



# Student Support



**A Parents' Guide** to finding the best way to support your child.

## **JSTC PASTORAL SYSTEM**

Tutors play an important role in school, understanding the needs of their tutees and offering support and guidance on a daily basis. Your child's tutor is therefore usually your first point of contact with school for any advice or to discuss your child's progress. Working closely alongside your child's tutor is the Progress Team. The Progress Team will have overall responsibility for many aspects linked to school life to support your son/daughter. From Year 8 onwards your child's Progress Team will remain the same Team until they leave JSTC.

The Progress Teams are:

	<b>Progress Leader</b>	<b>Deputy Progress Leader</b>	<b>Pastoral Lead</b>
<b>Year 7</b>	Mrs H Field	Mr M West	Miss S Lynch
<b>Year 8</b>	Mr C Reyes Vera	Mrs T Handley	Mrs R Blackshaw
<b>Year 9</b>	Mrs J Sharp	Miss E Novell	Mrs S McLennan
<b>Year 10</b>	Mr J Baxter	Mr J Croft	Mrs S Evans
<b>Year 11</b>	Mrs K Richardson		Miss S Harrison

## **Guiding you to the right person to help**

There are many reasons why you may need to contact school as your child progresses through JSTC. You may have a particular question linked to a clear milestone in your child's education - starting secondary school, choosing options, struggling with a KS4 course, revision for examinations or where to go next after Y11 with planning and advice for further education. Whatever the concern, you will need to speak to the right person.

<b>Your question is linked to...</b>	<b>Please contact</b>	<b>Your question is linked to...</b>	<b>Please contact</b>
Settling into JSTC	<i>Form Tutor</i>	My child being unhappy at school	<i>Form Tutor</i>
Having the right equipment	<i>Form Tutor</i>	Homework	<i>Form Tutor – or class teacher if only in a specific subject.</i>
Friendship issues in school	<i>Form Tutor</i>	Bullying	<i>Form Tutor. If necessary, the tutor will contact the pastoral team.</i>
Uniform	General Enquiries – Main Office or the Form Tutor if specifically concerning your child.	Concerns in a lesson	Class teacher if only in a specific subject – or Progress Leader if in a range of lessons.
Progress in a specific subject	The class teacher for that subject or Head of Department	Concerns about the behaviour of my child at school and/or home	Contact your child's Progress Leader
Progress in a range of subjects	Progress Leader (or another member of the Pastoral Team)	Daily Report	Relevant Progress Team
Behaviour concerns, reports or Bromcom/MCAS information	Progress Leader (or another member of the Pastoral Team)	Concerns linked to a PSP (Pastoral Support Plan)	Progress Leader (or another member of the Pastoral Team)
Getting access to Bromcom/MCAS	Main Office or ICT Network Department	Bus and transport	Main Office or LCC website
Attendance	Attendance Officer	Taking your child out of school for more than one day	Complete the form available on Website
Financial queries	Finance Department	Taking your child for a medical appointment of less than one day	Please bring in a copy of the hospital/dental appointment card/letter
SEND concerns	SEND team to make an appointment	Safeguarding	Member of the Safeguarding Team as directed by the Main Office

Post 16 Careers	Careers Adviser or Y11 Progress Leader (details on Website)	Examination information	JSTC website or Examinations Officer
Policies	JSTC website	Contacting the Governing Body	JSTC website for contact details

Please be aware that staff may not always be able to respond to you within 48 hours but we do endeavour to address your concern as quickly as we can.

**Information parents can access automatically.**

**Assessment reports** – these are sent three times a year. The published timetable is on the school website.

**Attendance reports** – are sent out three times a year with the above assessments. You can go onto Bromcom/MCAS at anytime to see a full break down of your child’s behaviour in each subject and around the school site.

**Access to Bromcom/MCAS** – this allows you to login into the school system to track instantly how your child is working at school. This is also our main form of communication with parents and students via announcements or messages. All parents and students are given login details and instructions on joining the school. Parent’s can reset their own passwords if needed via the login page.

**Learner Agreement** – all students have a School Learner Agreement setting out the responsibilities of school, students and parents. The agreement is on the school website. Your assistance in supporting this agreement is of paramount importance to your child’s success here at JSTC as it is vital to the success of your child that we work together.

**Parents’ Evenings** – details of academic parents’ evenings are on the school website and you will be informed via Bromcom/MCAS of such events. Parents will be advised of when and how to book appointments ahead of the advertised date.

**Events** – details are on the website.

**Holidays** - Please remember that we are not allowed to authorise holidays in term time.

**Useful contact information:**

Main Office telephone number: 01507 462443

Office email: [office@jstc.org.uk](mailto:office@jstc.org.uk)

JSTC website: [www.jstc.org.uk](http://www.jstc.org.uk)

**To contact a Progress Leader (Pastoral Team)**

The Pastoral Team in school is led by your child's Progress Leader. This team will monitor your child's academic progress as well as attendance and behaviour in school. They will contact you directly if they have concerns.

[pastoral.year7@jstc.org.uk](mailto:pastoral.year7@jstc.org.uk)

[pastoral.year8@jstc.org.uk](mailto:pastoral.year8@jstc.org.uk)

[pastoral.year9@jstc.org.uk](mailto:pastoral.year9@jstc.org.uk)

[pastoral.year10@jstc.org.uk](mailto:pastoral.year10@jstc.org.uk)

[pastoral.year11@jstc.org.uk](mailto:pastoral.year11@jstc.org.uk)

**Together we can ensure that your child enjoys their time at JSTC and leaves school ready for the exciting challenges ahead.**

Mr S Curtis  
Headteacher