take their children out of school during term time in order to go on holiday.

Government regulations state that a headteacher 'may not grant any leave of absence during term time unless there are exceptional circumstances'. The Hexham Partnership of Schools discourage parents/carers from arranging any events during term time and will, as a rule, state that leave of absence will not be granted unless there are exceptional circumstances that might justify it, e.g. forces personnel on leave from a foreign posting, or evidence provided by an employer that states leave cannot be accommodated during school holidays without significant consequence.

A parent/carer requesting leave of absence during term time should make the application in writing at least two weeks in advance. A leave of absence request form and the Hexham Partnership of Schools' Policy for Leave of Absence during Term Time are available from the school office or can be downloaded from our website.

Anti-Bullying

We have an Anti-Bullying Policy that provides effective procedures for dealing with problems. The full Anti-Bullying Policy is available on the QEHS website, and students have more information and advice regarding bullying in their student planners. We also encourage students themselves to be vigilant and to talk to us about any concerns they may have.

Please inform the Year Team if you have any concerns regarding bullying.

Achievement and Behaviour Records

Achievement

Achievement events are recorded to report on positive actions, such as good work, progress, taking responsibility, and positive contributions. They are recorded electronically and the student's aim is to build up as many of these as possible. Further rewards can be achieved depending upon the number of positive events students attain.

Behaviour Concerns

Whenever a student chooses to behave in a way that is unacceptable despite having been warned, this will be recorded electronically and seen by their tutor, the Curriculum Leader and their Pastoral Leader. In this way the school can monitor how the student is getting on. This feedback can also be seen by parents/carers on SIMS SLG (see page 13) as a record is kept electronically of all feedback received from staff. Further action is taken in line with the Behaviour Policy. Parents/carers will be contacted at the relevant stages in the process or if there are general concerns. Further sanctions will result if a student's behaviour is persistently a concern.

Celebrating Achievement

We aim to celebrate the achievement of all our students, not only for their academic attainment and progress but also for their contribution to the life of the school.

On a day-to-day basis, teachers will praise the work of students by recognising their achievement through marking work and giving verbal feedback. Our written reports also seek to highlight the strengths of students.

We also celebrate achievement in more formal ways:

- We hold two annual celebration evenings (one for Years 9 and 10, and one for older students), where students are nominated for prizes by their subject teachers and Pastoral Leaders.
- We provide showcases for students to demonstrate their talents to a wider audience, for example
 - Sports fixtures and teams
 - An annual Art Show at the Queen's Hall in Hexham and one held in school
 - Youth Theatre shows
 - Youth Dance Tynedale (YDT) performances in school and at the Queen's Hall
 - Two music concerts each year
 - Entry into a variety of regional and national competitions (e.g. maths, engineering, and science)
- We recognise achievement and give awards to students in assemblies.
- We hold an annual Sports Awards dinner to recognise the achievements of our sports teams.
- We place articles in the local press to celebrate the achievement of our students.

Year 9 Achievement and Progress Information

In addition to an annual Parents' Evening with subject teachers, parents/carers will receive a written report and at least one progress report from each subject teacher every year. These reports will help students and their parents/carers to track progress over time, and are intended to supplement the day-to-day conversations and formative assessment processes which take place in lessons. The academic progress data we collect and share with parents/carers helps teachers and other staff intervene and support students who are falling below target and to provide appropriate advice and guidance for students who are making option choices for Year 10 or Year 12, or decisions on higher education, apprenticeships and training.

| Date | Event |
|--------------------------------|---|
| w/c 10 September 2018 | Baseline Testing (English/Maths) |
| w/c 26 November 2018 | Assessment Week: Non-Core Subjects |
| w/c 3 December 2018 | Assessment Week: Core Subjects |
| w/c 17 December 2018 | Year 9 Guidance Booklet published (Year 10 options) |
| w/c 7 January 2019 | Options Evening |
| w/c 21 January 2019 | Report to Parents/Carers |
| w/c 28 January 2019 | Year 9 Q Band Parents' Evening: Non-Core Subjects |
| w/c 4 February 2019 | Year 9 E Band Parents' Evening: Non-Core Subjects |
| w/c 11 February – 8 March 2019 | Options Interviews |
| w/c 1 April 2019 | Assessment Week: Core |
| w/c 13 May 2019 | Data to Parents/Carers Year 9 Q Band Parents' Evening: Core Subjects |
| w/c 20 May 2019 | Year 9 E Band Parents' Evening: Core Subjects |

Dates correct at July 2018

Reports are available to view online and all parents/carers will receive a username and password to allow them to log in and access their child's report.

Communication with Parents/Carers

The staff and trustees of our school wish to work co-operatively with parents/carers and other members of the community to ensure the school provides a high quality service and meets the needs of all students.

Information from the school

The school provides information to parents/carers in the following ways:

The school website: www.qehs.net

This provides up-to-date information which includes:

- News
- Publications including options brochures
- School policies
- The school calendar
- Examination information

Facebook and Twitter

QEHS has Facebook and Twitter pages which are updated regularly.

- Facebook: <https://www.facebook.com/QEHSHexham/>
- Twitter: @QEHSHexham <https://twitter.com/QEHSHexham>

SIMS SLG

Parents/carers can log on to their own personal page and see confidential details about their child which includes their timetable, attendance record, academic progress reports, and achievement/behaviour records. The system can be accessed via the school website Parents' menu. Log on details are provided direct to parents/carers in the Autumn Term.

Schoolcomms/School Gateway

Queen Elizabeth High School uses a communication system called Schoolcomms to help us to communicate more effectively with home. It allows you to receive letters and reminders from school, by email or text, direct to your chosen e-mail and mobile account.

Schoolcomms also has a free app that parents/carers can download called School Gateway. The app allows you to get messages in a quick and easy format to your mobile and helps the school save money as all texts sent to the app are free.

Schoolcomms has a lot of extra features and allows you to make online payments for dinner money, school trips etc. You will need to use the School Gateway website to complete the initial set up for payments using your bank account number and sort code. After this set up, payments can be made on either the website or the app (see page 18).

You do not need to register for Schoolcomms as it links directly with our school system (SIMS). Once we have students registered on SIMS, and we have your correct email and mobile number, you will automatically receive the messages we send out.

If you have any queries regarding access to SIMS SLG or Schoolcomms please contact:
Susan Boath, Data and Exams Manager, on 01434 610338 (email sboath@qehs.net) or
James Rainford, Data Assistant, on 01434 610359 (email jrainford@qehs.net)

Letters, publications and other documents

From time to time we will write to you with further information, or invitations to parents' evenings, events or progression interviews. Details of parents' evenings can be found on page 12.

Marking and feedback

Providing good quality, regular feedback to students is essential in helping them to improve their work and reach their potential. We would encourage all parents/carers to look at their child's work regularly. If you wish to ask any questions about marking or feedback in a particular subject then please contact the subject teacher in the first instance followed by the Curriculum or Subject Leader if your issue has not been addressed.

Contacting the school

We would encourage you to contact us with any issues, questions or concerns that cannot be addressed through the normal channels of communication noted above. As you will appreciate, in a school of 1300 students, it is not possible for one person to deal with all enquiries so it is important for us to direct you to the most appropriate person. Please use the following guide to help you.

| Nature of Enquiry | Contact | Phone/Email |
|--|--|---|
| General questions about your child's work, progress or homework. | Subject teachers | By note via your child or by contacting the main switchboard on 01434 610300. |
| A concern about your child's progress or experience in a particular subject. | Curriculum/Subject Leaders (see page 7) | Contact the main switchboard on 01434 610300. |
| A concern about your child's general welfare. | Form tutor or, for more serious concerns, Mentor or Pastoral Leader (see page 6) | Contact the main switchboard or, for the Mentor or Pastoral Leader, email or telephone the Pastoral Office (phone numbers and email addresses are on page 6). |
| General enquiries relating to the curriculum, options, higher education applications or complex academic issues involving more than one subject. | The Curriculum Team | Telephone the Curriculum Office on 01434 610312 or email curriculum@qehs.net |
| Other matters not listed above. | Main Office | Please phone 01434 610300 and we will direct your enquiry to the appropriate person. |

If you have followed the procedure above and a concern still exists then please contact Dave Todd, Assistant Headteacher (student welfare concerns) or Ruth Platts, Assistant Headteacher (academic or curriculum based concerns).

If you wish to make a complaint, you can find our complaints procedure on our website.

Student Planners

Students are given a planner at the start of each academic year. The planner is an important way of communicating between home and school. Students should use the planner to record homework and parents/carers should read and sign it on a weekly basis. The planner will also be signed by the form tutor.

The planner contains a lot of very important information and it would be helpful if parents/carers took time to go through it with their son/daughter. Form tutors will also explain the sections of the planner to their tutor group.

Homework

The student planner helps students manage and organise their homework. Homework timetables will be issued at the start of the autumn term but will follow the guidelines on the next page:

Parents' Guide 2018

Key Stage 3 (Year 9)

Students will receive between 60 and 90 minutes homework each day as follows:

| Subject | Approx. Time | When Set? |
|---|--------------------------|--|
| Maths | 1 hour per week | The exact timing of this homework will be determined by class timetables and through discussion with curriculum leaders. Students will be notified at the beginning of the year. |
| English | 1 hour per week | |
| Biology | 1 hour per fortnight | |
| Chemistry | 1 hour per fortnight | |
| Physics | 1 hour per fortnight | |
| Option subjects: Design Technology, Art, Drama, 2nd Language, Music, Food Technology, Dance | 1 x 1 hour per fortnight | |
| Geography, RE, History, French | 1 x 1 hour per fortnight | |

Key Stage 4 (Years 10 and 11):

Students will receive between 90 and 120 minutes homework each day as follows:

| Subject | Approx. Time | When Set? |
|-------------------------|-----------------------------|--|
| Maths | 2 hours per week | The exact timing of this homework will be determined by class timetables and through discussion with curriculum leaders. Students will be notified at the beginning of the year. |
| English | 2 hours per week | |
| Biology | 1 hour per week | |
| Chemistry | 1 hour per week | |
| Physics | 1 hour per week | |
| Up to 3 option subjects | 1 hour per week per subject | |

Key Stage 5 (Years 12 and 13):

There is an expectation that homework will be set at the end of most post-16 lessons. Students should spend at least five hours per subject per week on out-of-lesson study.

The full Homework Policy is available on the QEHS website.

Equipment Required for School

It is expected that students should have the appropriate equipment to carry out their lessons at school or activities after school. This includes:

- A bag
 - large enough to carry an A4 file and other books, etc. NOT a handbag.
 - the bag should be brought to school every day.
- The bag should contain
 - planner
 - pens
 - pencils
 - ruler
 - rubber
 - calculator
 - any other equipment necessary for students' option subjects

This equipment is essential for students to learn effectively. Tutors will check if students have equipment and follow up with sanctions should there be a persistent problem.

School Uniform

Students in Years 9, 10, and 11 are required to wear a school sweatshirt purchased from the designated supplier (Michael Sehgal & Sons Ltd.), plain black trousers or a skirt, a white polo shirt, and black polishable shoes.

We strongly recommend purchasing all uniform from Michael Sehgal as their lines have been selected by the school to meet our Uniform Policy.

Students will be expected to wear black polishable, low heeled shoes. Boots can be worn underneath trousers but not with skirts.

Further guidance on our uniform policy and expectations can be found on our website.

Students not wearing the correct uniform to school will work in isolation with senior staff and will return to regular lessons only when the issue has been addressed.

Buying Uniform

Uniform and PE kit can be ordered from Michael Sehgal & Sons Ltd. Collection in store and home delivery options are available. For further details please see our website or <http://www.michaelsehgal.co.uk/queen-elizabeth-high-school-hexham-school-uniforms/s25>

School Uniform Policy

The key principles upon which the uniform code is based are as follows.

Uniform requirements should:

- be simple, clear and unambiguous
- ensure student comfort
- be practical
- ensure health and safety of students
- help promote a school identity
- help promote school community cohesion
- help maintain a positive public image and reputation
- be affordable
- prevent inequality of opportunity

| | |
|--------------|--|
| Girls | <ul style="list-style-type: none">• School sweatshirt• White polo shirt (collar to be worn outside sweatshirt)• Trousers: these should be plain black formal trousers, worn to the ankle. They should not be leggings, jeggings, heavy cotton or jean-like in appearance. No logos, studs, obvious zips, etc., should be noticeable in any way.• Skirts: these should be formal, in a straight or pleated style and of an appropriate length. They should not be unduly short and/or tight, and no Lycra tube skirts should be worn.• Plain black polishable, low heeled shoes or boots* |
|--------------|--|

Parents' Guide 2018

| | |
|-------------|--|
| Boys | <ul style="list-style-type: none">• School sweatshirt• White polo shirt (collar to be worn outside sweatshirt)• Trousers: these should be plain black formal trousers, worn to the ankle. They should not be leggings, jeggings, heavy cotton or jean-like in appearance. No logos, studs, obvious zips, etc., should be noticeable in any way.• Plain black polishable, low heeled shoes or boots* |
|-------------|--|

| | |
|----------------|---|
| General | <ul style="list-style-type: none">• Jewellery – watches and stud earrings are acceptable.• Make-up – a reasonable amount is acceptable.• Small black plain belts are acceptable.• Uniform should be appropriate both with regard to the policy and in the judgement of the senior leadership team. |
|----------------|---|

** For health and safety reasons students will be expected to change their footwear for PE lessons.*

Further guidance

In order to assist parents/carers and students to comply with the school's uniform code, further clarification is given below.

School sweatshirt

- Students must wear/bring a school sweatshirt to school every day.
- No other sweatshirts must be worn.
- No cardigans or jumpers must be worn.
- If an additional layer is needed it should be a coat, jacket or a plain zipped sweatshirt. It should not be a sweatshirt without a zip.

School trousers/skirts

- Trousers: these should be plain black formal trousers, worn to the ankle. They should not be leggings, jeggings, heavy cotton or jean-like in appearance. No logos, studs, obvious zips, etc., should be noticeable in any way.
- Skirts: these should be formal, in a straight or pleated style and of an appropriate length. They should not be unduly short and/or tight, and no Lycra tube skirts should be worn.

Jewellery

- Only watches and stud earrings are acceptable.
- Stud earrings does not include wearing expanders.

Footwear

- Plain black polishable, low heeled shoes.
- No trainers, sandals, stilettos, thin heeled shoes or pumps.
- Boots must be worn under trousers.
- Laces and stitching must be black.
- Tights must be plain black.
- Students must change their footwear for PE

Hairstyles

- Extreme hairstyles are not allowed.
- Hair colouring must be in natural hair colours only.

Personal Belongings

Personal belongings are the responsibility of students. Outdoor clothing should be removed in all lessons. Hats should be removed before entering school.

Students should not bring valuables or large amounts of money into school. Mobile phones and iPods/MP3 players are allowed in school but must be switched off and stored in school bags at all times. These items are not allowed to be used in corridors/social areas and may be confiscated if they are used in school. If this is the case they can be collected only at the end of the school day.

Please note that the school is not responsible for any personal belongings that are lost or stolen on the premises.

Lost Property

It is easier to trace the owner of lost property if it is clearly labelled. However, lost property is stored in the main school office.

Please remember not to bring large amounts of money or other valuables to school. We cannot take responsibility for the loss or damage of any expensive items (e.g. mobile phones, iPods).

Making Payments

Our preference is for you to make online payment for school meals and a range of other resources and activities through the School Gateway website and/or online app. We would encourage you to use online payments where possible as it provides additional security as well as saving the school significant administration time. You will also be able to view school meal balances and purchase details, which are updated on a daily basis.

Online payments

You will need to activate your School Gateway account using your email address and mobile number that the school holds on record for you:

- Download the app: if you have a smartphone, please download School Gateway from your app store (Android and iPhone). The app shows the same information as the website PLUS it saves the school money when we send you a text message; **or**
- Visit the website: www.schoolgateway.com and click on 'New User'. You'll receive a text message with a PIN number. Use this PIN to log into School Gateway.

If you are having trouble logging in, it may be because the school doesn't have your current email and mobile phone number on record. Please contact the school and we'll update your details on our system.

Please note: You will need to use the School Gateway website to complete the initial set up for payments using your bank account number and sort code. After this set up, payments can be made on either the website or the app.

To minimise costs, we have set a minimum payment for school meals of £12.75, equivalent to a week's worth of meal deals, but there is no maximum payment.

Other payments

All cash and cheque payments should be made as follows:

- Payments for resources or educational visits should be placed in the box outside the Finance Office on D Floor of the Hydro building. All payments should be in a sealed envelope with the student's name, tutor group, and what the payment is for clearly marked.
- Payments for school meals should be placed in one of the dedicated envelopes and posted in one of the clearly marked boxes. Alternatively, cash can be entered into one of the biometric revaluation machines located in both buildings.
- Show tickets can be purchased in person at the Lower School Office and students will be informed when tickets are available.

All cheque payments should be made payable to Queen Elizabeth High School.

School Meals

All of our meals are freshly prepared on a daily basis, using good quality ingredients. It is our aim to ensure that all students can choose from a wide range of healthy, tasty and nutritious meals and products. We also offer tempting vegetarian options and special diets are catered for too.

At QEHS we like to offer the students a more flexible and informal service, reflecting the changing tastes of young people and one that is consistent with a modern, high street style service, including:

- Light and informal dining environments.
- A 'grab and go' provision for students who do sports and other activities on a lunchtime.
- A pre-order system which means less queuing at lunchtime; students can place an order at breakfast time or morning break and it will be ready for collection at lunchtime.
- Satellite service points to reduce the frustration of queuing.
- Vending machines located in the main school to purchase a variety of food and drinks throughout the day and for after school activities.

Breakfast Service 8.00am – 8.45am

We offer a breakfast service for all year groups in the Sixth Form café which is situated in the main school building. A selection of breakfast items are available individually priced or as a breakfast meal deal.

Mid-Morning Break 11.20am – 11.40am

 Offering a variety of foods individually priced:

- A selection of cereals.
- A selection of savoury items including toast, toasted sandwiches, teacakes, breakfast muffins, crumpets and bacon sandwiches.
- A range of sandwiches and wraps.
- A variety of fresh fruit and yoghurts.
- Water, juices and flavoured water; hot drinks are available from the vending machines.

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Lunchtime Service 12.40pm – 1.20pm

There is a very good choice to encourage the students to eat a well-balanced diet throughout the day. Our menu is produced in line with the Government's new food standards. For those students who bring a packed lunch to school we ask parents/carers to refrain from including confectionery, crisps or fizzy drinks.

We offer a varied healthy menu, from a 2 course set meal of the day for £2.55 to individually priced menu items including:

- Daily specials
- Filled jacket potatoes
- Paninis and pizza
- Hot wraps
- Pasta pots with selection of sauces
- Curry pots with selection of sauces and mini naan bread
- Fresh soups
- Selection of sandwiches with a variety of fillings
- Salad bowls
- Hot and cold desserts plus fruit pots, yogurts, fresh fruit
- Home baked items i.e. scones, flapjack
- Selection of fruit juices, milk, milkshakes, smoothies, water and flavoured water

Also available are the Sandwich, Pizza Wedge or Jacket Potato Meal Deals; 3 items for only £2.55.

The menus and a price list are available on the school website.

Special diets and allergies

If a student has a special diet or an allergy to any food we would appreciate if parents/carers could inform the school. Should you require any further information please contact the School Office and we will gladly arrange for our Catering Manager to contact you.

Payment system for school meals

The school operates a biometric cashless school meals system. The biometric system is based on fingertip recognition technology. Every student is issued with an account which allows them to buy food and drink throughout the day using their fingertip or pin number. Money can be added to this account by online payments via the School Gateway app/ website, or alternatively by cheque or cash.

Account Balance

It would be appreciated if students' accounts maintain a credit balance at all times. Students can check their account balance on the cash loading machines located in school or they may ask at the till point. We will however endeavour to notify students if their balance is low or the account has insufficient funds. Contact will be made with parents/carers where insufficient funds are available or there is money owing on the students' account.

Online Payments

Parents/carers can make online payments via the School Gateway app or website (see page 18 for full details). Within School Gateway parents/carers can also view school meal balances and purchases, and top up school meals money at any time.

The payment is set up as a direct debit. Direct debits are used so that School Gateway can instruct your bank to make payments, but this is only ever done when you make a request on either the School Gateway website or the app. Unlike

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many other direct debits that are in place, this is not a regular monthly payment – you are completely in control of how much is taken and when it is taken, and are able to cancel the arrangement at any time.

Once you have paid online and the payment has been processed you will receive an email confirming this. Payment will be received through School Gateway to your child's school meals account the day you make the payment, however your bank account may not have the money taken out of it for a few days.

Cheque Payments

Cheques should be made payable to Queen Elizabeth High School; please write your child's name on the back of the cheque. Cheques should be placed in an envelope and clearly marked with your child's name, registration class, and amount. Cheque deposit boxes are located in the Lower School foyer by the kitchen door and the Hydro foyer.

Cash Payments

Cash may be added to your child's account by using one of the cash loading machines situated in the Lower School or Hydro building. Please note: the new £5 notes cannot be accepted in the cash loading machines, therefore please could these be placed in an envelope (clearly marked with your child's name, form class, and amount) in one of the cheque deposit boxes.

Free School Meals

If a student qualifies for free school meals the monetary value of £2.55 per day is automatically added to the student's account, and students can be assured of total anonymity with this system. Students with a free meal allowance may also add money to their account by the School Gateway app/website, cash or cheque to enable them to purchase additional items above the free school meal allocation of £2.55.

If you think you may be entitled to free school meals you can apply online (<http://www.northumberland.gov.uk/Education/Schools/Meals.aspx>) or by telephone (01670 623592).

Data Handling

Certain data will be held on the system to enable accurate operation. This will include the student's name, registration class, photo, account balance, and meal entitlement. This data is handled under the guidelines of the Data Protection Act and only used by parties directly involved with the implementation of the system. If you have any concerns please contact the School Office on 01434 610300.

The Learning Resource Centre

The Learning Resource Centre (LRC) is situated on B Floor in the lower school building. The LRC supports teaching and learning within the school by offering access to a range of relevant printed and electronic resources. The LRC encourages the development of independent learning as well as promoting reading for pleasure.

All students at QEHS can use the LRC. Sixth Form students can use it in their study periods. Students in Years 9, 10 and 11 may use the LRC in class with their teachers or individually with permission from their teacher. All students receive an induction into the LRC at the beginning of Year 9.

Resources and Facilities

There are approximately ten thousand books in the LRC. These are divided into fiction and non-fiction. The fiction books are shelved in alphabetical order of author's surname and the non-fiction books are arranged in subject order using the

Dewey Decimal Classification system. The LRC also holds a range of magazines and newspapers, DVDs and Study Packs. There are one hundred study spaces in the LRC.

There are numerous PCs in the LRC which are available to book. Year 9, 10 and 11 students may book a computer before school, during lunch and after school. There is a black and white printer, a colour printer and a photocopier in the LRC.

The LRC has a careers section which holds information on opportunities for employment, training, further and higher education.

Staff are available to help at all times. The LRC welcomes student volunteers and anyone who is interested should speak to the Library Assistant, Carole Brown.

e-Safety

QEHS takes e-Safety very seriously. We have a detailed e-Safety policy (available via the school website) that covers all aspects of electronic safety and it is reviewed at least annually.

We aim to educate everyone connected with our school community. In order to maximise the extent of this education, we:

- have annual training for all staff;
- deliver education to the students through the PSHE/assembly programme;
- have a dedicated section on the school website which includes the ability to report suspicious online behaviour direct to CEOP (Child Exploitation and Online Protection Centre);
- have an e-Safety page which is updated weekly with the latest advice and guidance from leading professional organisations;
- conduct an annual parental e-Safety awareness survey;
- offer parental briefing/training sessions.

All internet access and usage is filtered, monitored, and logged. Policy Central Enterprise (PCE) software monitors use of devices by students and provides reports to senior staff on a weekly basis. All students, parents/carers and staff are required to sign the Acceptable Use Policy. This covers aspects such as internet use and equipment use within the school. Should school equipment and systems be abused, students are seen and parents/carers contacted as appropriate.

Students can bring laptops into school provided parental permission is given. Personal laptops can only be used in lessons with permission from the subject teacher. They are subject to monitoring and filtering via Untangle/PCE software. Where use of this facility falls short of expectation network access may be removed.

Students also have guidance notes on e-Safety in their planners which they are required to sign. This contains information on the Acceptable Use Policy and the use of mobile technology. If you have any questions, please do not hesitate to contact the school e-Safety lead.

Careers Advice

The school is proud of the advice and guidance offered to our students. Our Curriculum Advisors support students with advice on option choices and applications to higher education and alternatives to university. We also have an independent Careers Advisor who works in school for 40 days per year. Her role is to support students with advice on progression, college applications, work-based training and apprenticeship opportunities. She will work primarily with Year 11 and Year 13 students and will contribute to the careers aspect of the PSHE programme. The Careers Advisor has a desk in the LRC and is available for "drop-in" appointments on request. All Year 11 students considering leaving school will receive an appointment automatically.

Student Voice

Student views are taken throughout the year. This takes place in various forms including student panels, student voice forums, and surveys.

Various issues have been a focus in the past including developing school lunch menus, fundraising events for charity, and work in the local community.

Public Health School Nurses

Our Public Health School Nurse provides an additional support service for students in school. The nurse is in school every Wednesday. If students are worried about their own physical, mental or emotional health, or about someone else, or would like information about any aspect of health then they can book an appointment with the nurse (tel: 01434 636939) or via their tutor/mentor.

Medical Information and Medication

If your son/daughter has a medical condition or if they require to take medication during school hours (e.g. prescription tablets, asthma inhaler), please ensure that the school is informed so an appropriate medical plan can be put in place and appropriate forms are completed. Our Medical Needs Policy is on our website and contains examples of all the forms that may need to be completed.

Emergency Contact

It is vital that we have an up to date contact number for parents/carers and an emergency contact for those occasions when a parent/carer cannot be reached. The parents/carers of new Year 9 students should have already been sent an emergency contact information form to complete.

Special Educational Needs

QEHS offers support to students, parents/carers and teaching staff to help all our students access the school curriculum. We have learning support assistants who work in lessons with teaching staff or individually with students to meet a range of educational needs from general to specific learning difficulties. As well as supporting and monitoring students who have been identified to us at time of transfer, we also assess students referred to us by teaching staff as well as by parents/carers.

Within our inclusion facilities we also have designated space we use to manage behaviour issues. At times students may need to work in isolation or be secluded for a period of time due to inappropriate behaviour or because their needs at a particular time demand such an environment.

Autistic Spectrum Disorder Provision

In response to an increase in the number of students identified as being on the autistic spectrum, the department now incorporates provision for these students. A relaxed and supportive environment is offered in The Base at break and lunchtime as well as small group or individual sessions to help students access and cope with the demands of the mainstream curriculum.

Our Assistant SENDCos are Ann-Marie Pick and Di Cunningham. The Senior LSAs for behaviour are Nicky Richards and Kerri Allen. The school's Special Educational Needs and Disabilities Co-ordinator (SENDCo) is Richard Zabrocki.

Accessibility

The school is committed to equality of opportunity. We intend that every member of the school community feels a sense of belonging and is valued.

QEHS produces a number of publications which are posted on our website. These publications are available in alternative formats on request. Our website has a high visibility version available.

There is access to the school for those with physical disability. Should anyone require assistance they should ask at reception. Alternative venues in school can be found for visitors if there is a problem with accessibility to certain floors of the building.

We are fully committed to discharging our equalities duties for students, staff and visitors to the school site.

We continue to strive for a curriculum that is inclusive to all students; our equalities information and our accessibility plan are available on our website.

Multi-Agency Working

We aim to provide exceptional support for students and their families/carers. We work in partnership with other schools and agencies, including voluntary and community organisations, signposting to existing services where appropriate. We consult widely with all our stakeholders including students, families, our staff and the wider community to identify priorities and needs.

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We have close working relationships with a wide variety of agencies including Educational Psychologists, Behaviour Support Workers, Inclusion Support Workers and Communication Support staff. We also work closely with the Early Help team who can provide Early Help Family Workers, the Education Welfare Service (attendance), Public Health School Nurses, Children and Young People's Service (CYPS), the Youth Service, the local police, the Children's Centre, Children's Services (social workers) and voluntary and community sector organisations e.g. Hexham Youth Initiative, Tynedale Hospice and Northumberland Domestic Abuse Service (NDAS), to co-ordinate support for our students and their families/carers depending on their needs.

We will work with you as parents/carers to make referrals for support via the West Northumberland multi-agency HUB to ensure the appropriate help is provided.

We firmly believe the school is part of the community and our student support work reflects the needs of the community. Regular multi-agency meetings take place with the Pastoral Team and Special Educational Needs and Disability Co-ordinator (SENDCo) to ensure effective working across the organisations and professionals involved. Prevention and early intervention is a key focus of this work.

Parents/carers will be contacted when it is felt a multi-agency approach may be beneficial to their son/daughter. An early help assessment may be undertaken to ensure this work is fully co-ordinated and the young person supported appropriately. Parents/carers can contact their son/daughter's pastoral leader or a mentor should they wish to discuss any issue where they feel additional support may be required.

Child Protection

Richard Zabrocki, Assistant Headteacher, is the designated person for child protection. His deputy is Emerson Brown, Pastoral Leader for Sixth Form. Richard Zabrocki leads training for all staff on a regular basis and undertakes regular training himself. All issues regarding child protection are referred to the designated person and he organises follow-up action where appropriate. Students are encouraged to share information with staff if they feel unsafe or if they are concerned about the safety of someone they know.

If you, as parents/carers, have any concerns you feel are a child protection issue then you can contact Richard Zabrocki directly or, if you prefer, your son/daughter's pastoral leader and they will liaise with him. Our Child Protection Policy is available on our website.

No Smoking

Smoking is not permitted anywhere on the school site. In addition, any students in school uniform beyond the school gates e.g. within the community, walking to and from school, or on a school trip are not permitted to smoke. Any issues associated with smoking will be dealt with by the Pastoral Team.

Travelling to/from School

School buses

All students travelling to school by bus organised by the Integrated Transport Section of Northumberland County Council will receive a bus pass which must be shown to the driver. Currently buses drop off and pick up from both Whetstone Bridge Road and the Hydro Drive. You will be informed by the Integrated Transport Unit of your child's pick up point for the beginning and the end of the school day.

Sixth Form cars on site

Students are not allowed to park their cars on school premises. Students parking their cars in the neighbourhood of the school must take care not to block access to roads or houses.

The police will be informed immediately if any student is seen to be speeding or driving without sufficient care or attention.

Students must drive with extreme caution within the vicinity of the school. The speed limit is 20mph on the roads around the school.

Other modes of transport

Students can cycle to school. A covered bike shelter is available. Students are responsible for their bike security and it is left at their own risk.

Road Safety

Whetstone Bridge Road and Allendale Road can become very congested at the start and the end of the school day. Help us to ensure the safety of students entering and leaving school by dropping off or collecting your son/daughter a short distance from school. Please note that additional restrictions to parking and speed on Whetstone Bridge Road have been put in place by Northumberland County Council, and this area is regularly patrolled by traffic wardens.

Policies

Many of the school policies are available on the QEHS website. Alternatively, please contact the school direct: Charlotte Gaines – Headteacher's PA: 01434 610301 (email: cgaines@qehs.net)

Senior Members of Staff

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|------------------|---|
| Graeme Atkins | Executive Headteacher |
| James Andriot | Head of School |
| Ruth Platts | Assistant Headteacher – Achievement and Progress KS3/4 |
| Katie Innes | Assistant Headteacher – Achievement and Progress KS5 |
| Dave Todd | Assistant Headteacher – Personal Development, Behaviour and Welfare |
| Richard Zabrocki | Assistant Headteacher – Student Support |
| Eleanor Simpson | Business Manager |
| Sarah Sparke | Chief Financial Officer |