



## Top 10 Frequently Asked Student Questions

### 1. Will I get lost in the school?

Most probably! All new things take time to learn and we understand that it will take a little bit of time to learn your way around the building, but we will be there to support you.

### 2. What do I do if I get lost?

Just ask, there are lots of students and staff who will be happy to help you. Please don't worry about asking someone – we are all used to helping to direct newcomers to the building. If in doubt, head to Student Services!

### 3. Will I get in trouble for being late to lesson?

Punctuality is really important, and we expect you to be on time for all lessons, HOWEVER, we will not issue any sanctions for being late until you have had plenty of time to learn your way around.

### 4. Are the older students nice?

We think so, and we expect them to be. We expect them to show the character to be helpful and considerate and if they are not kind, we will deal with that.

### 5. Will I be with my friends?

Your friends will be your friends for as long as you all choose to be friends, but you may not be in all the same lessons or in the same tutor group as them. Having friends and feeling part of Hazeley is important to us, we will encourage you to mix with other students and make new friends. Your new form and your new lessons are a great place to find new friends and because of this we like to ensure that all year 7's have an opportunity to make new friends while catching up with old ones during socials times and outside of school.

### 6. What if I don't understand the work?

To be honest we hope you don't understand it all... that's why you come to school and why the teachers are there to help you learn new things. We will help you explore, discover, and sometimes fail at new things. This is all part of learning and with all your teachers, you will be given all the support you need to succeed.

### 7. When are my lessons and breaks?

The day starts at 8.35am. Registration is at 8.40 but we would like you in and ready to start at 8.35.

Activity	Start	Finish
Tutor/Lead Lesson	8.35am	9.00am
Period 1	9.05am	10.05am
Break	10.05am	10.30am
Period 2	10.30am	11.30am
Period 3	11.35pm	12.35pm
Period 4	12.40pm	1.10pm
Lunch	1.10pm	1.40pm
Period 4 (continued)	1..40pm	2.10pm
Period 5	2.15pm	3.15pm

**8. Will I get a detention?**

We hope not, we hope that you can enjoy your day, be a success and not be involved in any situations where you are making wrong choices. Just like in your primary school, in games and doing sport, the Hazeley Academy has expectations around behaviour and yes, we have consequences if those expectations are not met. You will always be given the opportunity though to make the right decision.

**9. Are the school dinners nice?**

We think so and so do our students! You may however decide you want to bring your own packed lunch to enjoy some days too.

**10. What if I need the toilet or I feel unwell?**

We have lots of toilets and you can use them before school, in between lessons, at break time, at lunch time and after school, so there are plenty of opportunities to visit them. We like students to be in lessons learning and so toilet breaks during lesson time are for emergencies only.

We hope you don't feel ill often, but we do have an Academy Matron on site. She is there mainly to deal with first aid situations and students who have complex or long-term medical conditions, but if needed, and if we have permission from your parents/carers, then it's possible to get a tablet to help with headaches so we can get you back to learning.

**Top 10 Frequently Asked Parental Questions**

**1. Can I request that my child be with their friends, or be kept away from other students?**

We will always listen to any request made, and we will always look to prevent an issue from developing, although from experience, the world of school and friends is a dynamic and changing one. Forming groups or engineering cohorts based around friendships can cause complications further down the line should those friendships turn sour. This in turn would make any future moves difficult, we are keen for year 7's to meet new people - firstly in their new form and then in lessons, so new friendships can form naturally from this.

We are, however, very keen to be made aware of any previous complications around peer groups and while this information may not result in any changes it is important for us to be aware.

**2. Who do I contact if I have a question or a concern?**

In most cases your child's form tutor will be the first port of call, you will be provided their direct email in due course. If it is a specific subject issue, then the teacher of that subject can also be contacted.

If you have a query, and you are unsure where to direct it to, please email [enquiries@haz5d.com](mailto:enquiries@haz5d.com) and the team will ensure it reaches the right person for you.

The enquiries email is checked regularly throughout the day and your email will be acknowledged, but as staff may be teaching you may not receive a reply the same day. We have a 48-hour turnaround to reply to emails or phone calls, but we aim to reply as soon as able.

### **3. What are the exceptions around uniform?**

The Hazeley Academy has a uniform policy and our uniform expectations are high. Information around obtaining the uniform and the approved supplier and styles can be found on the website - [Hazeley Academy website - uniform](#)  
We will reinforce our exceptions around uniform if needed but we are also aware that on occasions a situation arises that prevents a full uniform being worn on a particular day and we are sympathetic to these situations and a period of grace (normally 24hrs) will be extended to help resolve this. Please do write a note in the student planner and contact your child's tutor if you do need to inform us of any issues.

If there are other concerns around uniform relating to a medical issue, or other extenuating circumstances, then it is important that we are made aware as soon as possible so we can support with this. If, however, a student is just not complying with uniform exceptions and has not responded to requests to amend and follow requests then sanctions can be issued.

### **4. What happens if my child thinks they are being picked on or bullied?**

We do not tolerate any form of bullying at the Hazeley Academy and we request that any such concerns be reported to us as soon as possible.

It is however very likely that during a student's time at the Academy a situation will arise where there has been a change in a friendship group, a misunderstanding or some hostility has arisen between students. These instances will be dealt with quickly and robustly and we will always look to hear all sides and look to resolve the situation swiftly for all.

Part of the journey towards adulthood is understanding that the world sometimes has people in it who we do not like, do not understand or do not wish to be around or engage with, so we will always look to put a restorative element in any situations where disharmony has occurred. We will not ask students to be friends or associate with people they do not wish to but we will always have one eye on the future and the adult world where being able to engage with people whom you may not see eye to eye with is a skill for life.

Our website also contains the Academy's antibullying policy and our commitment to make Hazeley as safe a place as it can be - [Anti-bullying](#)

We have a "Triple C helpline" which can be used by anyone (student, parent, carer or relative) who has a concern or worry about a Hazeley Academy student and would like to share these concerns in order that support can be offered:

Tel, Text Mail Saying No to Bullying at The Hazeley Academy

Tel – 07982 518045

Email – [AB@haz5d.com](mailto:AB@haz5d.com)

### **5. How do I pay for lunches?**

We use a cashless system, and this will be set up at the start of year 7. This is currently done via 'Arbor' and details on how to register will be sent to you in due course. This will allow you to credit your child's account and will allow them to purchase items at break and lunch. It also allows you limit daily spend. If you are in receipt of free school meals that the daily amount will be added to your child's account each day allowing them to purchase food. Further information can be obtained from the website.

**6. When, and how much, homework is set?**

Homework is an important part of secondary school as it allows students the opportunity to work on those individual skills around self-motivation, time management, research and problem solving.

We are however aware that for many Year 7's homework is a new, and so we will not set work and expect it completed the next day. The days that homework is set is determined by the subjects and there will always be enough time for the work to be completed. The workload starts off lightly and builds as they move through their years at the Academy.

All homework set, and any relevant material, will be set on Arbor for you and your child to see. Subjects often require students to produce handwritten work, but they may also use Microsoft Teams or other online digital learning platforms. The expectation is that homework is completed on time but if there have been genuine issues around this deadline the subject tutor will listen and an extension maybe allowed, however persistent failure to complete work may result in sanctions being applied.

**7. I think my child may need extra support or help?**

Any student who requires extra help or support will have access to this. We also understand that not all help and support is academic and that sometimes life and situations can affect people and lead to them requiring support or guidance. Again, we would ask that you make us aware as soon as possible of any concerns you have, or of any changes in circumstance that you think may require your child to need additional support. This should be done via the form tutor in the first instance who can then direct to the best and most appropriate department for support. We look to offer academic, social, emotional, behavioral and spiritual support and will signpost beyond the Academy if we feel this best supports the student and their family.

**8. Will my child get a detention for being late if it's my fault or there was an issue with public transport?**

We expect all our students to be in school by 8:35am. We do know that issues can arise on the way to school and we treat each case on its individual merits. If you know your child will be late, you should contact their tutor or our reception to inform us of the reason as soon as possible.

**9. Will there be a buddy or mentor system in place?**

We have several different systems in place at Hazeley. We have our 6<sup>th</sup> form mentors who can help, and we also support students who ask for additional help on an individual case basis.

**10. Do the students go on trips?**

We offer subject specific trips and our year 7's normally go on a Warwick Castle trip, there is often an end of year rewards trip to Thrope Park.

Our website hosts an array of information which we may not have covered in these FAQs. Please see free to browse - <https://www.thehazeleyacademy.com/>

If you have any further questions, please do not hesitate to email [admissions@haz5d.com](mailto:admissions@haz5d.com)