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A. INTRODUCTION

Welcome to Queen's!

We hope that your child will be happy and successful here. We want you to be fully informed about your child's education and the opportunities for parents to be involved in the life of the School.

For your information you should already have a copy of the prospectus which describes Queen's College as a whole, and new parents should receive a copy of the Joining Instructions which explains many of the practical aspects of starting at Queen's. The Parents' Handbook will help you understand how the Junior School works and should be kept for future reference. Regular newsletters and e-mails from the Headmistress will keep you informed of any changes.

Above all, please feel free to call in at the School, or ring up, if you have any questions or problems - we can only achieve our aim of bringing out the best in each child if we are working in close co-operation with parents.

B. PEOPLE, PLACES AND ROUTINE

1. WHO'S WHO?

MRS T J KHODABANDEHLOO	Headmistress
MR R BLACKHALL	School Chaplain
MS J CAMERON	Head's Secretary
MRS S MUSGRAVE	Assistant Secretary (part-time)

SENIOR MANAGEMENT TEAM

MRS B HOSKINS	Year 5 Form Teacher. Head of Girls. PSHE Co-ordinator. Teaches PE/Games and also teaches English. Also teaches sport in Pre-Prep. Senior School House Tutor.
MRS A MASON	Curriculum Co-ordinator. Teaches English, Maths and Philosophy. Whole School Sub-Group Academic representative.
MRS V MILLER	Admin Co-ordinator. Year 4 Form Teacher and also teaches Maths. Acting Head of Maths.
MR R WILDE	Deputy Head. Head of Boys. Head of PE and Games, including swimming and also teaches sport in Pre-Prep.

ACADEMIC STAFF

MRS L ALCOCK	Year 6 Form Teacher. Head of French and also teaches English. Teaches French in the Pre-Prep.
MRS S BEATS	Head of Maths and ICT (currently on Maternity Leave)
MR A CLARK	Year 6 Form Teacher. Head of Science and Activities Co-ordinator, also teaches Maths and Boys' Games. Whole School Sub-Group Extra Curricular representative.
MRS H DRUMMOND	Senior School member of staff who teaches small groups of Gifted and Talented Mathematicians in Years 5 and 6 for one lesson a week.
MR P DUDMAN	Year 4 Form Teacher. Head of Art and Design Technology and also teaches Boys' Games.

MRS J ELSMORE	Teaches English, Maths and Girls' Games. Also teaches sport in Pre-Prep.
MRS G HARRISON	Learning Support Team
MRS S MARSTON	Head of Drama. Teaches drama throughout the school and individual and group Speech. Responsible for the school's annual drama production
MRS S NEALE	Head of Learning Support and also teaches Maths.
MR A OWEN	Year 5 Form Teacher. Head of English and History, acting head of ICT. Teaches English, History and ICT. Responsible for the Library and Chess
MISS S SCUTT	Director of Music. Organises all the School's music, including instrumental lessons, orchestra, choir and a wide variety of music groups. Also teaches French and English, as well as assisting in the school's drama production.
MRS C STIRZAKER	Learning Support and Classroom Assistant. She supervises lunch and covers for Matron.
MRS C THOMPSON-GARDINER	Year 3 Form Teacher and also teaches Maths.
MRS A THRESHER	Learning Support and Classroom Assistant. Occasionally covers Matron Duties.
MISS T TREVELYAN	Learning Support and Classroom Assistant.
MRS A WADE	Head of RS. Teaches RS, Science and Geography.
MRS P WALKER	Year 3 Form Teacher. Also teaches Maths. Dance class co-ordinator.
MRS A WATKINS	Learning Support Team and EAL teacher.
MRS K WEBBER	EAL Support Teacher
MRS S WEDGE-THOMAS	Senior School member of staff who teaches Geography to Year 6.
MRS S WILDE	Head of Girls' Games. Also teaches English and PE in the Senior School.
3 GAP YEAR STUDENTS	Games, Music, classroom and boarding assistants

MATRONS AND BOARDING STAFF

MR C MONKS Boarding Houseparent. Teaches Maths in the Senior School

MRS V MONKS Boarding Houseparent. Classroom Assistant in Pre-Prep. Whole School Sub-Group Pastoral representative

MISS R MORGAN Resident Matron. Supervises boarders' clothing, laundry, dormitories, washing and routine health matters

MRS S WYATT Assistant Resident Matron

MRS C SMITH Part-time Matron – non-resident

MRS M THORNHILL Part-time Matron – non-resident

SUPPORT STAFF

MR J WESTERN Caretaker

2. WHO CAN HELP?

School Office Opening Hours

8.00 am to 4.30 pm Monday to Friday (term time only).

a) Parents

Your son or daughter's **form teacher** has the responsibility for overseeing the academic development and pastoral care of your child. It is the form teacher to whom you should turn if you are concerned at any time about your child's work or social relationships.

There may be occasions when you want to discuss another area of School life, and in this case, contact the Secretary and she will put you in touch with the relevant member of staff.

Queries regarding school accounts should be made to **Mrs Sally Murray**, in the Finance Office (Taunton 01823 340801).

The **Headmistress** is always available and appointments may be arranged by contacting her Secretary, Julie Cameron, at jamc@queenscollege.org.uk or telephone 01823 272990. Alternatively, she is usually in the playground from 8.00 – 8.20 in the morning should you wish to have a quick chat.

b) Pupils

Every new pupil in Year 4 and above has a "guide", usually in the same form, or dormitory, who will guide him or her during the first fortnight or so.

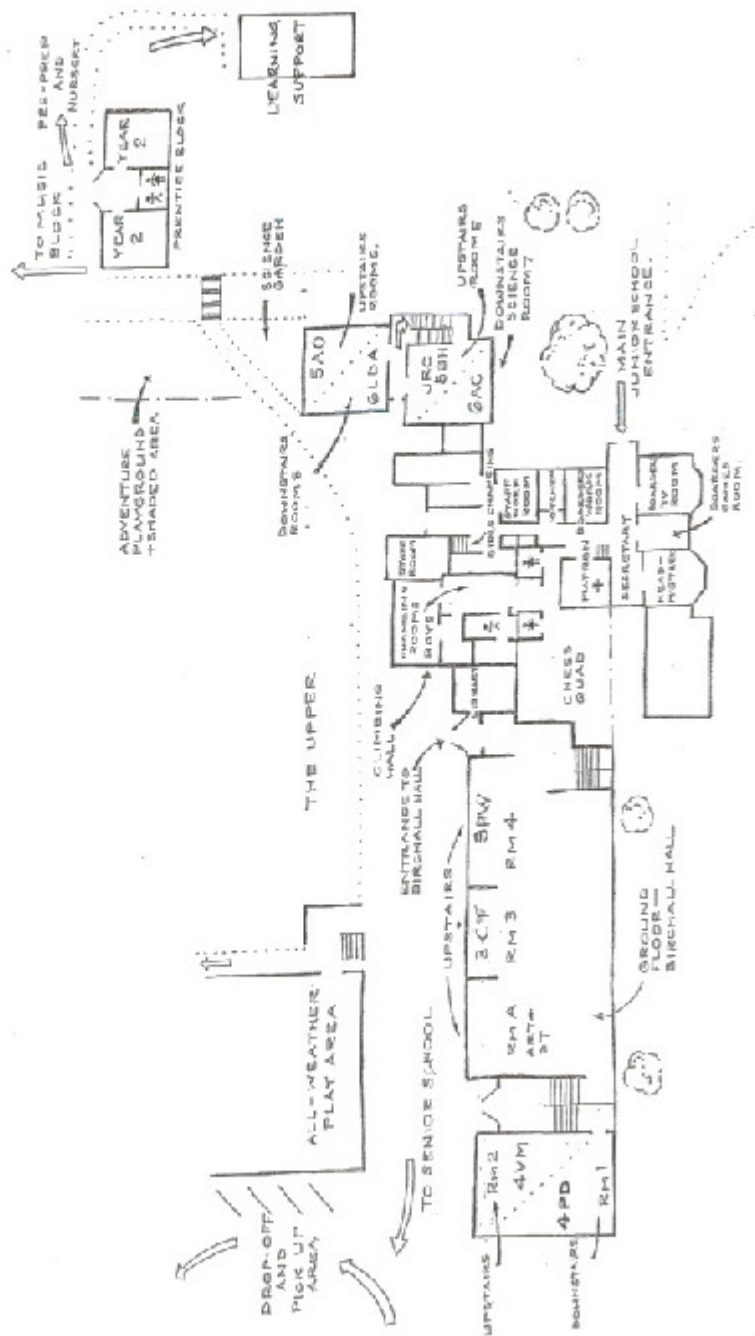
The form teacher will take a particular interest in the work and activities of the children in their form and will help them with any difficulties.

The name of the **member of staff on duty (MOD)** for a particular day is displayed on the white-board in the Birchall Hall foyer and children should report their house duties to the MOD. If they need special permission for something, or if they have to stay at school later than usual, the **MOD** is the person to see.

3. QUEEN'S PARENTS' ASSOCIATION

All parents are automatically members of the Queen's Parents' Association, which brings together the families of pupils in the Junior, Pre-Prep and Nursery schools, to enjoy each other's company. Full details are sent at the beginning of the Autumn Term with an invitation to the Annual General Meeting when the committee for the year is elected. The noticeboards by the Pre-Prep car-park and outside the Haynes Building advertise forthcoming attractions.

4. PLAN OF THE SCHOOL



5. DAILY ROUTINE

a) Day Pupils Arriving at School

Pupils should arrive between 8.00 am and 8.20 am each day from Monday to Friday. The bell goes at 8.20 am ready for registration at 8.25 am. Please note that lessons begin at **8.25 am** on Wednesday and Friday mornings so please ensure that your child **is in school for registration at 8.20 am every day**. Parents should use the drop-off area by the caged area, or drive round the ring-road to the drop-off zones and parking bays around the adventure play area. **Please do not use the small staff car-park outside the front of the boarding house, and please do not obstruct the Headmistress' House driveway or park in the boarding staff spaces immediately in front of the boarding house.**

b) Lunches

All children have School lunches. These are well balanced, nourishing, and include salad alternatives to the hot main courses. There is always a vegetarian option and special diets are catered for.

c) Day Pupils Leaving School

The times children finish depend on whether or not they are involved in activities. (See Section D for details about after school Activities).

Monday

4.00 pm

Years 5 and 6 in team squads will have games practices until **5.15 pm**

Tuesday

4.00 pm or 5.00 pm depending on whether they have activities.

Wednesday

Year 3 may leave at **3.20 pm**

Years 4, 5 and 6 at **4.00 pm** plus changing time for Years 5 and 6.

Note: Years 5 and 6 may be involved in a school match, which would mean a later finish time.

Thursday

4.00 pm or 5.00 pm depending on whether they have activities.

Friday

Year 3 may leave at **3.20 pm**

Years 4, 5 and 6 at **4.00 pm** plus changing time for Years 5 and 6.

- i) Day pupils may stay until **5.45 pm** on any day, Monday to Friday, if this is more convenient for parents' travel arrangements. Form teachers check each morning which pupils are staying late that day. Names of children who are staying late are put on a 'Late List'
- ii) A roll call is taken of all pupils on site after the end of school so that the MOD can check who is on site, what they will be doing and where their activity will take place. Their names will be added to the 'Late List'. When the children are collected they must ensure that they 'sign out' with the MOD, otherwise the MOD will have to make phone calls to check whether or not the children have been collected. When the PREP bell goes, day pupils still in school on any evening should go to

- prep in the Junior Resource Centre, from which parents may collect them, or from which they will be escorted to the buses.
- iii) Please allow a few minutes extra for clearing-up or changing. In the weeks when they have house or form duties, pupils are expected to complete these and report House duties to the **MOD** before going home. Please use car-parks as for arrival at school in the morning.
 - iv) Day pupils waiting to be picked up at the end of the day should wait in, or by the school buildings (Haynes/Birchall). They should **not** wait beyond the wooden gate to the main car-park, **nor** on the front drive, **nor** on the main road. For the **safety of all pupils**, parents are particularly requested to ensure that their children follow these rules.
 - v) Pupils may only leave school in the company of a recognised adult unless permission has been requested by parents in writing. A recognised adult means a parent, guardian or other adult (e.g. another Queen's parent or family friend) nominated by the parents. In emergency, parents may telephone the school with instructions for their child that day.
 - vi) During term time no pupil is allowed to travel in a car other than that driven by parents, guardians or members of staff unless prior permission is given in writing by parents or guardians.
 - vii) If their lift is late, pupils should come into school and ask the MOD or matron to find out what has happened. Pupils should not wait outside for a long time. In **no** circumstances should they leave the school grounds – this includes going down to Senior School, to a friend's house or trying to walk home. Any day pupils remaining **after 5.45 pm** may be taken across to the dining-room in Senior School with the boarders; they may eat supper with them **by prior arrangement**.
 - viii) Pupils wishing to **cycle** to school should have passed the Cycling Proficiency test. Parents should inform the school if their child intends to cycle to school. Pupils **must** wear a helmet and follow school cycle rules; in particular, they **must** wheel their bicycles on school grounds, and if they need to cross Trull Road they should do so on foot at either the zebra or pelican crossings nearby.

6. ABSENCE FROM SCHOOL

Only the Headmistress may give permission for pupils to be absent from school for a valid reason except illness; parents should seek permission in writing in advance for unavoidable absences. We have long holidays during which we expect pupils to have routine medical and dental treatment. It helps avoid disruption to the children's work and general school life if no requests are made for pupils to be absent during term-time, except for urgent family matters.

For Day Pupil Parents: If your child is ill, would you please ring the school on (01823) 272990 between 8.00 am and 9.00 am on the first morning of absence and on each day thereafter. A message may be left on the answer-phone out of office hours. After a long absence, the child should return with a note.

7. BOARDING INFORMATION

Boarding plays a very important role in the life of Queen's College. We believe that enormous benefits can be gained from boarding but we also recognise that the needs of individual pupils and individual families differ, we therefore seek to make our boarding provision as flexible as possible.

There are many reasons for considering boarding. Pupils are encouraged to participate fully in a range of school activities and many who are fully committed find that boarding helps them to combine sustained academic study with a range of co-curricular interests. There are also great benefits in having the opportunity to be part of a community, to share experiences and to develop friendships within a structured and supportive environment.

a) Weekends

Weekend arrangements are flexible. Boarders are free to go home once their week's commitments have been fulfilled, usually by Friday 4.00 pm. They return to school on Sunday evenings from 5.45 pm or in some cases, on Monday mornings.

b) Permits

Weekend permits are available on an unlimited basis provided school commitments are honoured. These should be booked with the school matron Tel: 01823 340820 or Mr/Mrs Monks Tel: 01823 340860 or email: cmm@queenscollege.org.uk by 9.00 pm on the Thursday immediately prior to the weekend.

c) Overseas pupils

Parents who are resident overseas **must** appoint a **guardian**, who is resident in the UK, for their own child. The guardian will act on the parent's behalf. The named guardian **must** be available to accommodate the pupil at any half term or holiday time, as well as being prepared to be consulted by the school in any crisis or emergency. They must also be prepared to look after the child during a prolonged illness.

d) Term dates and Half terms

Term dates and half terms are published in advance. For half terms all pupils stay with family or guardians. It is expected that pupils' travel arrangements fit in with the dates and times that are published in the school calendar.

e) Parental Permission to go out with other Children

Boarders are often invited out by other boarders or day-pupils. Parents must email Mr/Mrs Monks (cmm@queenscollege.org.uk) their permission.

8. OCCASIONAL BOARDING FOR DAY PUPILS

The Junior School offers the facility for day pupils to stay overnight at school. Parents often make use of this facility when both parents are away from home for a period of time, or when their children have to stay late at school for a special event e.g. a concert, or in a family emergency. We provide beds in every dormitory, to suit boys and girls from Year 3. To book any length of time from one night upwards, please contact Matron (Tel: 01823 340820) in advance and she will provide you with the necessary information.

9. CHRISTIAN TRADITION

Queen's College is a Methodist foundation and seeks to uphold Christian values. Pupils of all denominations are welcome. The Chaplain takes assembly in the Junior School once a week. Other assemblies are taken by various staff and groups of pupils.

On some Sundays there are Junior School services, which all boarders attend and at which parents are welcome. Day pupils and their families are included in the annual Harvest Festival and parents are also welcome to Form assemblies during the year. Junior boarders occasionally attend the family services at Temple and Trull churches.

C. ACADEMIC WORK

1. FORM STRUCTURE

Year 3 (age 7-8), Year 4 (age 8-9), Year 5 (age 9-10) and Year 6 (age 10-11) are taught in mixed-ability classes for most subjects. Some 'setting' takes place for Maths and English.

Year 3 age 7-8	Year 4 age 8-9	Year 5 age 9-10	Year 6 age 10-11
3PW Mrs Walker	4PD Mr Dudman	5AO Mr Owen	6AC Mr Clark
3CT Mrs Thompson-Gardiner	4VM Mrs Miller	5BH Mrs Hoskins	6LA Mrs Alcock

2. CURRICULUM

The curriculum is at the core of school life and all children have access to a full range of activities and experiences. It is organised in such a way as to promote all aspects of the children's development. The children are taught the following subjects:

English, Mathematics, Science, History, Geography, Religious Studies, PSHE, Philosophy, French, Art, Design Technology, Music, Drama, ICT, PE and Games.

In Years 5 and 6, these are usually taught as discrete subjects by specialist teachers.

In Years 3 and 4, the children are usually taught English, Maths, French, Art, Design Technology, Music, Drama and PE and Games by subject specialists.

History, Geography, Science and ICT are taught in themed units of work as part of the International Primary Curriculum (IPC). These units of work also focus on personal development and international awareness.

You can find out more about the curriculum in the *Curriculum Handbook* which will be published during the Autumn term. If you would like further details, please contact Mrs A Mason, the Curriculum Co-ordinator (Email: am@queenscollege.org.uk)

3. ASSESSMENT

All children are assessed throughout their time in the Junior School. Assessment informs teaching and learning and we aim to use the information acquired through assessment, to provide a broad and balanced curriculum suited to the needs of all individuals and groups of pupils. We recognise that there are different forms of assessment:

- assessment for learning, based on the day to day assessments of children's attainment
- assessment of learning, which includes end of year assessments in English, Mathematics and Science
- assessment which involves a comparison of current and past attainment of a particular child, irrespective of the attainment of others
- assessment used to provide specific information relating to a child's strengths and weaknesses

At the beginning of each school year all children are assessed in Reading and Spelling. They are assessed in Verbal and Non-Verbal Reasoning in Year 4 and Year 6. These tests are to monitor the children's progress in basic skills and to provide a baseline for comparison with their assessment results in the future.

4. MARKING

Pupils' work in all subjects is marked regularly by staff, and marks contribute to assessments. Work is marked according to the purpose for which it was set. Marking is positive; we do not highlight every mistake. Summary comments offer encouragement or suggestions for further improvements. Our school Mark Scheme is included in your child's planner.

5. WORK STANDARDS

- a) A piece of good work or effort may be rewarded with 1, 2 or 3 plus points for the child and their House. For an excellent piece of work the teacher may give the child a +4 sheet, to be presented to the Headmistress. Bronze, silver and gold centurion badges and certificates are awarded to children who achieve 100, 200, 300 and beyond plus points respectively, throughout the year. Pupils in Year 3 are also awarded certificates at assembly for excellent work or effort on the recommendation of their form teacher.
- b) Pupils may be required to repeat a piece of work if it is unsatisfactory and may be kept in at break or lunchtime to do so. In more serious cases, such as repeated failure to complete work, the child may be kept behind after school. In that event, the Headmistress will contact parents in good time to explain the situation and discuss the best way forward.

6. MONITORING OF ACADEMIC PROGRESS

- a) The key role is played by the form teacher who is responsible for overseeing the academic and social development of each member of the form. Parents should approach the form teacher, in the first instance, if they are concerned about their child's general progress.
- b) Halfway through the Autumn Term, the children in Years 4, 5 and 6 will receive an Assessment Card. This records the Effort and Attainment grades awarded to the children for the first half of the term. At the end of the Autumn term, the children's grades will be included in their end of term report. Midway between the first and second half of this term, the children will have the opportunity to informally discuss their progress with their teachers. This is called an *interim assessment*. This gives the children the opportunity to focus on how they can improve their efforts, if necessary. In the Spring and Summer terms, the *interim assessments* are done just before half-term. Final assessment grades are then included in their end of term reports.

Grade A pupils *always* work very hard and concentrate in lessons.

They:

- share their ideas, challenge themselves and ask for help when needed
- take great care with the presentation of their class work and prep
- are always on time for lessons and have all the equipment they need
- always hand their prep in on time

Grade B pupils work hard and concentrate well in most lessons

They:

- answer questions and share ideas
- take care with the presentation of their class work and prep
- are on time and have the equipment they need for lessons
- hand their prep in on time

Grade C pupils need encouragement to work hard and concentrate well in some lessons

They:

- might need to be encouraged to concentrate and stay on task
- don't always do their work as well as they could or as quickly as they should
- might need help to be on time and have all the equipment needed for lessons
- sometimes hand their prep in late

Grade D effort marks are not given very often. Children who receive this effort mark are a cause for concern, when one or more of the following apply.

They:

- frequently need reminding to pay attention in class
- often distract others during lessons
- make little effort to present their work as well as they could
- are often late for lessons and do not have all the equipment they need
- rarely complete a task as well as they could or as quickly as they should
- often hand their prep in late

Children's attainment is reported as:

- **1** - has achieved the expected standard for the class and has progressed onto extension work
- **2** - has achieved the expected standard for the class
- **3** - is working towards the expected standard with support

These are not comparable to National Curriculum Levels.

- c) At staff meetings when assessments are discussed, the form teacher recommends those children in the form who have tried particularly hard, or made particular progress, for a commendation in assembly. He/She also brings to everyone's attention those whose effort or attainment has been disappointing. After discussion it may be decided that the form teacher, or the Headmistress, may meet with the child to further discuss their progress. Recommendations are also made at staff meetings if it is felt that a child would make more progress in a different form or set. Parents are always informed about any change and their comments are invited before such a decision is published.
- d) The child may be given a Report Book to be given to the teacher each lesson for comments on their work effort. The Report Book is normally seen by the form teacher every day and by the Headmistress once a week. A child may be given a Prep Report Book, if prep is a particular problem; in this case parents may be invited to sign the book each evening. A Report Book should be seen as a reminder of the need for greater effort, and a means of advice and encouragement, rather than a punishment; indeed, it has even been known for a pupil to ask to go on work report!
- e) The Headmistress is always interested in the academic progress of all children in the school and serious problems should be brought to her attention by any child, parent, or member of staff who is concerned.

7. PERSONAL SOCIAL HEALTH EDUCATION

The School has developed the curriculum in Personal, Social, and Health Education and Citizenship partly by inclusion in some subjects, and partly by discussion in form periods. Parents can be given further details on request.

8. BOOKS REQUIRED

All books are issued as required and returned to the school after use without charge, unless they are lost or damaged. Pupils are expected to provide their own pen, pencils etc. Pupils carry books between lessons in a personal organiser which will be supplied by the school when the child first joins the Junior School.

9. LEARNING SUPPORT IN ENGLISH AND MATHS

We are aware that some pupils may need additional support, have specific learning difficulties or dyslexia/dyscalculia. Queen's is able to help a limited number of pupils, who would benefit from such help. These pupils are usually withdrawn from normal lessons for up to an hour each week for specialist individual tuition in English and Maths. Pupils are screened for signs of dyslexia.

10. COMMUNICATION WITH PARENTS

- a) Parents are welcome to come into school when collecting their children to speak to a particular member of staff, if they are available. Form teachers of the younger children, (Years 3 and 4) are normally in their classrooms at the beginning and end of each day. There is always the Secretary, a member of staff or a matron around, who will be able to pass on a message, or a request for an appointment, if they cannot sort out the matter themselves. Parents may prefer to ring the school to arrange a meeting in advance, so that the form-teacher or Headmistress can consult other staff or have books ready for discussion.
- b) For urgent messages involving either the whole school, year groups or sports teams, we use ClarionCall to send text messages to parents' mobile phones. This is usually only for such times when events are cancelled at short notice or timings have been changed.
- c) All children will be given a small **personal planner** annually. Years 4, 5 and 6 should enter details of their prep. Our recommendations for time spent on prep is 20 minutes for Years 3 and 4 and 30 minutes for Years 5 and 6. In addition, children are encouraged to spend at least 10 minutes reading on their own or with others. On most nights Year 3 are set work to do at home, eg reading practice, maths tables or revising for a test. We hope that parents find these diaries helpful in checking that children do their homework. These diaries are also an easy way for parents and the School to exchange information. E-mail addresses of all members of staff are in the planner, in order that parents can contact staff directly.
- d) The Houseparent is always available to see parents on Sunday evenings.
- e) There are Parents' Evenings for day pupil parents in the Autumn and Spring Terms. Dates are given in the calendar and a letter is sent giving you the opportunity to choose a convenient date and the teachers you would like to see. Times for your appointments are then sent out near the time of each meeting.
- f) Boarder parents and guardians have their own meetings in the Autumn and Spring Terms, on a day when many parents would be coming to school to collect their children for half term. The dates are given in the calendar.
- g) Parents receive a full written report at the end of the Autumn and Summer Terms, and a summary report at the end of the Spring term.

11. SCHOOL COUNCIL

Many of the PSHE and Citizenship objectives are covered through the School Council, which meets at least twice a term. Through nominations, elections, Class Council discussions and School Council meetings the children begin to develop an awareness of democracy. The School Council also allows the children a forum to present ideas on how the school could be improved for them.

D. SPORT, MUSIC AND ACTIVITIES

1. SPORT

We are proud of our teams and the staff work hard in coaching them. The children are delighted to represent their school, but it is a commitment and, **if selected for a team, a pupil is expected to play. Similarly, boarder and day pupils are expected to attend squad practice sessions on Monday afternoons immediately after school.** Away matches sometimes return late; the dates and times are shown in advance in the calendar and we publish the teams at least 24 hours ahead.

A full programme of inter-school fixtures and tournaments are run throughout the school. For regular matches, teams tend to be selected from within the appropriate Year group. However for tournaments and Cup competitions, we aim to field our strongest players within the relevant age group, regardless of the Year group that they might be in.

2. MUSIC

There is a strong musical tradition in the school with a large orchestra, Junior and Senior choirs, recorder groups and flute groups as well as other chamber music groups. **Parents who would like their child to learn a musical instrument should inform the school at their earliest convenience.** New parents can discuss the choice of instrument with music staff at the new parents' meeting in the term before the children join the school. Individual lessons for most instruments are on a rota, so that the child does not miss the same class lesson each week. A term's notice is required **in writing** if instrumental tuition is to be discontinued. All pupils in Year 3 will need their own descant recorder and these may be purchased from the Director of Music. Instrumentalists may be entered for the Grade exams of Trinity College or The Royal Schools of Music, or for classes in the Taunton Festival of Music. Parents are welcome to attend the many concerts which take place both in the Junior and Senior Schools. There is also a Choral Society for parents and staff. Further details may be obtained from the Director of Music in the Senior School. Each term the Director of Music organises Lunchtime Concerts in the Birchall Hall. Children are invited to play to friends and families as well as to the children from the Junior School and children in Year 2.

3. AFTER-SCHOOL ACTIVITIES

On Mondays there are squad practices **which all team members are required to attend.** On Tuesdays and Thursdays there is an organised programme of activities which runs until 5.00 pm. Children in Years 5 and 6 are expected to attend two activity sessions per week, one of which may be the Monday squad practice. Children in Year 4 are expected to attend at least one activity session. Children in Year 3 may attend on a voluntary basis but are encouraged to choose one activity. Children who need to stay at school after 4.15 pm must join one of these activities.

Activities are organised on a termly basis. A wide range of sports, hobbies and cultural pursuits are supervised by members of staff with an interest in that particular field. At the beginning of each term children select their chosen activity for each day, and it is usually possible to give children their first choice.

As pupils get older, there is sometimes a risk that they can take on too many commitments. This is particularly relevant to the sporty children who are also good musicians and/or dramatists. They may need to take the advice of their parents and form teacher if they are becoming over-burdened.

Homework Club

There is a Homework Club on Mondays, Tuesdays, Wednesdays and Thursdays from 4.15 to 5.00 pm where any pupil may do his or her prep at school under direct staff supervision.

4. RIDING AND CLIMBING

It is possible for your child to have weekly riding lessons at the Heazle Equestrian Centre on the Blackdown Hills or climbing lessons at the Blackbrook Leisure Centre. Both these activities are conducted by qualified instructors and take place on Thursday afternoons during activity-time. Details of costs, which include transport to and from the stables or leisure centre, may be obtained from the Secretary.

5. SPEECH AND DRAMA

Speech and Drama lessons are available with our tutor, Mrs Sue Marston, BA, LAMDA Gold Medallist. Lessons are held in small groups on Wednesday lunch times or after school on Fridays. The syllabus covers speech, voice production, verse speaking, reading, play reading and the use of English. Pupils may take the exam of the London Academy of Music and Drama and enter for the Taunton and Somerset Speech and Drama Festival. If you wish your child to discontinue speech and drama lessons, you must give **a full term's notice in writing**.

6. DANCE

The Mountway School of Dancing runs successful and enjoyable ballet classes for our Pre-Prep children and Junior School pupils. They also offer tap and modern dance (jazz) - provided there are at least three children per class. All these courses follow set syllabuses and lead to recognised Grades.

The sessions will last 30 minutes and will take place in the Birchall Hall on Friday afternoons with the first session starting at 3.30 pm. The last class will end at 5.45 pm.

A full term's notice in writing is required if parents wish to withdraw their child from this activity.

E. PASTORAL CARE and BEHAVIOUR

1. PASTORAL CARE

The form teacher is concerned not just for the academic progress of the pupils in his/her form, but also for their involvement in other areas of school life and their relationships with other children. The boarders are under the particular care of Mr and Mrs Monks and their team of resident staff.

There is always a matron and a member of staff on duty. The Pupil's Handbook has a copy of the School's "Worries and Complaints" procedure, which makes them aware of the different people they can turn to, if they are worried about something that is happening at school - please ask the Secretary if you would like to see a copy.

2. NEW PUPILS

After acceptance of a place, new pupils and their families are invited to major School events such as concerts and Speech Day prior to starting. Each new child in Year 4 and above, day or boarder, is given a "buddy", an experienced pupil, to show them the ropes. Please let your child's form-teacher, or the Headmistress, know if there is anything which is making it difficult for him/her to settle in.

3. PUPIL RECORDS

We keep thorough records of pupils' achievement in all areas of school life and of anything which may affect their happiness and progress at school. Confidential material is kept securely but is available to those who are directly concerned with the children's welfare. Pupils' files are subject to the Data Protection Act. Records include:

- a) Record of Achievement, compiled by Year 6 pupils themselves, under the guidance of form teachers. This record includes membership of teams, musical successes, participation in drama etc.
- b) Reports from previous schools.
- c) Copies of official correspondence with parents and guardians.
- d) Notes on incidents which affect the child's welfare.
- e) Details of any serious punishment
- f) Relevant medical information

4. BULLYING

We are fortunate that we have few problems in this area, but we are concerned that no child should be unhappy at school because of any form of bullying, whether physical, intimidatory or persistent teasing. We encourage children to look out for one another and to inform an adult if they see any evidence of bullying. Similarly, if you feel your child is experiencing any difficulties please inform us immediately so we can take early action. Children and parents can be assured that we will investigate any reports of bullying thoroughly, and will handle the matter discreetly and sensitively. Staff have been given guidelines on School policy in this area and parents are welcome to discuss these with the Headmistress.

5. SOCIAL SERVICES

The School works in partnership with members of the Somerset County Council Social Services Department who have responsibilities under the Children Act for the welfare of pupils in boarding schools. It is School policy to follow the guidelines of the Child Protection Handbook issued by Somerset County Council Social Services. Parents who wish to have further details should contact the Headmistress.

6. HOUSE SYSTEM

All pupils in the Junior School are in one of four houses: Blackdowns, Brendons, Mendips and Quantocks. The children earn plus points which are accredited to them as individuals as well as to their House. Cups and shields are awarded to Houses and individuals with the most plus points and there are inter-House competitions for sports. Children are awarded plus points for good work and helpful behaviour. A +4 certificate is gained for an excellent piece of work, and they present this to the Headmistress for her signature. Very occasionally minus points are given for poor behaviour. Particularly bad behaviour may result in a -4 slip being given to the pupil who must show it to the Headmistress.

7. BEHAVIOUR

The maintenance of good behaviour is essential if the School is to fulfil its aims for its pupils. It is assumed that the standards expected by staff and parents are the same. Our system of discipline is based on mutual respect between staff and pupils; encouragement and the reinforcement of good behaviour are the keys. Where punishment is necessary it should be appropriate and in proportion to the offence, carried out as soon as possible so a child can then make a fresh start. Should a pupil be given a detention, this will usually take place during morning break, supervised by a member of staff. In severe cases of poor behaviour it is the School's policy to consult parents before deciding what the punishment will be. This may involve the removal of a pupil, temporarily or permanently, from the School. Corporal punishment of any kind is not used. Staff make a written record of any serious incidents and we hope that parents will contact the Headmistress as soon as possible if they have any cause for concern.

F. HEALTH AND SAFETY

1. HEALTH AND MEDICAL TREATMENT

It is the policy of the School that all new boarding pupils are medically examined by the School Doctor on entry, and at such times in the future as may be deemed necessary. A Medical Record Form should be completed and returned to the Secretary prior to your child's entry to the school. This medical form is on the reverse of the School's Contact Form and will be kept for reference by the nursing staff. The School has a policy sheet on AIDS, including measures to prevent any risk of infection, which may be consulted on request.

2. ACCIDENTS

In case of accident pupils will be seen by the School Nurse or Matron, and the parents contacted if necessary. Parents will be contacted except in the case of minor cuts and bruises, and any serious incidents will be reported to the Director of Operations, who is the School Safety Officer. First Aid kits are taken on all school outings and to all sporting events.

3. ILLNESS

If a child feels unwell at school, he/she will be seen by the School Nurse or Matron and parents contacted if necessary. Day pupils feeling unwell should not phone home to ask parents to collect them. Medicines, ointments, plasters and tablets, whether prescribed by a doctor, or given by parents, must be clearly named and handed in to Matron when the pupil arrives at school in the morning, or by boarders returning from holiday or permit. Matron will then administer the medicine. Pupils are allowed to carry their own inhalers with them for self-administration.

4. OFF GAMES

- a) Any day parent wishing their child to be off-games should write a note to the school stating whether the child is off-games or off-swimming or both. The note should explain the reason for the request and state clearly how long the child is to be off-games etc. The notes should be presented to the member of staff responsible for the game or activity.
- b) Pupils who are off-games either observe the session or are supervised by Matron depending on their fitness.
- c) Unless there is medical advice to the contrary, pupils who are off games stay at school for the duration of the school day. They do not go home at lunch time on games days.

5. FIRE

The School has Fire Regulations posted prominently in all classrooms and dormitories. Regular practices are held during the daytime, and at night for the boarders. The School is regularly inspected by the Fire Brigade.

6. SAFETY

The School has a Health and Safety Policy. Special regulations are in force for areas with particular hazards, such as the swimming pool, use of minibuses, the adventure playground, the use of hard balls and electrical equipment. Pupils are made aware of the importance of following such rules for their own and other people's safety. We ask parents to complete a permission slip at the start of each year to cover routine outings and trips and full details of these are given nearer the time. For events which involve greater cost, time or risk, we ask for specific permission. On most weekends boarders are taken on outings such as a family might ordinarily make, and permission for these are not sought individually. Details are available from the Houseparents.

Parents wishing to obtain further details of School policy or to discuss any safety matters should contact Mr Wilde who has responsibility for Health and Safety within the Junior School.

7. SMOKING POLICY

Smoking is not allowed on the school premises.

G. SCHOOL RULES AND ROUTINES

1. PRINCIPLES

The guiding principles behind these rules are common sense and a respect for other people and their property, framed by the need to live harmoniously in a busy community. We rely on parental support in attempting to provide our pupils with a solid framework within which to grow up, and by which they can set their own high standards. Please rest assured that we don't expect your child to be familiar with these rules straight away; they will be explained as the need arises. Common sense covers many of the more detailed provisions, on personal possessions for example.

2. PERSONAL POSSESSIONS

a) We **ENCOURAGE** the following, especially amongst boarders:

- i) Board and other sociable games.
- ii) Equipment for hobbies: chess, stamps, art, drama props, model making or painting etc.
- iii) Equipment for outdoor sports: cricket bats, hockey sticks, rugby balls, tennis balls and rackets. (Hard balls may only be used under direct staff supervision)
- iv) Boarders only - Skateboards, roller blades or scooters, which must be used with both knee and elbow pads, and helmet.
- v) Suitable posters for decorating dormitories and classrooms.
- vi) Interesting specimens relevant to classroom topics.
- vii) Reading books suitable for a child's age and ability.
- viii) Soft toys to cuddle in bed.

b) The following items are **FORBIDDEN** at School:

- i) Knives.
- ii) Firearms, fireworks or explosives of any kind, matches or stink-bombs.
- iii) Sweets, chewing gum, and all other food, unless specific permission has been granted.
- iv) Make-up and jewellery (except for boarders – see Boarders' Handbook).
- v) Spray deodorants, talcum powder, hair spray or hair gel (except for boarders – see Boarders' Handbook).
- vi) Mobile telephones (except with special permission from the Headmistress).
- vii) Game Cards.

3. MONEY

- a) A maximum of £1.00 may be carried by a pupil at one time. This lessens the danger of loss.
- b) Day pupils who need to bring a larger sum of money to school (e.g. when going to a friend's house for the weekend) should hand in the money to the staffroom, or to Matron, for safe-keeping during the day.

- c) All boarders' pocket money should be given in to the Houseparents who administer the account. About £25.00 per term should be sufficient.
- d) No pupils may buy, sell, or swap articles in school, except with permission and under direct staff supervision.
- e) Pupils wishing to raise money for charity by sponsored events should first discuss their plans with their Form Teacher.

4. WATCHES

- a) Watches should be named, preferably engraved, with the child's name or initials.
- b) They should be handed to a member of staff for safe-keeping during PE and Games.

5. LOST PROPERTY

Any clothing or games kit which is found around the school is returned to pegs if named or put in the lost property box in Matron's room.

At the end of term, games kit is checked by the form teachers and PE staff to ensure each child only takes their own kit home and any unnamed unclaimed items are put on display in the Birchall Hall foyer, after which they are disposed of.

Mr Wilde is in charge of lost-property. Children should see him if they cannot find something they have lost.

6. SNACKS AND REFRESHMENTS

- a) There is no charge for these. They are served in the Birchall Hall foyer or outside on fine days.
 - At morning break we offer milk, squash and biscuits
 - For those children staying late we offer squash and fruit after school
 - Water is available at any time from the drinking fountains
- b) Boarders may bring sweets and non-perishable foods back to school, in a sealed container (maximum 8 litres).

7. BICYCLES

- a) Day pupils who wish to cycle to school should have passed the Cycling Proficiency test and should bring a note from their parents.
- b) Bicycles brought to school should be named. Day pupils' cycles should be locked in the cycle racks. No pupil is allowed to borrow another child's bicycle.
- c) Bicycles should be insured by parents.
- d) Pupils must wear cycle helmets.
- e) Pupils should **wheel** their bicycles into School and if they need to cross Trull Road they should do so on foot at either the zebra or pelican crossings nearby. Cycling within the school grounds is not allowed.

8. INSURANCE

- a) The School cannot be responsible for articles that are damaged or go missing, and a personal insurance should be taken out. Children should not be allowed to bring expensive personal possessions into school.
- b) The Pupils' Personal Accident Insurance Scheme provides a guaranteed scale of benefits irrespective of any legal liability for about £5 per term. The premium will be provisionally charged on the School account unless written notification is sent to the School that cover is not required.

9. UNIFORM

- a) Full details of uniform are on the lists which are sent to parents of new pupils. A copy may be obtained from the Secretary.
- b) All pupils are expected to arrive at, and leave school in school uniform on all occasions unless otherwise directed.
- c) Children should wear uniform to all official school functions, including evening events, unless this would be unsuitable e.g. school discos and parties. Pupils will be told in advance of any exceptions to this rule.
- d) Boys should wear short-sleeved white shirts, and girls may wear summer dresses from the start of the Summer term. The day for the beginning of shirt-sleeve order will be announced. From that date pupils may be in either shirt-sleeve order or normal uniform at their parents' discretion until the end of the Summer Term.
 - i) Shirt-sleeve order means: no jumper (ties may or may not be worn)
 - ii) For official occasions (e.g. Speech Day) boys require ties.
 - iii) Sweaters and blazers are never worn without ties by boys.

- e) A pupil's clothing should be checked and renewed by parents/guardians during each holiday. Please make sure all clothes are named and looped.
- f) The School Shop is open during term-time on Mondays, Wednesdays and Fridays between 1.00 – 5.00 pm. It is also usually open for a week at the beginning and end of each holiday. Appointments can be made by contacting the Manageress, Mrs Sandy (Tel: 01823 251887). Second hand uniform sales are carried out by the PSA.
- g) Trainers are used for many games outside. A second pair may be needed by pupils who use the AstroTurf surface, which can easily be damaged by mud or grit. Trainers are to be worn for track and field events in athletics. No pupil may run in bare feet. Spikes may only be used with permission from staff taking that athletics session.
- h) Jewellery and visible cosmetics are not allowed. For pierced ears, single studs only may be worn.
- i) Hair should be left its natural colour and worn in a neat style which is practical for varied school activities. Girls with hair longer than collar-length must wear it tied back. Slides and ribbons should be plain and in school colours (black, blue, yellow, white) and of sober design.

10. OUT OF BOUNDS

- a) No pupil may leave the Junior School grounds during the school day unless accompanied by a parent, guardian, or member of staff (except for pupils going to individual music lessons in the Senior School).
- b) Any pupil who has to leave the school within normal school hours (e.g. for a hospital appointment or music exam) must book out with the Secretary and book back into school on return.
- c) Pupils may not remain outside the main building after dark i.e. when security lights come on.

11. MANNERS

We expect a high standard of manners, based on respect for other people. Pupils are expected to show politeness to all adults, whether staff, parents or visitors to the School. Formal manners in the classroom enable all pupils to gain the most out of their lessons. Staff and Matrons in the dining-room will remind pupils of good table manners.

H. FURTHER INFORMATION

PARENT COMPLAINTS PROCEDURE

POLICY STATEMENT

Queen's College has long prided itself on the quality of the teaching and pastoral care provided to its pupils. Nevertheless, parents may occasionally have concerns they wish to raise and the School will receive these concerns in a positive and constructive manner. While parents will often wish to raise issues on behalf of their children, there may be issues which pupils will wish to raise on their own behalf and which are best raised by them. These will also be dealt with in a positive and constructive manner. Further information about pupil complaints can be found at the end of this document. Complaints from both parents and pupils will be treated as equally important and serious and should follow the procedure outlined below.

Complaints from Parents

Stage 1 – Initial Actions

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally in the first instance contact their son/daughter's Form Teacher. It may be advantageous in appropriate cases to hold a preliminary meeting with the Chaplain. In many cases, this will enable the speedy resolution of the problem to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult another senior member of staff (for example, The Chaplain, Head of Boys, Head of Girls or Headmistress).
- Complaints made directly to the Headmistress will usually be referred to the relevant Form Teacher unless the Headmistress deems it appropriate for her to deal with the matter personally.
- The Form Teacher will keep written records of all meetings, interviews and telephone conversations held in relation to the complaint and the action(s) taken to resolve it. Should the matter not be resolved within 7 days or in the event that the Form Teacher and the parent fail to reach a satisfactory resolution the complaint will be referred to the Headmistress in a brief written report by the Form Teacher, copied to the parent.

Stage 2 – Parents referred to the Headmistress for informal resolution as per above

- The Headmistress will meet/speak to the parents concerned, as soon as possible after receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmistress to carry out further investigations.
- The Headmistress will keep written records of all meetings, interviews and telephone conversations held in relation to the complaint.

- Once the Headmistress is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision (in writing). The Headmistress will also give reasons for her decision.
- If parents are still not satisfied with the decision, they may lodge an appeal to the Governors.

Stage 3 – Appeal Hearing

- To lodge an appeal, the parents should write, outlining the basis of their complaint, to the Financial Director, as Clerk to the Governors, formally requesting that the complaint be considered by the Governors' Complaints Panel.
- The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the College. Each of the panel members shall be appointed by the Board of Governors. The Chairman of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 2 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend but must be someone who is not involved with the complaint. Legal representation is not appropriate or necessary at this stage.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 2 days of the Hearing. The Panel's decision(s) and, if any, recommendations, together with the reasons for them, will be sent in writing to the parents, the Headmistress, the Governors and, where relevant, the person complained of. The decision of the Panel will be final.
- Wherever possible the recommendations of the Panel will be adopted by the College without delay, however there may be circumstances where the Board of Governors is not able to carry out these recommendations due to legal constraints or where to do so would, in their view, be of significant detriment to the College. In the event of the Governors deciding not to carry out all or part of the panel's recommendation, the Finance Director, as the Clerk to the Governors will inform the parents in writing with the reasons for the non-adoption of the recommendation.
- If in the view of the parents the complaint has not been adequately resolved by the Complaints Panel, they may wish to take appropriate legal advice.

Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously, respectfully and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the College by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the College's inspection; or where any other legal obligation prevails.

It will be made clear to all concerned that complaints made by parents should not rebound adversely on their children and similarly that complaints raised by pupils should not rebound on them or on other pupils.

It may be possible to deal with a problem without naming individuals. However it may be impractical to investigate a complaint without identifying the member of staff or the child and in these instances, the complaint will be dealt with as sensitively as possible.

At several places in this handbook reference has been made to more detailed information e.g. on safety regulations or daily routine. Please contact the Secretary if you would like further details, or arrange to meet the Headmistress to discuss any aspect of School policy. All school policies are available to parents on request.

USEFUL TELEPHONE NUMBERS

Headmistress and Secretary:	(01823) 272990
Boarding Houseparents:	(01823) 340860
Matrons:	(01823) 340820
Financial Director:	(01823) 275715
School Shop:	(01823) 251887
Junior School FAX:	(01823) 323811

E MAIL ADDRESS

junior@queenscollege.org.uk