








## Student and Parent Charter – September 2024








### What Standards are expected of Ormiston SWB Academy students?

The Academy has high expectations of student conduct and uniform. Students should make special note of these important statements:

 Uniform	<p>Students are expected to always wear Academy uniform as directed in the policy. No other items are allowed. If items become broken or are lost we would expect them to be replaced immediately. Alternatively students will be provided with spare items for a short period of time to support whilst new ones are purchased. If students refuse to follow uniform guidelines or refuse to wear spare uniform: a sanction will be issued according to the behaviour policy. Wearing of jewellery is limited to one pair of stud earrings that don't go lower than the bottom of the earlobes. Face piercings are not allowed. Hair styles and accessories should be of a natural colour only and no extreme cuts. Eyelashes must be natural. Nails should be cut below the end of the finger tips to ensure safety. The academy reserves the right to determine what is and is not acceptable.</p>
 Bullying	<p>Everyone must be safe. Bullying will not be tolerated. Aggressive or threatening behaviour, or other intimidation or abuse, will result in sanctions and potentially parents being asked to collect students immediately from the Academy.</p> <p>However unpleasant, a single/isolated incident does not constitute bullying. At Ormiston SWB Academy we use the following acronym;</p> <p><b>S – Several</b> <b>T – Times</b> <b>O – On</b> <b>P – Purpose</b></p> <p>We would ask parents to avoid using terminology incorrectly with students as it can create fear and worry.</p>
 Student Conduct	<p>Students come to Ormiston SWB Academy to learn. We have very high expectations of student conduct around the building and in the community. We will not accept students affecting the learning of others in a classroom. Any students disrupting the learning will be issued sanctions according to the academy behaviour policy. On going persistent disruption could lead to students losing their place at SWB academy. Parents will be kept fully informed of any concerns and invited to attend meetings ( please see communication protocol). It is imperative parents and SWB staff work positively together to try to remove barriers to students not meeting our expectations of conduct.</p> <p><b>The following acts will result in permanent exclusion:</b></p> <ul style="list-style-type: none"> <li>• Bringing a knife and/or offensive weapon onto the Academy premises</li> <li>• Brining drugs on to school site</li> <li>• Assaulting a member of staff</li> </ul>
 Resources	<p>Students should respect all aspects of the building – damaging any part of the building, including graffiti could lead to students losing their place at SWB. This action would always result in a sanction. ICT areas should be cared for and used appropriately. Downloading inappropriate materials is a serious breach of Academy rules and a Safeguarding issue, which could lead to you losing your place at the Academy. A sanction will always apply to inappropriate use of ICT equipment.</p>

	<p>Students will need to sign an ICT user agreement which gives more detailed guidance.</p>
 <p>Drugs</p>	<p>Illegal or harmful drugs and substances are a serious Safeguarding concern. There is NO tolerance of possession, sale, purchase or consumption at the Academy or away from the Academy.</p> <p><b>The following acts will result in permanent exclusion:</b>          Possession, sale, purchase or consumption of illegal or harmful drugs and substances at the academy or immediate locality</p>
 <p>Healthy Lifestyle</p>	<p>The Academy actively promotes healthy lifestyles and encourages students to eat a balanced diet.          Chewing gum and energy drinks are not allowed at the Academy. Gum and energy drinks will be confiscated and disposed of.</p>
 <p>Mobile Phones</p>	<p>Once students are in the building phones must be out of sight and switched off. Students will not be allowed them in the Academy at all. A sanction will be issued according to the academy policy and will be confiscated by staff and locked away to be collected by the student at the end of the day. Students needing to make contact with parents/carers will have access to the phone in Reception, as directed by a member of staff.</p>

## How can students be successful?



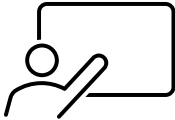

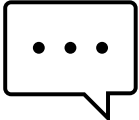
 Timekeeping	<p>Be on time for the Academy.</p> <p>Personal Tutor time starts at 08:40. Students need to arrive between 08:20–08:35 to arrive to Personal Tutor between 08:35-08:40.</p> <p>Sanctions are issued when students are late.</p>
 Homework	<p>Always complete homework that is set on Classcharts to keep on top of it.</p> <p>You will be sanctioned for not completing homework.</p>
<p>Relationships</p>	<p>Never tolerate other students being unkind or using physical aggression. Always tell your Personal Tutor/Head of Year the first time this happens.</p> <p>Always be kind to others.</p>
 Team Games	<p>Support your friends by taking part in team and group activities. It is expected that you will always represent the Academy if you have sporting or other talents.</p>
 Performing Arts	<p>Participate in the after-school activities available and perform to an audience.</p>
 Work Hard	<p>Try your best at all times.</p> <p>Ask if you do not understand or are finding something hard. Your Director of Year is the person to ask.</p>
 Equipment	<p>Take care of your equipment and respect other people's belongings.</p> <p>Always make sure you have the required equipment for learning - or you will be sanctioned.</p>
 Respect	<p>Always be polite in discussions and actions with your teachers and other students.</p> <p>We like to hear students saying:</p> <p>“Good morning.” “Please.” “Thank you.”</p> <p>We like to see:</p> <p>Holding doors open for people to pass through. Picking up litter around the building and looking after our building. Cleaning up after yourself at lunch time and putting items away or in the bin. Leaving your classroom correctly: tidy up any belongings; tuck your chair in.</p>

## Students should feel good about being successful!

Your teachers will work hard to ensure that you are:

	<p>Valued and given quality care and confidentiality where appropriate.</p>
	<p>Encouraged by providing you with stimulating lessons and incentives to do well.</p>
	<p>Involved in your education by providing regular information to you and your parents on your progress.</p>
	<p>Congratulated by providing recognition and rewards.</p>
	<p>Benefiting through lots of opportunities in academic, sporting, musical and cultural activities</p>
	<p>Supported by providing safe, orderly conditions for you to learn effectively.</p>

## Students should feel confident about expressing their views about the life and work of the Academy

	<p>Students can discuss any problems or concerns with their Personal Tutor or a Subject Teacher, member of support staff or a member of the Senior Leadership Team.</p>
	<p>Students can arrange to see the Principal at any time to discuss issues of concern.</p>
	<p>Students can always politely inform the staff of their views or suggest areas for improvement. Alternatively, students can use the email system.</p>
	<p>Students may be invited to meet the Principal to have an opportunity to express their views about the Academy and to make recommendations on how the Academy may be improved. Different students are invited each year so that as many students as possible can be involved in the process.</p>
	<p>Students may also express their views to the student ambassadors or other student leaders.</p>

## Parent Charter – September 2024

### Working together – Academy and Parent Partnership

Ormiston SWB Academy is committed to continuously improving the service we provide to students, parents and the wider community. We have quality assurance systems in place for gathering information and monitoring progress in relation to customer care. As well as commenting on the regular reports, parents and students are invited to complete questionnaires during the academic year: for example, during parents' evenings, following the Key Stage 4 Information Evenings, CEIAG Programme, etc.





The information gathered is quantified and evaluated to gauge satisfaction and to identify areas for improvement.

**We always welcome communication from parents to help us raise the quality of services available. A list of personnel to contact is given on the following page. Communication which does not fall into one of these categories should initially be addressed to Mrs T Poulton, the Principal's PA.**

The academy has a range of personnel and services available to help parents resolve issues ranging from routine enquiries to formal complaints.

Parents are responsible for;

- Ensuring that communication with the Academy is respectful
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the Academy (such as requests for meetings) in a timely manner
- Checking all communications from the Academy, including ClassCharts for information regarding; Rewards, Homework and Behavioural Sanctions
- Ensure the Academy is informed of changes to contact details

	<p>As human beings, there will be occasions where mistakes can occur. The Academy would urge all parents to ensure they don't speak derogatively about any staff member at Ormiston SWB Academy in a public forum or in front of their children. Doing this will only hinder your child's respect for Academy staff and in doing so could negatively impact on their experience at Ormiston SWB Academy and therefore their outcomes.</p>
	<p>Any parental meeting that occurs will involve the adult(s) in the first instance before any pupil(s) are invited to contribute to discussions.</p>
	<p>We ask that all Parents/Carers refrain from making inappropriate comments/posts on social media. If you are unhappy, please communicate appropriately to address the situation. If this were to occur we would ask parent/carers to remove this content.</p>
	<p>Before making judgements and assumptions upon isolated incidents, please ensure that you have shared your concerns with the Academy and provided time for the Academy to investigate and feedback. Again, use the correct channels of communication (shown on the next page).</p>

**Any communication that is considered disrespectful, abusive, or threatening will not be tolerated.**

## Who should I contact?



If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line
- Academy staff will try to respond to all emails within 3 days, unless marked urgent

I have a question about...	Who you need to talk to...
<p>My child's learning/class activities/lessons/homework</p>	<p>Key contacts</p> <p><a href="mailto:edutton@oswba.co.uk">edutton@oswba.co.uk</a> Lead Practitioner – KS3 Outcomes</p> <p>Year 7</p> <p><a href="mailto:dhughes@oswba.co.uk">dhughes@oswba.co.uk</a> Assistant Principal – Personal Development</p> <p>Your child's Director of Year;</p> <p>Year 8 <a href="mailto:blawley@oswba.co.uk">blawley@oswba.co.uk</a></p> <p>Year 9 <a href="mailto:hsira@oswba.co.uk">hsira@oswba.co.uk</a></p> <p>Year 10 <a href="mailto:gwilkhoo@oswba.co.uk">gwilkhoo@oswba.co.uk</a></p> <p>Year 11 <a href="mailto:hglenn@oswba.co.uk">hglenn@oswba.co.uk</a></p> <p>Sixth Form <a href="mailto:mrobbins@oswba.co.uk">mrobbins@oswba.co.uk</a></p>
<p>My child's wellbeing/pastoral support/uniform/lost and found/bullying and behavior</p>	<p>Your child's Head of Year;</p> <p>Year 7 <a href="mailto:pthirlaway@oswba.co.uk">pthirlaway@oswba.co.uk</a></p> <p>Year 8 <a href="mailto:dbroom@oswba.co.uk">dbroom@oswba.co.uk</a></p> <p>Year 9 <a href="mailto:aquiney@oswba.co.uk">aquiney@oswba.co.uk</a></p> <p>Year 10 <a href="mailto:spowell@oswba.co.uk">spowell@oswba.co.uk</a></p> <p>Year 11 <a href="mailto:hsteadman-watt@oswba.co.uk">hsteadman-watt@oswba.co.uk</a></p> <p>Sixth Form <a href="mailto:kwilliams@oswba.co.uk">kwilliams@oswba.co.uk</a></p>
<p>To discuss/escalate queries from Director and Head of Year staff</p> <p><b>(Please contact Director and Head of Year prior to contacting Assistant Principals)</b></p>	<p>Your child's Assistant Principals;</p> <p>Key Stage 3/4 <a href="mailto:lgoodall@oswba.co.uk">lgoodall@oswba.co.uk</a></p> <p>Key Stage 5 <a href="mailto:sshuttleworth@oswba.co.uk">sshuttleworth@oswba.co.uk</a></p>
<p>To discuss/escalate queries from Assistant Principal</p>	<p>The Academy Vice Principal – Pastoral matters;</p> <p>Vice Principal <a href="mailto:swoodbine@oswba.co.uk">swoodbine@oswba.co.uk</a></p>

<b>(Please contact Director and Head of Year and Assistant Principals prior to contacting Vice Principal – Pastoral)</b>	
Safeguarding	All Year Groups <a href="mailto:safeguarding@oswba.co.uk">safeguarding@oswba.co.uk</a>
Payments	Our Finance Manager <a href="mailto:finance@oswba.co.uk">finance@oswba.co.uk</a>
School trips	Trip Co-ordinator Specifically named staff member when booking a trip/visit
Attendance and absence requests	If you need to report your child's absence, report on ParentMail, e-mail <a href="mailto:attendance@oswba.co.uk">attendance@oswba.co.uk</a> or call 01902 493797 and leave a message via the attendance option.  If you want to request approval for term-time absence, contact <a href="mailto:attendance@oswba.co.uk">attendance@oswba.co.uk</a>
Special educational needs	Our SENDCOS; <a href="mailto:ikiely@oswba.co.uk">ikiely@oswba.co.uk</a>  <a href="mailto:apatterson@oswba.co.uk">apatterson@oswba.co.uk</a>  <a href="mailto:sendco@oswba.co.uk">sendco@oswba.co.uk</a>
The governing board	Our Clerk to Governors <a href="mailto:tpoulton@oswba.co.uk">tpoulton@oswba.co.uk</a>
Catering/meals	Our Catering Manager <a href="mailto:jreid@oswba.co.uk">jreid@oswba.co.uk</a>
Principal	Principal <a href="mailto:dmason@oswba.co.uk">dmason@oswba.co.uk</a>

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which is available on our website, [www.ormistonswbacademy.co.uk](http://www.ormistonswbacademy.co.uk)



## The services you should expect from Ormiston SWB Academy;

- A safe and orderly learning environment with high standards of behaviour.
- Regular reporting to ensure that parents are fully informed about student progress.
- Frequent opportunities to express satisfaction or dissatisfaction.
- A Personal Tutor and Pastoral system which supports students throughout their academic career at the school.
- Advice for parents on how best to support their child's education with information provided about important issues.
- A polite, courteous and prompt response. It is always helpful if parents reciprocate. Ormiston SWB Academy does not tolerate any form of rude or aggressive language towards its staff.
- Quick, decisive action with any unruly students to protect the interests of the majority.
- Quick, decisive action to protect your child from bullying or being bullied.
- Comprehensive careers advice and links with industry.
- An academy environment free of harmful and illegal drug possession, selling, purchase or consumption. Any such activity will result in permanent exclusion.

## How parents can support Ormiston SWB Academy and their child with their studies;

- Ensure that your child understands the Standards of Behaviour expected of them as described in the Students' Charter.
- Ensure that your child understands the seriousness of downloading inappropriate materials from the computer facilities in Ormiston SWB Academy and counsel them that this could lead to the loss of their place at Ormiston SWB Academy.
- Always report to us any concerns about your child's well-being and work co-operatively with the Academy to resolve matters satisfactorily.
- Encourage excellent attendance and punctuality. Please do not arrange family holidays during term time (these will not be authorised as part of a city-wide approach)
- Provide a suitable 'distraction-free' environment for homework to be completed on time.
- Observe progress as detailed in your child's report and let the Personal Tutor or Head of Year know of any concerns or suggestions you may have in the parents' section of the report.
- Make yourself aware of the meaning of GCSE grades, as well as A level/ BTEC grades at Sixth Form level. Ask teachers to explain if necessary.
- Show a particular interest in your child's development by asking about their work in all subjects they are studying.
- Use our Website, Instagram account, Facebook account or Twitter to keep up to date with academy news. Ask your child or academy staff for help if required.
- Be safe and considerate to others when dropping off/picking up your child outside Ormiston SWB Academy.
- Always attend Progress Days, Parents' Evenings and key presentations with your child so that they feel supported by your involvement. These are usually at the beginning of Key Stage 3, Key Stage 4 (Options) and in preparation for the Sixth Form.
- Encourage your child to attend trials to represent Ormiston SWB Academy in sporting activities and come to the academy to support them.
- Encourage your child to audition for Ormiston SWB Academy productions, attend Drama or Music School lessons and come to the academy to watch their performances.
- Attend the frequent opportunities to meet with the Careers staff to help plan your child's future.
- Support your child in participating in charitable events at Ormiston SWB Academy especially for those less fortunate than themselves.
- Support your child and Ormiston SWB Academy by attending any events
- Don't publicly criticise staff in front of your children. Liaise with the appropriate staff to address any issues you have.

## Charter Agreement with Students and Parents

All the employees here will do their utmost to support and encourage every student to reach their potential within the spirit of the Students' Charter and School policies.

<b>Student's Name (please print):</b>
---------------------------------------

<b>Principal – On behalf of all employees</b>
---

<b>Signed:</b>
----------------

<b>Date:</b> September 2024
-----------------------------

As a student at Ormiston SWB Academy, I have read and understood the issues contained within the Students' Charter and will make every possible effort to comply and respond positively.

<b>Student Name</b>
---------------------

<b>Signed:</b>
----------------

<b>Date:</b> September 2024
-----------------------------

As parent(s)/carer(s), I/We confirm that I/we have read and understood the issues contained within the Charters for Parents and Students and agree to make every possible effort to support our son/daughter with their studies.

<b>Parent/Carer name</b>
--------------------------

<b>Signed:</b>
----------------

<b>Date:</b> September 2024
-----------------------------