

Frequently Asked Questions

How do I report my child absent?

For safeguarding purposes, please call or email the school office by 9am on each day of absence. We also ask that you keep the school informed during any prolonged absence.

What do I do if my child is late for school?

Late children need be signed it at the school office.

When can I meet my child's teacher?

Please email the school office (admin@commonswood.herts.sch.uk) to make an appointment to speak to the class teacher. Please email in urgent messages. These will get to the teachers eg 'My child's hamster died last night'. Teachers are available for general enquiries at the end of each day after they have released the children to parents/carers.

What if my child has a medical appointment during a school day?

This should be avoided wherever possible. Parents must complete a form for any medical/dental appointments in school time. Forms are available on this [website](#). Evidence of an appointment is required. Where possible, please ensure that we have at least 24 hours' notice of an upcoming appointment.

Will the school be happy to administer medication to my child?

- [Parental Agreement to administer medicine](#) (158KB)

Can I take my child out of school for a holiday?

Holidays during term time cannot be authorised by the Headteacher. Parents/Carers needing to take their child out of school during term time must complete a form and submit it to the Headteacher. Only exceptional, unrepeatable absences can be authorised by the Headteacher.

- [Absence request for exceptional circumstances](#) (620KB)
- [Medical Absence Authorisation Form](#) (630KB)

How will the school communicate with me?

The school office is paperless so all communication will come to you electronically:

- Our News on the Ninth newsletter can be found on the school's website.
- Relevant letters will be emailed to you via our MIS system Arbor.

- Consent will be requested via Arbor and stored electronically.
- The school will send important reminders via text and email.
- Please refer to our website Calendar Dates for a list of upcoming events.

How do I pay for trips and school dinners?

Parents should pay using Arbor. Our parents and carers see this as a convenient way to pay for school trips and other costs. Any cash or cheques will be returned as the School Office can no longer accept these forms of payment.

At Commonswood, our catering provider is Dolce. School meals need to be ordered and paid for via School Grid. Once your child is enrolled, your details will be forwarded to School Grid who will add you to their system which will enable you to log in and select and pay for your child's meals.

What if my child has an allergy or dietary need?

Please inform the school of any dietary needs that your child may have, particularly if it is a food that the child is allergic to or must not eat for religious reasons. You will fill this in as part of the New Pupil Information Pack, but it is important to keep the school office informed of any changes.

Dolce will require evidence from a medical professional so they can produce an allergy specific menu for your child. Please visit their website www.dolce.co.uk and complete the online application. If you have any questions please call Dolce on 01942 707709.

How will I find out if the school is closed due to bad weather?

If the school has to close due to severe weather conditions, we will notify parents and carers via:

- Text message
- Hertfordshire County Council Website (www.hertfordshire.gov.uk)
- The school website

If you do not receive notice from us, you should always assume that the school will be open as normal for all pupils.

What should my child bring to school each day?

- Do not bring in large back packs as these cannot be accommodated in the cloakroom areas.
- PE kits should be brought into school each Monday and taken home for washing each Friday. Book bag with reading book and reading record (provided by school)

- Clear, plastic, named water bottle – (unnamed, metal and large water bottles are not permitted)

Is there a lost property area?

Lost property is stored just outside the school office. Lost property that is not named and not claimed will be disposed of at the end of each term.

Is there parking near the school?

Speed restrictions to 20 mph on The Commons is in place. To alleviate traffic congestion, we have a self-imposed 1-way system that we would like you to adhere to at pick up and drop off times. Please enter The Commons so that the school is on your left.

We would like to draw your attention to the Highway Code and the rules we should all be following:

Rule 191 – You MUST NOT stop or park on a crossing or in the area covered by the zig-zag lines.

- Rule 243 – DO NOT stop or park:
 - near a school entrance
 - anywhere you would prevent access for Emergency Services
 - opposite or within 10 metres (32 feet) of a junction
 - in front of dropped kerbs
 - on a bend
- Rule 123 – You must not leave a vehicle's engine running unnecessarily while that vehicle is stationary on a public road.

Our pupils' safety is our key priority; therefore, we would appreciate your co-operation in parking safely and sensibly.

How can I get involved?

We see education as a partnership between home and school. To this end we very much welcome any parents who wish to play an active role in the school. The class teacher provides an outline of the curriculum their child will be studying at the beginning of each term so parents are aware of what is being taught and can, where possible, contribute in some way.

You may also consider joining the Friends of Commonswood to help with fundraising.