



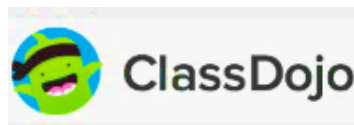
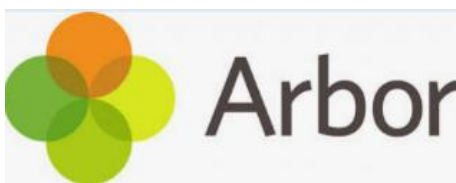
# **Welcome to Ravenscote Junior School**

## **Information Booklet for New Parents and Children**

**Including Information on our School Systems:  
Arbor, Class DoJo, Century, TT Rock Stars and Instagram**

### **Our Values:**

**Happiness, Responsibility, Teamwork, Excellence, Honesty, Respect**



## **This booklet contains the following information:**

- The School Day
- Follow us on Instagram
- Photos of children from School Events, Visits and Residentials
- Contacting your Child's Teacher
- The School Website
- Water Bottles
- Submitting a Leave of Absence form for children's appointments
- School Lunches and Packed Lunches
- Breaktime Snacks
- Extra-Curricular Activities
- PE Kits
- Parking
- Uniform Details
- Early Closing on the Last Day of term
- Margot, the School Dog
- Wrap Around Childcare
- Equipment Needed for school
- Trading Cards/Toys in School
- School Gates and Dropping Off / Collecting Children
- Keeping up with what is going on in school
- Newsletters, Letters and other Important Information
- Our PTA, Purple Mums and Dads, Class WhatsApp Groups
- Class Assemblies and Sports Activity mornings and afternoons
- After School Arrangements - Messages for Pupils
- Parents Evenings and Reports
- Lost Property
- Forgotten Items
- Medication in School
- What happens if my child is unwell during the day?
- Head bumps in School
  
- School Information and Payment System - Arbor
  - What is Arbor used for?
  - How to get started on Arbor
  - School Calendar on Arbor
  - Reporting Absences due to illness
  - Receiving a message from school on your Parent Portal/App
  - Sending a message using Arbor to the School
  - Selecting and Paying for School Lunches
  - Booking Parents' Evening Appointments
  - Booking After School Clubs
  - Booking and Paying for Before School Childcare, Early Risers
  - Paying for any prebooked After School Childcare, Ravens Roost
  - Viewing the end of year school report
  - Paying for any Education Visits, Residentials etc
  
- Other Apps and Systems available to parents:
  - Class DoJo (reward system)
  - Times Tables Rock Stars (homework)
  - Century Learning (homework)
  
- Contact Information
- Children's Daily Check List and Extra Curricular Reminder Check List





### The School Day

<b>Start of the School Day</b>	Gates Open at 8.30am. Class opens at 8.35am	
	Gates close at 8.45am.	
<b>Morning Break</b>	<b>From</b>	<b>To</b>
Year 4 & 5	10.55am	11.10am
Year 3 & 6	11.15am	11.30am
<b>Lunch Time</b>		
Year 4 & 5	12.10pm	1.05pm
Year 3 & 6	12.30pm	1.25pm
<b>End of the School Day</b>	3.25pm	

If supervision is required before 8.35am please book our before school childcare, Early Risers.

The gates will close promptly at 8.45am.

Where possible please drop your child off and collect at the school gates.

The Headteacher, Deputy Head or the Head of Year will be at the gates every morning and afternoon.

### Please follow us on Instagram for all the latest news @Ravenscote.

Photos from school events, sporting activities, educational visits etc are posted on Instagram. Please remember to give permission for your child's photos to be included on social media. Children's faces are never included in these photos.

### Photos of Children from School Events, Visits and Residential

Photos from school events and visits will be put in a secure section of the school website. Parents will be given the password to access this area. Please remember to give permission for your child's photos to be included on our website.

### Contacting your Child's Teacher

If you need to contact the school for any reason, please email the school in the first instance. Please send all emails to [info@ravenscote.surrey.sch.uk](mailto:info@ravenscote.surrey.sch.uk). Teachers have 5 school days to respond to emails. Please put the teacher's name in the subject bar. Please note: Emails will be passed onto teachers during school hours only. Emails are not received from Friday evening until Monday morning each week.

### The School Website

We are proud of our website and work hard to keep it updated and fresh. All school letters and newsletters are able to be viewed there, as well as lunch menus, term dates and dates for your diary, so please visit it regularly. It is the best option for checking details about plans and activities.

**Please always check the school website for information before contacting the school office.**

**[www.ravenscote.surrey.sch.uk](http://www.ravenscote.surrey.sch.uk)**

### Water Bottles

Your child must remember to bring in a named water bottle **each day**. Please name your child's water bottle. Expensive bottles are not recommended.



## **Submitting a Leave of Absence Form for Appointments/Absence During the School Day**

We politely request that you book your child's doctors/dentist/opticians appointments/music exams etc for after the end of the school day or in the school holidays. Appointments during the day cause much disruption and impact hugely on your child's learning. Our overall attendance is excellent and we need to maintain this. Should your child have any planned absence during the school day for any reason, please complete our online '[leave of absence](#)' form, which can be found on our website under Our Families > Forms, as soon as you are aware of the date(s)/time(s) required.

In line with our attendance policy, proof of the appointment (appointment card, hospital letter etc). may be requested. If your child needs to be collected during school time, remind your child of the time they need to be collected. It is expected that your child is to remember the time of their appointment and come to reception to meet you. Thank you for ensuring your child is aware of the arrangements. Please arrive to collect your child in good time, just in case your child forgets to come to reception and they need to be located. When collecting/dropping off your child for an appointment please park outside the school grounds and buzz on the pedestrian gate to gain entry to the school.

## **School Lunches and Packed Lunches**

Children may have a school lunch or bring a packed lunch into school. Menus can be found on the school website. School meals are cooked to order. Packed lunches should contain healthy food only – No fizzy drinks, chocolate bars or sweets allowed please. And please remember that we are a nut free school. School lunches are to be booked on your child's Arbor account, by 11.59pm for the following day – see below for instructions.



## **Breaktime Snacks**

Children are welcome to bring a small piece of fruit or vegetable for a breaktime snack.

## **Extra-Curricular Activities**

The teachers at Ravenscote run a number of free after school clubs. Details of the clubs can be found on the school website. Details of clubs will be sent to parents at the beginning of each term, including how to book. Clubs **MUST** be applied for each term. Clubs are allocated on a first come first served basis. Maximum of one club per child. Please understand that this is not always possible to give everyone a place in a club. Also available are a number of before and after school clubs run by external providers. All details can be found on our website. Children must be collected by an adult or secondary aged sibling from an after-school club. Children may not walk home or out of school unaccompanied. Clubs do **NOT** run for the whole term. As these clubs do not run for the whole term, it is not recommended that these clubs are used as an alternative childcare provision.

## **PE Kits**

Children are to wear their PE kits into school on the two days they have their PE lessons. If your child has an after-school sports club, they must remember to bring their PE kit into school for their club.

Forgotten items are not accepted. **Please label all items.**

## **Parking**

Parents are **NOT** permitted to park onsite unless they are collecting an unwell child from the medical room. Parking is not permitted when dropping off a late child or collecting a child for an appointment. Parking is not allowed when dropping off forgotten items. Please **DO NOT** tailgate staff driving in through the gates. Please park considerably outside of the school grounds. Please do not block neighbours' driveways. Please do not park or stop on the zig-zags. Please do not stop or park in the caretaker's driveway. Parking on site is not permitted to collect from an after school club at 4.30pm. Parking is **NOT** permitted in the car park at St Francis' Church. Please do **NOT** turn around in the gate entrance. The safety of our children is paramount.



## Ravenscote Uniform

**Children are expected to wear a school uniform selected from the following garments:**

Grey trousers, shorts or skirt  
White shirt/blouse  
Purple v necked sweatshirt  
Purple cardigan  
Grey, purple or black tights  
Grey, white or purple socks  
Black shoes or sandals with closed toes  
School tie  
Summer purple and white dress

### PE and Sports

Purple polo shirt with Ravenscote logo  
Black shorts / skirt  
Black / Purple Logo PE Hoody (optional)  
Tracksuit bottoms (dark colours)  
Skins (black) (optional)  
Trainers  
Draw-string bag

Children are to come dressed in their PE kit on the days that they are having PE.

Children do educational gymnastics in bare feet. Trainers can be worn for outdoor activities. Boot trainers are not considered suitable. Please be aware that we do outdoor PE in all weathers and in the winter months we recommend base layers, gloves and rain proof coats for warmth.

**Please label everything with your child's name.  
We do NOT keep any unnamed lost property.**

2nd hand uniform is available through our wonderful PTA. Please email your requirements to [ravenscotepta@gmail.com](mailto:ravenscotepta@gmail.com)

### OTHER REQUIREMENTS

- Since safety is a prime consideration, sensible shoes should be worn during the school day.
- Trainers and boots are not considered appropriate footwear for wear throughout the school day.
- Hair should be uniformly of a natural colour. Hair styles involving shaven sides, obvious 'steps' and/or razor lines are not acceptable at Ravenscote, hair should be 'blended'. Hair Gel is not allowed. Coloured hair braids are not permitted and all long hair should be tied up. Accessories worn in hair should be small and in uniform colours. If a child comes to school with an inappropriate hairstyle, we will call their parents and expect them to collect their child to resolve the hair style.
- Children may have a single plain stud in both ears. We recommend that if your child is having their ears pierced, this takes place at the beginning of the summer holidays to allow for healing time and to avoid any issues in school. Children must remove their earrings for PE.
- During unusually hot weather, appropriate adjustments may be made to the uniform requirements – you will be informed on these occasions.
- Parents and carers are responsible for ensuring their child complies with the school uniform.
- We recommend that children keep a spare change of old trainers in their locker, along with a change of tracksuit bottoms and socks, for those 'just in case' moments. While this is entirely optional, it can be incredibly handy on those days when the children get a little bit soggy. As you know, we value outdoor play and fresh air, and we do our best to encourage the children to enjoy the great outdoors whenever possible. Having a spare set of clothing would be incredibly helpful.
- An optional additional (just in case) pair of trainers may be kept in the locker for impromptu PE lessons etc.

Our uniform can be purchased from  
Brenda's, 130 Frimley Road, Camberley, Surrey, GU15 2QN  
telephone: 01276 469697  
website: [www.brendas.co.uk](http://www.brendas.co.uk), email: [shop@brendas.co.uk](mailto:shop@brendas.co.uk)

### Early Closing – Last Day of Term

School closes at 12.45pm on the very last day of term (not half term.) Children will return to lessons after they have had lunch for before leaving school at 12.45pm. Please remember to book your child a lunch or send them in with a packed lunch. Ravens Roost childcare will not be available on these days.

### Margot, the School Dog

Margot is a valued member of the school 'staff'. If you would like your child to not have any small group or close contact with Margot (for allergy reasons), please let the office know.



### **Wrap Around Childcare**

Our before school childcare provision is called Early Risers and runs from 8am – 8.30am.

Our after school provision is called Ravens Roost and runs from 3.25pm – 6pm.

Please see our Early Risers / Ravens Roost booklet or our website for more details.

Both **MUST** be booked in advance.

### **Equipment Needed for School**

Your child will need the following equipment when starting at Ravenscote:

- Rucksack to carry reading books, pencil case and water bottle etc. These will need to fit in your child's locker.
- Pencil case including:
  - Handwriting pen (not biro) – blue ink.
  - Purple pen
  - HB Pencils
  - Whiteboard pen.
  - One Rubber and a sharpener
  - Glue stick
  - Rigid 30cm ruler with cm and mm (not inches) – transparent.
  - Small pair of scissors.
  - You may also wish to have another small pencil case with colouring pencils/gel pens etc.
- A folder to keep homework and reading books in.
- A named water bottle (to be brought in every day)
- PE Bags and PE Kit

**PLEASE ENSURE EVERYTHING BROUGHT TO SCHOOL IS LABELLED.**

### **Trading Cards/Toys in School**

Children should not bring toys, trading cards, resin animals or similar personal items into school. While we understand these items are important to children, they can often become lost or damaged, and may lead to disagreements or upset between children. In addition, they can be a distraction from learning during the school day. We appreciate your support in ensuring that all children come to school ready to focus on their learning, without the worry of personal belongings.

### **School Gates and Dropping off / Collecting Children**

The Headteacher, Deputy Head or Head of Year will be at the school gates every morning at 8.30am to welcome in the children. The gates will close promptly at 8:45am. If your child is going to be late to school please inform the school office and your child will need to sign in at reception. A 'Late Message' will be sent home to inform parents if your child has arrived late to school. In the afternoon the gates will be opened at

3:20pm. The gate on the Upper Chobham Road will be locked at approximately

3.35pm each evening. The front gate will remain open for collection from clubs/Ravens Roost.

### **Keeping Up with what is going on in School**

Ravenscote is a busy school with lots of going on every week. The office team work very hard with letting parents know what their child is doing each week.

Here are the best ways to keep up with what is going on at school:

- Read the 'Looking Forward to the Week Ahead' newsletters every week.
  - Regularly look at your Arbor Calendar.
  - Read all newsletters and letters.
  - View the website calendar.
  - Join the class WhatsApp group.

We are an extremely busy school and these suggestions are a great way of keeping up with the many events happening in our school.



### **Newsletters and Information**

Mrs Wells publishes a newsletter monthly on a Wednesday and the year group newsletters will be published the fortnight following, again on a Wednesday. Letters and newsletters will be sent to parents by email. Every Friday afternoon you will receive our weekly 'Looking Forward to the Week Ahead' newsletter. This is to inform you of any important events happening in your child's year group for the following week. This will also contain any changes to your child's PE days. School letters and newsletters are also available to view on our website. You will receive individual letters about each event as they happen, by email. Calendar dates are also available on our website or on your Arbor Portal/App.

### **Our PTA, Purple Mums and Dads and class WhatsApp Groups**

We have an amazing PTA who arrange exciting events throughout the year. Tickets for these events are to be purchased in advance through their website. The PTA also recommend that you join the *Purple Mums and Dads Facebook Group* and your child's class *WhatsApp Group*. *Details of the class WhatsApp groups will be posted on the Facebook page in September.*

The website address for our PTA is: [www.pta-events.co.uk/ravenscotepta/](http://www.pta-events.co.uk/ravenscotepta/)

### **Class Assemblies & Sports Activity Mornings and Afternoons**

Throughout the year each class will hold an assembly that parents are invited to watch. Please view the calendar dates on your Arbor Portal or App and our website for details on your child's assembly. Years 3, 4 & 5 have a Christmas assembly and Year 6 have an end of year show and a Leavers' assembly. Sports Activity Mornings and Afternoons are held in the Summer term, either in the morning or the afternoon. Parents are invited. Please arrive on time for these events. The gates cannot be opened for late comers. Please remember no phones allowed. No parking allowed.

### **After School Arrangements - Messages for Pupils**

Please make sure your child is aware of their after school arrangements every day. If you have an important message regarding a change to home time arrangements for your child, please call the office before **12pm** to ensure that it is passed to the teacher, we cannot guarantee messages received after this time will be passed on due to curriculum activities and pupils class mobility. Messages from parents will be emailed to class teachers from the school office. Reminders to go to clubs etc are not considered urgent and should be done at home. Please remind your child at the beginning of the day. It can be extremely distressing for a child who is not sure of what their home time arrangements are. To stop any confusion it is recommended that you use the same collection point each day for your child.

### **Parents Evenings & Reports**

Parents Evenings are held twice a year in the hall. (Autumn and Spring terms.) Details will be sent to parents nearer the time. School reports will be uploaded to Arbor at the end of the school year. Parents will be advised by email when these are ready to view.

### **Lost Property**

Please make sure that ALL property is named. We do not keep any lost property that is not named. Named lost property will be returned to the children. Unnamed uniform will be given the PTA for the second hand uniform sale. Other unnamed lost property is disposed of and is not kept. Please regularly check that ALL items are clearly named. Children may look in the lost property box during the school day. Parents may look in the lost property box at the start or the end of the school day.

### **Forgotten Items**

We encourage our children to be independent thinkers from day one. Children are expected to bring in all equipment needed for the day ahead. We do not encourage forgotten items to be dropped off.



## Medication in School

Where possible please give medication at home. If medication needs to be taken during the school day only prescription medication is accepted. No Calpol, Piraton, herbal medication, creams etc. Children are not reminded to go the medical room to take their medication, they must remember to go themselves.

Please complete an Administration of Medicine form, which can be found on our website, and bring into reception along with the medication in its full and original packaging with the prescription label attached. Medication must be handed into school by the parent. Medication (inhalers and auto injector pens) will be kept in the classroom, other medication will be kept in the medical room. Children are NOT permitted to carry any medication on their person. If your child requires an allergy auto-injector pen it is recommended that two of these are kept in school. On the last day of the school year medication will be returned to your child to bring home. If you would rather collect the medication yourself, please inform reception.

## What happens if my child is unwell during the Day?

If your child is unwell during the day they should report to their class teacher, a lunchtime supervisor or to reception to be assessed. All members of staff are trained first aiders. If it is felt that they need to be sent home a phone call to the parent will be made. We try to encourage all children to stay in school wherever possible, unless they have a high temperature or has sickness and diarrhoea. Following guidance from the NHS, any children who does have sickness and/or diarrhoea bug must stay off school for 48 hours from the last bout.

## Head Bumps in School – NHS Guidance

### Head Bump Advice - No Visible Mark

Advice for a minor head bump says that the use of icepacks is not recommended. If a child has a minor head injury, with no visible mark and no swelling, it is unnecessary to treat them as there is no visible trauma to treat. A cold compress, wet flannel or towel is recommended if the child is uncomfortable. Applying an ice pack could be detrimental; there is no need to treat an injury that isn't there.

### Head Bump Advice - Visible Mark or Bump

If a child has a swollen, bruised bump on the head, then there is no other treatment necessary, other than reassurance and monitoring for signs and symptoms of a more serious head injury. A cold compress, flannel or towel may be applied to make the child more comfortable and can be applied to the injured area.

### Why You Shouldn't Use an Ice Pack?

There is a real risk that applying an ice pack to a more unknown significant head injury, will mask and delay more urgent treatment.

### More Information

There are some things you can do to manage minor head injuries at home. You should:

- have someone stay with you for 24 hours after the injury to watch for serious symptoms appearing
- get plenty of rest
- avoid stressful or noisy situations
- limit screen time (including smartphones)
- take paracetamol or ibuprofen to help with mild pain, following all instructions on the packaging
- use a cold compress to help soothe the injury
- keep children with a head injury calm, and encourage them to avoid rough play

### When to use an Ice Pack

Ice packs should only be used as a means of treating sports-related injuries and injuries to muscle or soft tissue, not skin and bone.

The infographic is divided into three horizontal sections, each with a colored arrow pointing right. The top section is red and labeled 'RED' with a first aid icon. The middle section is orange and labeled 'AMBER' with a doctor icon. The bottom section is green and labeled 'GREEN' with a house icon. Each section lists symptoms and provides corresponding advice in a rounded box on the right.

Category	Symptoms (during next 48 hours)	Advice
RED	<ul style="list-style-type: none"><li>■ Vomits repeatedly i.e. more than twice (at least 10 minutes between each vomit)</li><li>■ Becomes confused or unaware of their surroundings</li><li>■ Loses consciousness, becomes drowsy or difficult to wake</li><li>■ Has a convulsion or fit</li><li>■ Develops difficulty speaking or understanding what you are saying</li><li>■ Develops weakness in their arms and legs or starts losing their balance</li><li>■ Develops problems with their eyesight</li><li>■ Has clear fluid coming out of their nose or ears</li><li>■ Does not wake for feeds or cries constantly and cannot be soothed</li></ul>	<b>You need urgent help</b> Go to the nearest Hospital Emergency (A&E) Department or phone 999
AMBER	<ul style="list-style-type: none"><li>■ Develops a persistent headache that doesn't go away (despite painkillers such as paracetamol or ibuprofen)</li><li>■ Develops a worsening headache</li></ul>	<b>You need to contact a doctor or nurse today</b> Please ring your GP surgery or call NHS 111 - dial 111
GREEN	<ul style="list-style-type: none"><li>■ If your child:<ul style="list-style-type: none"><li>■ Is alert and interacts with you</li><li>■ Vomits, but only up to twice</li><li>■ Experiences mild headaches, struggles to concentrate, lacks appetite or has problems sleeping</li></ul></li></ul> <p>If you are very concerned about these symptoms or they go on for more than 2 months, make an appointment to see your GP.</p>	<b>Self Care</b> Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 – dial 111



## **Arbor Parent Portal and App**

The Arbor Parent Portal and the associated Parent App ensure that parents can access important information about their children.

### **What is the Parent Portal?**

**\*\* THE PARENT PORTAL IS THE RECOMMENDED VERSION \*\***

The Arbor Parent Portal is accessible to guardians on a laptop or computer.

### **What is the Parent App?**

The Arbor Parent App is the mobile version, for use on mobile devices such as smartphones and tablets.

### **What is the Arbor Parent Portal/App used for?**

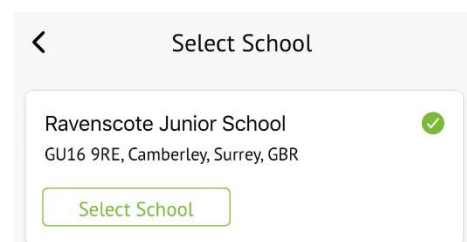
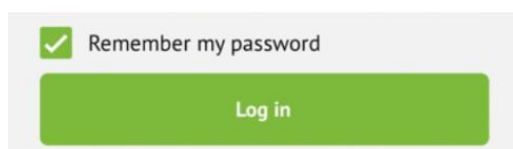
- View Attendance Information
- View Contacts held for your child
- View Medical and Dietary Information held for your child
  - View Consents and Permissions
  - View your child's end of year report
- Book and pay for school lunches (must be done by 11.59pm)
- Book and pay for any required Early Risers sessions (must be done by 11.59pm)
  - Pay for any pre-booked Ravens Roost sessions
  - Pay for any school trips/residentials
  - Book your child's after school, teacher led club.
- Important messages are sent from the school to your Arbor App/Portal
- Parents can also send any messages to the school, via the 'Send New Message' section. (please do not report absences this way.)

### **Logging in on the Arbor Parent Portal**

#### Logging in for the first time

You will receive a Welcome to Arbor email from Ravenscote, which will contain your login details and a link that will take you to the browser version of the Parent Portal where you need to set up a password. You can reset your password using a computer, or using a mobile browser on your phone or tablet. Click the link, then click *Forgot your password?* Add in your email address then click *Reset password*. If you have a child at more than one Arbor school, you will be asked to select the appropriate school. You'll then receive another email. Click the link in this email to set your password. Create your password. You will then be logged in when you click *Create password*. As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click *verify*, you will now be logged in!

When you open the app for the first time, you'll be prompted to add in your email address and password. The 'Remember my Password' box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in. Make sure both your email address and password are correct, or you'll receive this message. 'Incorrect email address or password.'



When your email address and password are correct, your biometric details will be checked - either by Face ID, fingerprint scan or pin entry.



## How do I get started with the Arbor Parent App?

### Downloading the Arbor Parent App

In your App Store or Playstore search for the Arbor Parent App (do not get this confused with the Arbor Student App) Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

### Enabling Push Notifications

#### Android

You can turn Push Notifications on or off at any time by going to your Settings on your phone. For example, on a Samsung Galaxy S8, go to Settings > Apps > Arbor > Notifications.

Tap the slider to turn Push Notifications on and manage your settings.

#### IOS

When you download the Parent App, you will receive a prompt to receive notifications from Arbor. Make sure you select Allow to enable us to send you push notifications. This will ensure you receive a notification when you have a new In-app message. If you select Don't Allow, you can turn Push Notifications back on at any time by going to your Settings on your phone. For example, on an iPhone 14, go to Settings > Notifications > Arbor. Tap the slider for Allow Notifications.

### Returning to log in again

Now your password has been set up, you can log into the Parent Portal by going to <https://ravenscote-junior-school.uk.arbor.sc/> and inputting your email address and password. If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click Log in. If you can't log in, use the I'm a guardian link on the right-hand side to view troubleshooting tips.

### School Calendar on Arbor

**\*\* IT IS HIGHLY RECOMMENDED THAT PARENTS VIEW THE ARBOR CALENDAR DAILY \*\***

The Arbor Calendar, on your Parent Portal or App is a great way of keeping up with what is going on in school. You will be able to see events coming up in the 'Calendar' section.

### What can you see on the Arbor Calendar?

- All school events coming up.
- After School Clubs your child is booked into.
- Any Early Risers sessions you have booked.
- Any Ravens Roost sessions your child is booked into.
- Any education visits or residentials.

Calendar	
08:45 - 12:00	4: 4B - Mrs Anderson-Soutar
12:10 - 13:25	Lunch: Sitting 1
12:30 - 15:25	4: 4B - Mrs Anderson-Soutar
13:30 - 15:00	Year 3 & 4 Girls' Football - Open Festival (w... Fiel
18:00 - 19:00	PTA - AGM

20 Monday

08:00-16:00  
October Half Term

09:00-10:00  
Year 4 Swimming

15:45 - 16:45 Community Open Event - Everyone Invited

13:30-15:00  
Year 3 & 4 Girls' Football - Open Festival (wear PE kit if want to)

Today		June 2026 ▼				
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1 08:35 School Opens 08:45 4: 4E - Miss Norgate 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	2 08:45 4: 4E - Miss Norgate 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	3 08:45 4: 4E - Miss Norgate 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	4 08:45 4: 4E - Miss Norgate 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	5 08:45 4: 4E - Miss Norgate 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	6	
8 08:45 4: 4E - Miss Norgate 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	9 08:45 4: 4E - Miss Norgate 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	10 08:45 4: 4E - Miss Norgate 09:15 Year 4 Sports Morni... 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	11 08:45 4: 4E - Miss Norgate 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	12 08:45 Mrs Morgan and Mr... 12:10 Lunch Menu - 2025... 12:30 4: 4E - Miss Norgate	13	



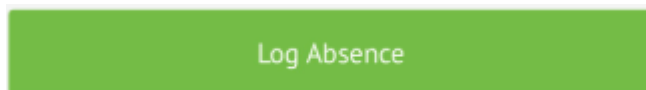
### **Reporting Absences due to Illness**

Absences due to illness **MUST** be reported via the Arbor Parent Portal or App, this can be found under the profile button. Please state your child's name and reason for absence in the message (please do not use the wording 'illness' or 'unwell.'). All absences must be reported daily.

*Please note - this service is for reporting absence only and should not be used for other communication. Any communication relating to other matters will not be responded to.*

If your child is not going to attend school due to illness, please report the absence by **8.30am**. Please give the reason of the absence. Please do not use the reason 'unwell'. Please continue to contact us

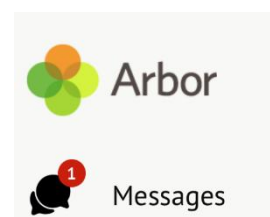
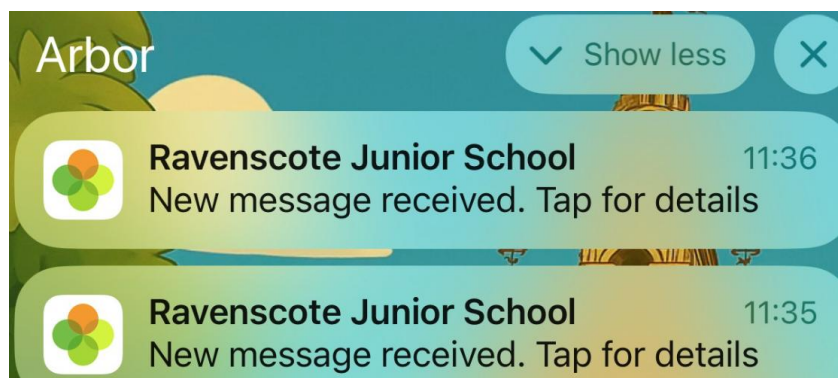
**EVERY DAY** until your child is back at school. Please note that following guidance from the NHS regarding a sickness and/or diarrhoea bug, children should not attend school until 48 hours after the final episode.



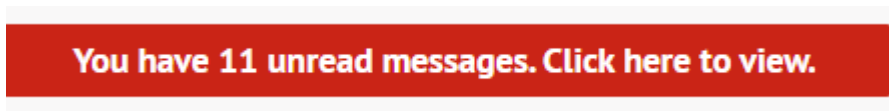
### **Receiving an Arbor In-App Message**

We use the Arbor In-App service to send parents any urgent and important information.

If your notifications are set up correctly, you will receive a banner message to inform you that you have a new message:

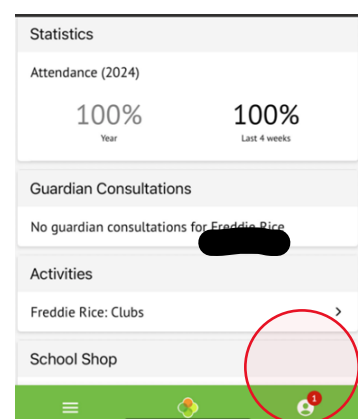


On your Arbor App, when an In-App message is sent, parents will be able to see on the child profile icon (bottom right hand corner) a red number 1 (meaning 1 unread message)



On your Arbor Portal, when an In-App message is sent, parents will be able to see on homepage any messages that are to be read.

**PLEASE REMEMBER TO CHECK YOUR MESSAGES!!**

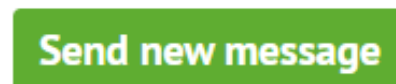


### **Sending the School a Message on Arbor**

Please use the Arbor Message service to send the school quick, non-urgent messages (please do NOT use this to report absences). In the Parent Portal, on the home screen click into the Message section:

Then click on 'Send New Message' :

In the App, in the Message section, click on Send New Message' :



## School Lunches

School lunches must be booked in advance in your Arbor Parent Portal or App. Please make your bookings by 11.59pm for the following day. Daily menus can be viewed on our website or on the Arbor Parent Portal or App. To avoid wastage all meals are cooked to order. It is imperative that you book your child a school lunch, if needed. Children without a preordered lunch will need to bring in a packed lunch.

How to book a meal for your child

1. Log in to the App/Parent Portal.
2. Under Quick Actions.
3. Click on Meals.
4. Click on the applicable term.
5. Click on the day required.
6. Make your selection for that week.
7. Click on the green Process button to continue. If wanted you can then add meals for further weeks.
8. Go to your basket to check out.

Meals

Meal Choices

Select your meal choices below and complete your basket checkout to confirm. Please note, the deadline for making meal choices is 24 hours before your meal takes place.

Add Meal Choice

Wed, 03 Sep 2025

Roast Chicken served with Roast Potatoes...

Process

ni followed by Crunc...

h Chips followed by...



### Meal choices in basket

You currently have meal choices in your basket. [Go to your basket](#) to complete checkout and confirm your meal choices.

Week beginning 12 Jan 2026		
Tuesday	No choice selected	Deadline passed
Wednesday	Roast chicken pitta pocket followed by chocolate brownie	In basket ▶
Thursday	BBQ Chicken Pizza served with potato wedges and cucumber and tomato salad followed by vanilla or chocolate ice cream	In basket ▶
Friday	Cheese panini followed by strawberry ice cream	In basket ▶

Each day, after the meal is taken the balance on your child's account will decrease by the meal price (current price is £3 – subject to change).

If your balance is insufficient, you will need to Top Up your account before you can select your child's meals.

Please remember to 'Check Out'.



### You cannot add meal choices

Your account has a negative balance, so you cannot make new meal choices. Please top up your account to continue.

Can I cancel or change my child meal choices? Yes – you just need to select the option of 'No Choice Selected'

**Lunches must be ordered by 11.59pm for the following day. Once the deadline for the lunch orders has passed you will be unable to book a lunch and your child will require a packed lunch.**



## Parents' Evening Appointments

Parents will receive a letter from the school advising parents of when parents' evening appointments are held and when bookings can be made. Once the system is open parents can select their appointment on the Arbor Parent Portal/App under Guardian Consultation. Parents will be able to see the dates and times available. Click the Book Time Slot button. You will be asked to confirm your choice. If needed, parents can edit a booking by returning to the page and clicking on the booking. Parents' evening appointments are held in the school hall.

### Guardian Consultations

Parents' Evening - Spring 2026 (16 Mar 2026,

## Booking a Place in our Teacher Led After School Clubs

The teachers at Ravenscote run a number of free after school clubs. Details of the clubs can be found on the school website. Clubs MUST be applied for each term, via the Arbor Parent Portal and App. Clubs are allocated on a first come first served basis. *Maximum of one club per child*. Please understand that it is not always possible to give everyone a place in a club. Details of clubs will be sent to parents each term, and can also be viewed on our website. Teacher Led After School Clubs do NOT run for the whole term.

Teacher led after school clubs end promptly at 4.30pm. Children must be collected by an adult or secondary aged sibling from all after-school clubs and Ravens Roost. Children may not walk home or out of school unaccompanied.

**PLEASE REMEMBER THAT ONLY ONE RAVENSCOTE CLUB IS PERMITTED FOR EACH CHILD (with the exception of Choir, which can be booked as a second club). IF MORE THAN ONE CLUB IS SELECTED THE OFFICE WILL DE-SELECT ONE OF THE CHOSEN CLUBS. IT IS IMPERATIVE THAT ONLY ONE CLUB IS SELECTED FOR YOUR CHILD.**

**Other Clubs Available:** Also available are a number of before and after school clubs run by external providers. All details of our clubs can be found on our website.

You will be able to see any after school clubs you have selected for your child in your calendar:



The screenshot shows a calendar interface with several club bookings highlighted in orange and yellow. The bookings are:

- 15:24 - 16:30 (Tuesday) Film Club - Spring Term 2026
- 15:24 - 16:30 (Monday) Colouring Club - Spring Term 2026
- (Monday) Just Dance Club - Spring Term 2026 (2025/2026)
- \*\* (Friday) Complete Coaching Club - Spring Term 2026 (2025/2026)

## Booking and Paying for Before School Childcare, Early Risers

You will be able to book any needed Early Risers sessions in your Arbor Parent Portal or App.

### BOOKING EARLY RISERS USING THE ARBOR PARENT PORTAL

In the Parent Portal select Clubs from the Quick Actions prompt or from the home page (dashboard) select Activities > Clubs then select Early Risers. In the first instance you will need to register your child for this club, by selecting the 'Daily Early Risers – before school childcare' option. Then select the dates required.



The screenshot shows a green registration prompt for a club. It includes a profile picture placeholder, the name 'Safiya for this club', and a 'Top up account' button. Below the prompt, it says 'Early Risers (2025/2026)'.

### BOOKING EARLY RISERS USING THE ARBOR APP

In the App, from the Quick Action icon, select Clubs and click on Early Risers. In the first instance you will need to register your child for this club, by selecting the 'Daily Early Risers – before school childcare' option. Then select the dates required.



## TO PAY FOR EARLY RISERS

Click on the Top-Up Account button to pay for your Early Risers sessions booked. Early Risers is available subject to availability and must be booked in advance by 11.59pm for the following day.

## CAN A PARENT CANCEL ANY EARLY RISERS SESSIONS BOOKED?

No, a parent cannot cancel any sessions booked, so please be mindful when making your bookings. Please see our Early Risers/Ravens Roost booklet for terms and conditions. Any Early Risers bookings made by you will also show in the Arbor Calendar.

**Quick Actions ▲**

Attendance	<b>Ravens Roost (2025/2026)</b>
<b>Clubs</b>	<b>Club description:</b> After School Childcare
Report Cards	<b>Club membership dates:</b> 03 Sep 2025, 04 Sep 2025, 05 Sep 2025,

### **Paying for After School Childcare, Ravens Roost**

Ravens Roost MUST be booked in advance. Ad-hoc bookings are not permitted. Parents will not be able to make their own bookings for Ravens Roost. If Ravens Roost is required, in the first instance please send an email to [childcare@ravensote.surrey.sch.uk](mailto:childcare@ravensote.surrey.sch.uk). Please see our Early Risers/Ravens Roost booklet for the full terms and conditions. To make an outstanding payment for your prebooked Ravens Roost sessions please click on the Top-Up Account button. You will be able to view your prebooked Ravens Roost sessions in the Activities section of your App or in the Clubs section of your Parent Portal. You will also be able to view your Ravens Roost bookings on your Arbor Calendar and in the clubs section.

### **Viewing End of Year Report**

End of year reports will be uploaded to Arbor in July. Parents will receive an email to let them know when the reports are ready to view. Reports can then be viewed and downloaded from your Arbor Parents Portal or App.

Annual Report - Summer 2025

Report Cards

### **Paying for any Education Visits, Residential etc**

Parents will be informed of any up-coming educational visits and residential by email. To pay for any education visits or residential etc please access Quick Actions and Trips on your Arbor Parent Portal or App. Any Education Visits and Residential will also show in your Arbor Calendar.

**School Trips**

Trips Open to **Child**

**Year 5 Water Sports**  
**Trip Date(s):**  
15 Sep 2025, 08:45 - 19 Sep 2025, 13:15  
**Signup Window:**  
21 Jul 2025, 13:15 - 13:30





# We're using Arbor's free Parent Portal and Parent App



## We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

## How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic  
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

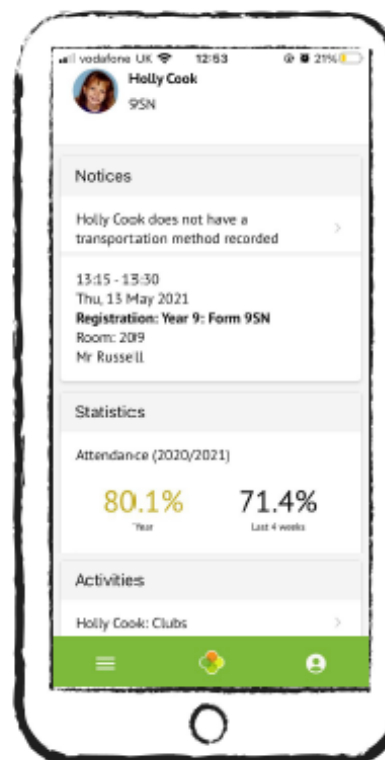
## Need help using Arbor?

**Contact the school office if you have questions about Arbor, the App or Parent Portal.** Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

### Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.





### Class Dojo App

At Ravenscote we use Class Dojo as our reward system in the classroom and around the school. By downloading the app, you will be able to see your child earning Dojos in school and be able to ask what these are for. You will be invited to join Class Dojo by your child's class teacher once they have started at Ravenscote.



### Times Tables Rock Stars

Log in information will be put in the children's handbooks in September.

#### Parent Guide

We recommend a "little and often" approach; 3 minutes practice a day, 4 or 5 times a week is a good target. Teachers check every Monday.

What are the different Game Modes?

#### Single Player - Jamming

4 or 8 coins/correct answer - The only game mode without a timer, players chose the table and operation ( $\times$  or  $\div$  or both) they want to practise. Answer 10, 20 or 30 questions.

Gig - 10 coins per correct answer - Gig games last 5 minutes and contain up to 100 questions, which come in 'waves', starting with the 10s, then the 2s, 5s, 3s, 4s, 8s, 6s, 7s, 9s, 11s and 12s. Novices are not expected to get past the 5s. Gigs provide the child (and their teacher) with a simple measure of their current skills, which is why learners should concentrate fully for the whole Gig as they won't get another try until next month.

Garage - 10 coins per correct answer - Players are given a personalised set of 6 multiplication questions (and their matching division questions) in each round. The questions they get keep adjusting to provide the best fit for every learner's needs. This is probably the best game made for improving their recall while they're still learning.

Studio - 1 coin per correct answer - Here your child earns their Rock Status, which is based on their Studio Speed. The faster they are the better their status. Studio Speed is the average of their most recent 10 Studio games. Suitable for confident players.

Soundcheck - 5 coins per correct answer - Soundcheck games ask 25 multiplication questions (up to  $12 \times 12$ ), allowing 6 seconds for each question. Suitable for confident players. Recommended as mimics year 4 multiplication times table check.

#### **BIG IMPACT. BETTER RESULTS.**

Times Tables Rock Stars is an award-winning, internationally recognised maths programme that helps millions of children every week with their times tables recall. Since 2016, over 75,000 families have subscribed to TT Rock Stars to help their children learn their tables.

#### Why you may ask?

This is a programme that reaps rapid results, and thanks to the exciting gamification and rewards, children love playing it!

As Times Tables Rock Stars is available to play on mobile devices via our app, as well as our play website, your child will be able to practise at home or on-the-go, whenever suits your family.



## Multi Player

Festival - 1 coin per correct answer - Children compete against others from around the world, with their identities protected behind their rock names. Suitable for confident players.

Arena - 1 coin per correct answer - Children race against other members of their class who are logged in and choose the same arena name at the same time. Arena games use the same smart question algorithm as Garage games.

Rock Slam - 1 coin per correct answer - Players challenge their classmates or teachers to answer as many questions as they can in 60 seconds, setting a score for the challenge to beat. Pupils don't need to be online at the same time.

## Tournaments

Battle of the Bands – groups of children within the same school (usually classes, year groups or teams) compete to have the highest average score per player.

Top of the Rocks – like a Battle of the Bands between schools. The winning class or school is the one with the most correct answers per person.

Important: Each correct answer (in any game mode) earns 1 point towards the team's total in addition to the coins earned. For example, in Garage games each correct answer is worth 1 point for the team and 10 coins for the player.

## Learners with different needs

How can I hide the timer? - Start a game and press > Hide Practice Clock. You could also play a game in Jamming.

How can I increase the length of Garage games? - Single player > Garage > press the little arrow below "play solo" > choose 1, 2 or 3 minutes.

The tables are too hard - Make sure your child is playing in Garage or Arena game modes. If this does not resolve the issue, please speak to your child's teacher. Remember that Jamming mode allows the child to choose the tables themselves.

My child gets anxious - Try the three above plus: setting mini goals (e.g. complete 2 minutes today, get 1 more point in the next game, pass 1 level); having a break from online play (come back in a couple of days); and reminding them of Baz's words: "A good rock star stays chillaxed by accepting they make mistakes."

My child has visual impairments; what settings are available? Head to the Profile page where you can: change the colour scheme; reduce the visual stimuli with Declutter mode; increase the font size or switch to a dyslexia-friendly font called Lexie. [play.ttrockstars.com](http://play.ttrockstars.com) is also screen reader compatible.


Can I turn off division? Yes in Jamming mode but not in the other games. The reason for that is that practising multiplication and division at the same time supports the recall of both and is the most successful approach. If your child is finding division confusing, please speak to their teacher about starting with the 10s only and for advice on how to help at home.

## Troubleshooting

My child's coins and/or Studio speed have suddenly dropped - Another child may have logged in as your child. Please reassure your child that this can be rectified. Contact their teacher who can set a new password, refund any coins, delete Studio games and talk to the class about online safety.

My child plays too much - Set firm TTRS time limits; reward healthy choices; take away devices before bed.

My child's name is showing on a school leader board. - Please ask your child's teacher to change the settings at their end so that rock names show on the leaderboards instead of real names.

What does the  mean? - If this symbol appears over a game tile (e.g. over Garage) it means the teacher has set your child a certain number of minutes to practise in that game mode for homework. Once they complete those minutes the other games unlock.





## Century Learning

At Ravenscote we're always looking for ways to support and enhance our children's' learning at school and at home. That's why, as part of our school improvement programme, we are have introduced the Century platform as part of the children's homework.

This platform uses advanced artificial intelligence to create personalised learning experiences, making learning both engaging and effective – it is a fantastic resource and we are really excited to have it. Your child will be introduced to Century Learning during computing lessons during the first weeks at Ravenscote. We are excited to provide this opportunity for our children, as we believe it will enhance their confidence, reinforce their learning, and support their progress. Teachers will give the children their log in information at the beginning of the school year. Thank you for your continued support. If you have any questions regarding Century Learning or the homework structure, please feel free to contact your child's class teacher by email.

### What is CENTURY?

CENTURY is an award winning, AI-powered online learning tool that tailors work to each student's strengths and areas for improvement that we use in our school. CENTURY is an intelligent learning platform that combines artificial intelligence with the latest research in learning science and neuroscience. It creates personalised pathways for every learner, as well as generating powerful data insights for teachers so they can adapt their teaching where necessary

#### How does CENTURY benefit my child?

- Intelligent recommendations boost student engagement and empower them to take control of their learning.
- Real-time progress tracking means teachers receive instant performance data to provide targeted support and improve exam results.
- Adaptive learning environment means the platform adjusts to your child's pace, keeping them challenged, engaged, and motivated.

We hope you and your family enjoy using the platform.

#### How can CENTURY help my child?

Our platform works to stretch and support every learner by:

- Instantly addressing gaps in knowledge by providing appropriate learning materials in the form of videos and slideshows
- Remediating misconceptions by providing immediate feedback to incorrectly answered questions
  - Guiding them as to what to study next based on their strengths and areas for improvement
    - Providing insights for teacher-led interventions

#### How should my child use CENTURY?

On CENTURY, learners complete micro-lessons or nuggets. They can either choose which nuggets they want to complete themselves, complete nuggets set by their teachers.

The screenshot displays the Century Learning interface for a user named Maggie. At the top, it shows 'Maggie's Recommended Path' with four nugget icons: 'Climate Change Mitigation: Renewable Energy [CH9.24]', 'Climate Change Mitigation: Carbon Capture & Storage [CH9.23]', 'Mathematics: Cubes [MF12.02]', and 'Biology: Chromosomes [E1.01]'. Below this, there are three main sections: 'Due Assignments', 'Focus on to Improve', and 'Stretch With'. 'Due Assignments' lists 'Week 3 Chemistry HW Class 2' (due today) and 'Maths HW - Week 41' (due 9 Jul). 'Focus on to Improve' lists several topics like 'Climate Change Mitigation: Renewable Energy [CH9.24]', 'Introduction to Prokaryotic & Eukaryotic Cells [B1.01]', 'Structure of the Cardiovascular System [PE1.10]', 'Climate Change Mitigation: Afforestation [CH9.25]', and 'Redistribution of Blood During Exercise [PE1.11]'. 'Stretch With' lists 'Climate Change Mitigation: Carbon Capture & Storage [CH9.23]', 'Fractions on a Number Line 1: Between 0 and 1 [MF4.37]', 'Diagnostic: Enzymes & Digestion [B0.010]', 'Skimming and Scoring [EK1.02]', and 'Climate Change Mitigation: International Agreements [CH9.26]'. The interface also includes a 'Learn Reading Hobby' button and a 'CENTURY' logo at the bottom.





## **Contact Information**

If you need to contact your child's class teacher, in the first instance please email the school: Email: [info@ravenscote.surrey.sch.uk](mailto:info@ravenscote.surrey.sch.uk)

Teachers will endeavor to respond within 5 school days.

Please put the teacher's name in the subject bar.

School telephone number: 01276 709007.

Reception is open from 8.30am – 4pm.

Early Risers Before School Childcare telephone number (8am – 8.30am only) and Ravens Roost After School Childcare telephone number (3.30pm – 6pm only): 01276 469009

We hope that this information is useful, but if you have any queries or concerns at all regarding Ravenscote Junior School, please feel free to contact us in the office, and we will be happy to help, or put you in touch with the person who can.

[www.ravenscote.surrey.sch.uk](http://www.ravenscote.surrey.sch.uk)

## **Other Guides and Information**

Please also read through our other information guides:

- Child feeling unwell? Should I send my child to school?
- Speedy Reference Guide
- Early Risers and Ravens Roost Childcare Information

These guides are available on our website.

**Please remember we are a NO MOBILE PHONE school!**

**Thank you for your support.**



**Monday**

	Packed Lunch
	PE Kit for after school club
	Today is PE day – Wear PE kit to school!
<input checked="" type="checkbox"/>	School Bag
<input checked="" type="checkbox"/>	Water Bottle
	Other.....
	Other.....

**Tuesday**

	Packed Lunch
	PE Kit for after school club
	Today is PE day – Wear PE kit to school!
<input checked="" type="checkbox"/>	School Bag
<input checked="" type="checkbox"/>	Water Bottle
	Other.....
	Other.....

**Wednesday**

	Packed Lunch
	PE Kit for after school club
	Today is PE day – Wear PE kit to school!
<input checked="" type="checkbox"/>	School Bag
<input checked="" type="checkbox"/>	Water Bottle
	Other.....
	Other.....

**Thursday**

	Packed Lunch
	PE Kit for after school club
	Today is PE day – Wear PE kit to school!
<input checked="" type="checkbox"/>	School Bag
<input checked="" type="checkbox"/>	Water Bottle
	Other.....
	Other.....

**Friday**

	Packed Lunch
	PE Kit for after school club
	Today is PE day – Wear PE kit to school!
<input checked="" type="checkbox"/>	School Bag
<input checked="" type="checkbox"/>	Water Bottle
	Other.....
	Other.....

PE Days are:

Any changes to PE days will be shown in the Looking Forward to the Week Ahead newsletter.  
**PLEASE NAME ALL PROPERTY. WE DO NOT KEEP ANY UNNAMED LOST PROPERTY.**



**Clubs Reminder / Information for (name) \_\_\_\_\_ of class \_\_\_\_\_**

Please use this page to note your child's extra curricular details:

Monday's Clubs

<b>Club Name</b>	<b>Times</b>	<b>Dates</b>	<b>Equipment Needed</b>

Tuesday's Clubs

<b>Club Name</b>	<b>Times</b>	<b>Dates</b>	<b>Equipment Needed</b>

Wednesday's Clubs

<b>Club Name</b>	<b>Times</b>	<b>Dates</b>	<b>Equipment Needed</b>

Thursday's Clubs

<b>Club Name</b>	<b>Times</b>	<b>Dates</b>	<b>Equipment Needed</b>

Friday's Clubs

<b>Club Name</b>	<b>Times</b>	<b>Dates</b>	<b>Equipment Needed</b>

