

Frequently Asked Questions

Category	Questions	Response
Attendance	I have been self-isolating and unable to come into school over the past few days. My things are still in my locker. Can I come in and get them?	School will be open to students who still have belongings in their lockers on Friday 3 rd April between 10-11am. Please sign in at reception. Any locker that is still locked after this date will be opened by the site team and the contents disposed of.
Finance	I still have money on my ParentPay account to pay for my children's school meals, can I have this refunded?	We will be refunding all of the ParentPay accounts in due course. Please allow us a little time to organise this.
Catering	Will my child still have access to their Free School Meal?	Whilst we are closed we will endeavour to provide any student who is in receipt of a Free School Meal with a reloadable voucher for a supermarket. We are awaiting delivery of the cards and will send them out in the post once they have been received with instructions. We will be able to remotely load the card and you will be notified when this has occurred.
Finance	I am waiting for the new school bag to be delivered. When will I receive this?	We have received the delivery and when we are allowed to reopen, we will organise a time for your child to collect their new school bag.
Finance	I have paid for a trip in the summer term. Will this go ahead?	All trips have been cancelled for the foreseeable future. We will be contacting all parents shortly with more information.
Academic	How long should my child be spending on their classwork via Google Classroom?	All students should be able to complete the work that has been set within a 4-5 hour period. The students are able to choose when they complete this work within a day. We would advise that the work is started in the morning.
Attendance	My child has been ill while the school has been closed and has been unable to complete all the work set. Do I need to notify you?	Please email merattendance@maidenerleghschool.co.uk to inform us of any prolonged period of illness (e.g. more than 7 days)
Academic – Y11	My child is in Year 11. How will they gain their GCSE qualifications?	https://www.gov.uk/government/news/further-details-on-exams-and-grades-announced?utm_source=96f31727-1fb9-408b-a7fa-d91d4ceaeb6b&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate
Academic – Y11	My child is in Year 11 and did not bring in their PPEs or books as evidence on the last day of school. Can they still bring them in?	We are awaiting guidance from the government and should we require them from your child we will inform you via email or text.
Finance – Y11	Will my child receive their Yearbook that we have paid for?	The Yearbook is currently still going ahead. However, this will be dependent on the staff and product availability within the company. We will inform you via email if anything changes.
Finance – Y11	Will the Year 11 Prom take place?	At the moment we anticipate the Prom taking place, however, this will be dependent on the venue and the ever evolving situation. We will inform you via email if anything changes.
Academic – Y11	My child is in Year 11. How will they prove that they have gained qualifications to move into post-16 placement?	The government has stated that all students will receive qualifications. We are awaiting this guidance. We will inform you of this via email and the school website.
Academic – Y6	My child is in Year 6 and is coming to start school in September. When will we receive information about this transition?	Understandably at the moment we are unable to confirm what our KS2-KS3 transition plans are going to be. We will be working these out over the next few weeks and will be contacting all of the new cohort's parents with the arrangements.