



Thoresby Vale
Primary Academy

Communication with parents

How we do things here

Our ambition

We believe that a positive working relationship between school and home plays a very important role in the success of your child's education. We pride ourselves on building good relationships with our families and want you to feel that you can come to us to share success, questions and concerns.

Below is a guide to how we will communicate with you.

In-person

Our staff team will always be around at the gate and classroom doors at every drop off and pick. We are available for a quick chat. Please be mindful that these are very busy times of the day and are not always the best time for a lengthy conversation. Should you like to speak to one of us, please let us know and we can arrange a convenient time to talk.

Via WeDuc message

You can communicate with class teachers, teaching assistants and our office team via our WeDuc messaging function. Just search for the staff members name in the 'To' line.

You can send your message at any time that suits you, but please be aware that our staff team are teaching all day and may not pick up messages straight away. We want our staff team to come to work as their best selves, so it is important that they get to rest and spend time with their families outside of working hours. Our team are not expected to pick up any messages outside of working hours and will get back to you as soon as they can.

Messages are a great way to let our team know quick messages. Anything urgent must come through our school office team so that we can be sure they will be picked up quickly.

Curriculum overviews – WeDuc Home Learning

Our curriculum overviews and knowledge organisers will be sent home termly / half termly depending on the age group. These provide you with a summary of what your child will be learning that term and provide a starting point for you to talk to your child about their learning. These can be found on the home learning section of Weduc.

Parents' evenings

We will hold parents' evenings twice a year in October and February. Through these we will offer a short, 10 minute catch up with your child's class teacher to discuss how your child is doing in school. These will be booked via our booking system. Appointments will be released a week ahead of parents' evening weeks.

Annual reports

A formal end of year report will be sent home in July. This will be written by your child's class teacher and outline your child's strengths, progress and next steps.

Reporting your child's absence

It is really important that we know where all of our children are every day. If your child is not going to be in school due to illness or an appointment, you must let us know by 9am. You can do this via WeDuc by going to the home screen on the app and selecting 'Report your child's absence'. You can also report by calling us on 01623 460501 and selecting option 2.

Our admin team will begin first day absence checks should your child not be in school. If the primary contact on a child's file does not answer, they will call other listed pupil contacts to ensure we know why a child is not in school. Home visits will be carried out if we are concerned.

We encourage you to book medical appointments outside of school hours, but if this really can't be avoided, we will require proof of the appointment.

Booking wrap around

Wraparound care (Breakfast and Afterschool club) is available to book via ParentPay. You will be able to select the sessions you require and pay for them at the same time. Please note, sessions are not confirmed until payment is made.

There is a 48-hour cut off for booking all sessions, this is to allow us to ensure staffing is in place.

Unfortunately, we are unable to issue refunds once a session has been paid for.

Tax Free Childcare Vouchers (TFC's) – if you use these via your employer, please follow these instructions.

- Top-up your TFC account via the gov website
- Once you have done this, please send the office a Weduc message stating how much you would like to top-up your child's ParentPay account. If you use both Breakfast and Afterschool club, please also include the breakdown of how you would like the funds splitting. For example, a top-up of £100 to be split, £35 for Breakfast club and £65 for Afterschool club.
- Please allow a minimum of 3 working days for funds to clear your account. We have to wait until the funds have cleared, which comes via our finance team, before we can allocate them to ParentPay

If you have any questions or haven't received an activation email from ParentPay, please feel free to contact our admin team, who will be happy to assist.