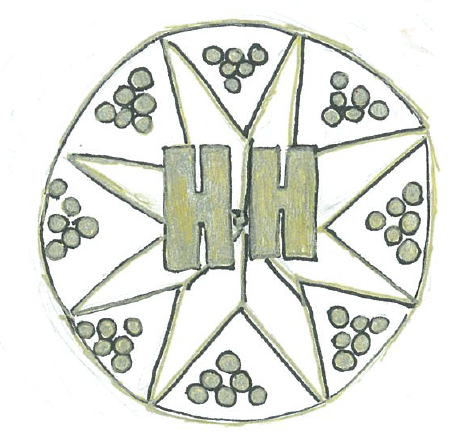


Shetland Islands Council

Happyhansel Primary School

**Information Handbook**

**2021 - 2022**

**Introduction**

Welcome to Happyhansel Primary School. Happyhansel Primary is situated in the village of Walls, small rural community on the West Mainland of Shetland. We are a non-denominational school catering for pupils from Early Years to P7. Secondary schooling for S1 to S4 is provided at Aith Junior High School with S5 & S6 education provided by Anderson High School in Lerwick.

We are currently a two teacher school with 37 pupils. A P1-4 of 19 and a P5-7 of 17. We have a Nursery which opens from 8.30a.m. - 4.00p.m. each day .

The pupils are also supported by an Additional Support Needs Teacher 1 day per week and by a Learning Support Assistant and 2 Learning Support Workers.

The pupils benefit from Visiting Specialists in Art, Music and PE. Swimming this year will take place at Aith Leisure Centre where pupils receive a 6 week block of swimming lessons.

The school also has a Clerical Assistant, Playground Supervisor, Cook in Charge and Cleaner.

School meals are provided daily. These are prepared at Happyhansel Primary School kitchen.

A truly magical peerie school where pupils are encouraged to shine and reach their full potential

This handbook provides information for parents for the school year 2021 – 22. Although the information is believed to be correct (June 2021), it is possible that changes have occurred, or will occur during the course of the year, that will affect the contents for this year or for the following school years.

For further information or clarification, please contact the school and/or look at our school website.

Throughout this handbook, links to websites are provided for further information. Free access to these pages can be gained at the Shetland Library Learning Centre and at Islesburgh Community Centre. Hard copies and different formats of the handbook (for example in Braille or large print) will be made available by request to the school.

Handbooks for all Shetland Islands Council’s schools can be found on the council’s website.

The direct link is:

<http://www.shetland.gov.uk/education/SchoolHandbooks.asp>

**Contact Details**



Address Happyhansel Primary School

Walls

Shetland

ZE2 9PG

Telephone 01595 807450

e-mail [happyhansel@shetland.gov.uk](mailto:happyhansel@shetland.gov.uk)

website [https://blogs.glowscotland.org.uk/sh/happyhansel/](https://blogs.glowscotland.org.uk/sh/happyhansel/%20)

Acting Head Teacher Mrs Elizabeth Garrick

P1-4 Class teacher Miss Catherine Hobbin PrincipalTeacher/P5-7 Class Teacher Mrs Julie Thomson

Number on roll 37 primary plus 4 Nursery

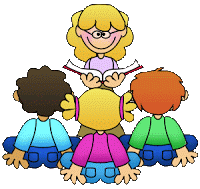
Primary School Nursery to P7 (non denominational)

The school does not provide teaching by means of the Gaelic language.

The Parent Council Chair is Mrs Emma Chittick

Email : emmagreenhill@hotmail.com





**Staff**

**Teaching Staff**

Mrs E Garrick Acting Head Teacher

Mrs J Thomson Principal Teacher, Class Teacher P5-7

Miss C Hobbin Class Teacher P1-4

Mrs Joanne Holden PT Management Teacher (Half Day)

**Classroom Support Staff**

Mrs H Drakeford/ Mrs V Anderson/Mrs Fleck Learning Support Assistant

Miss J Johnson Learning Support Worker

Mrs M Walterson Learning Support Worker

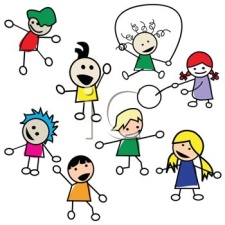
**Nursery Staff**

Vacant Early Years Teacher

Miss V Cumming Senior Early Years Practitioner

Mrs L Johnson Early Years Practitioner

Miss S Bain Support Worker

**Visiting Teachers and Instructors**

Mrs A Thompson PE

Dr A Justice Music

Mrs F Burr-Bloomer Art

Mrs Dade ASN Teacher

Ms D Scott Fiddle

**C:\Program Files (x86)\Microsoft Office\MEDIA\CAGCAT10\j0195384.wmfSupport Staff**

Mrs N Hudson Clerical

Mrs C Hunter School Cook

Mrs L Jamieson Canteen Assistant

Mr R Johnson Cleaner



**School Transport**

Transport is currently provided by A & K Transport and Wilma Nicolson.

**Visiting the school**

You may wish to visit the school if your child has been offered a place or if you are seeking a place for your child. Please contact the school to make arrangements as we would be delighted to show you round.

**Starting school at Happyhansel**

The majority of our pupils join us in the Happyhansel Nursery. The Nursery and the School work very hard to make sure that our pupils are confident and ready when they begin their education. This involves familiarisation visits for pupils starting nursery and a comprehensive transition for pupils transferring from nursery to school.

Pupils joining us at other ages and stages will be offered the opportunity to visit before starting nursery or school to help make their move as easy as possible.

**Parental Involvement**

We work hard to keep parents informed and involved in their child’s education. Both classes have a Blog which is used to show work which is going on in the classrooms. An overview of the IDL Topic, Literacy and Numeracy for the term is sent home within the first few weeks of each term. We also have a Newsletter that is issued regularly. In Nursery the pupils have an ongoing pupil profile. These documents enable us to share a wide range of information about the experiences that we are providing for our individual pupils and their achievement.

In addition we have two parents’ evenings where parents have the opportunity to discuss their child’s progress with their class teacher. We also encourage parents to contact us if they would like to discuss their child’s progress at any other times in the year.

At Happyhansel Primary we have an open door policy and would urge any parent/carer to pop in or call if they have any questions or concerns. Please do not hesitate to contact us. We aim to respond to any queries as quickly as we can. Please be mindful to contact the teacher before or after school.

Homework diaries can be used to ask any questions or if you prefer to speak either by telephone or in person please do not hesitate to do so.

Staff are usually available to speak to you at the end of the school day. Mrs Garrick is in school 3 days a week but is available at any time via phone or email.

We are fortunate to have a very active and supportive Parent Council. All parents are part of the Parent Forum which the Parent Council represents. Any parents interested in becoming part of the Parent Council are encouraged to contact the Parent Council Chair. Contact details are available from the school office or on page 2 & 13 of this Handbook.

We are always delighted when we get parent/carer volunteers to pop into school and be an extra pair of hands. It might be tidying the library, helping on a school trip or with practical activities. We’d love to see you.

For further information and resources regarding getting involved with your child’s learning, please contact the school and/or take a look at Parentzone on Education Scotland’s website.

The direct link is: <http://www.educationscotland.gov.uk/parentzone/index.asp>

You may wish to learn more about the role of the Parent Council in representing your views on education matters. You can contact the school’s Parent Council directly and/or access information on Education Scotland’s website.

The direct link is:

<http://www.educationscotland.gov.uk/parentzone/getinvolved/parentcouncils/index.asp>

The Chair of the school’s Parent Council is currently: Emma Chittick

Email : [emmagreenhill@hotmail.com](mailto:emmagreenhill@hotmail.com)



**School Ethos**

**Our School Aims**

* We will give your children the best possible start by working in partnership with you to develop their enthusiasm as **Confident Individuals** and **Successful Learners.**
* We will work together to ensure that your children develop core skills in Literacy, Mathematics and Numeracy with a strong focus on Health and Well-Being in the context of The Curriculum For Excellence.
* We will support creativity and critical thinking in all areas of The Curriculum For Excellence to encourage all learning styles through a variety of teaching methods.
* We will prepare your children to be **Responsible Citizens** within a multi-cultural Scotland.
* We will recognise and encourage your children’s wider achievements, developing skills for life and enterpriseand enable them to develop skills as **Effective Contributors** both in and out of school.
* Your children will get the chance to personalise their own curriculum to enable them to follow their own interests and meet their individual educational needs and share their learning with others.
* We will nurture an ethos of inclusion, safety, equal opportunities, fun, care and compassion working in partnership with each other and with the local and wider community.



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**The Curriculum**

We aim to give the children a broad and general coverage of the curriculum. In order to do this we deliver the areas of the curriculum as follows.

Language & Literacy and Maths and Numeracy are taught as discreet subjects. These subject areas along with Health and Wellbeing are the responsibility of all teachers who teach your children at Happyhansel, so aspects of these are taught within other areas such as Music, Art and P.E.

The children receive 2 hours a week of Physical Education which includes a 50 minute weekly lesson from a Specialist teacher and a six week swimming block each year. The class teacher and active schools co-ordinate to make sure the children receive 2 hours as is required by the Scottish Government. These activities can include active play, dance, warm up, brain gym, play leaders, team building games and activities and outdoor education.

Sciences, technology and social studies are largely taught through a cross curricular approach to topic work, with a wide range of topics accessed over a 7 year cycle. This ensures that children are not covering the same topic matter twice. However it is important that areas of social studies, technology and especially science are revisited and knowledge and understanding built on and developed in depth throughout the pupil’s time in school, therefore at times it is appropriate to do some discrete teaching in these areas.

Skills for learning are developed at a level appropriate to the age and stage of the pupils throughout the school. Cooperative learning is embedded through the school. Literacy, numeracy and health and wellbeing are integral parts of the thematic planning and are used to provide valuable and meaningful learning experiences. Progress is tracked in literacy and numeracy and health and wellbeing, staff judgements are informed by moderation activities. Through regular contact with parents there is meaningful opportunity for parents to support the development of skills.

The Curriculum for Excellence is designed to provide a coherent, flexible and enriched curriculum throughout a child’s life from 3 to 18 years old.

The curriculum aims to ensure that all children and young people in Scotland develop the knowledge, skills and attributes they will need if they are to flourish in life, learning and work.

Curriculum for Excellence defines five levels of learning. The first four levels provide a broad general education, with progression to qualifications described under a fifth level, the [senior phase](http://www.educationscotland.gov.uk/thecurriculum/whatcanlearnersexpect/seniorphase.asp).

|  |  |
| --- | --- |
| **Level** | **Stage** |
| **Early** | The pre-school years and P1, or later for some. |
| **First** | To the end of P4, but earlier or later for some. |
| **Second** | To the end of P7, but earlier or later for some. |
| **Third and Fourth** | S1 to S3, but earlier for some. The fourth level broadly equates to Scottish Credit and Qualifications Framework level 4.  The fourth level experiences and outcomes are intended to provide possibilities for choice and young people's programmes will not include all of the fourth level outcomes. |
| **Senior phase** | S4 to S6, and college or other means of study. |

Teachers and practitioners will share information to plan a child’s “learning journey” from 3-18, helping their progression from nursery to primary, primary to secondary and beyond. This will ensure children continue to work at a pace they can cope with and be provided with challenge they can thrive on.

Detailed information about Curriculum for Excellence can be found on Education Scotland’s website. This includes:

* how the curriculum is organised
* the entitlements of every child
* how progress is assessed.

The direct link is: <http://www.educationscotland.gov.uk/thecurriculum/index.asp>

Our curriculum map gives an overview of the content of our curriculum in the school context.



**Opportunities for pupils to develop skills for learning, life & work, including literacy, numeracy and health & well-being in and out of the classroom**

By using cooperative learning approaches children experience a range of opportunities and develop skills in a focussed and applied environment.

Enterprise activities engage children with their immediate community, local community and wider community.

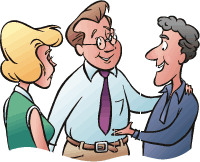
Fundraising gives pupils the opportunities to do something that benefits others less fortunate than themselves, giving them a sense of global identity e.g. Children in Need, Comic Relief, Shoebox Appeal, McMillan Cancer Research.

**The arrangements for how pupils will be given choices in what they learn and be involved in planning what they learn**

At the start of every topic the pupils in discussion with the class teacher and as individuals will highlight areas of a topic that they would like to find out about. This becomes part of the topic plan and is developed with the class teacher who adds experiences and outcomes. In addition discussion with visiting specialists allows for a more cross curricular approach is created to cover the topic. In addition to this the children have opportunities to be in charge of their learning through personal topics at an age appropriate level, show and tell through to more in depth research and presentation.



**How parents will be consulted**

As part of the annual task of writing the school improvement plan parents are asked for their views around what the school does well and what could be improved. This gives invaluable information to help us target development. In addition we use an annual Parent questionnaire. Meetings with parents both formal and informal and of course Parent Council meetings also provide us with valuable feedback.

**How a pupil’s parent will be informed of any sensitive aspects of learning**

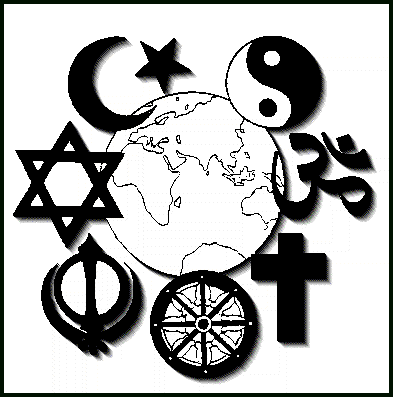
Where sensitive material will be covered in school for example Sex Education we will use our professional judgement to ensure that materials are age appropriate. Before starting a topic of this nature we will make materials available for parents to view.

**The provision of religious instruction and observance for pupils and arrangements for a pupil’s parent who wishes to exercise the parent’s right to withdraw that pupil**

As a non denominational school we cover all major religions through our curriculum. We have a Church of Scotland minister who visits school once a month to lead our assembly. We visit church at the end of each term.

We also have joint religious assemblies with Sandness Primary School in the Walls Kirk at Christmas and in the Sandness Kirk at the end of the summer term

Any parents not wishing their child to participate in these events are entitled to withdraw their child(ren). Arrangements would be made for this following discussion with the parent.



**Assessment**

Every aspect of assessment has its place and we aim to use the most appropriate least intrusive method with each different pupil, these include;

* Continual assessment of children’s work with feedback – verbal and written
* Scottish Government Standardised Assessments for P1, P4 & P7
* Observations
* Peer, self and teacher assessments
* Pupil focus groups
* Problem solving activities
* Target setting followed by self-evaluations leading to next steps
* Regular discussions and feedback between staff, pupils and parents help keep a track of children progress and their development needs.

**Reporting**

Good open lines of communication between staff, pupils and parents are essential when reporting on pupils’ progress. With this in mind we have the following reporting methods in place throughout the school year;

* Home / school diary
* Open door policy with parents (can come and speak to class teacher at any time)
* Terms overview grid – highlighting all areas of learning for each child every term
* Pupil Profile (snap shot of work) sent home 3 times per year
* 2 parents evenings a year (2nd one is optional)
* 1 summer report
* Open evening

Further information on achievement, reporting and profiling can be found on Education Scotland’s website.

The direct link is: <http://www.educationscotland.gov.uk/learningteachingandassessment/assessment/achievement/index.asp>

**Support for Pupils**

The Education (Additional Support for Learning) (Scotland) Act 2004 places duties on local authorities, and other agencies, to provide additional support where needed to enable any child or young person to benefit from education.

If a child has additional support needs we will work closely with parents to ensure that these needs are met. This may mean involving professionals from outside the school or additional education staff. We will always involve parents fully and keep them well informed.

If you think that your child has additional support needs, and particularly if you believe that these needs are not being met please contact us. Teaching staff will be able to advise you where to get further advice and guidance.

Pupils will be given the support they need to fully access the curriculum in the general course of their education. There will be times when some pupils will need additional support. This could be on a long-term basis with the amount of support varying according to the needs of the pupil as progress is made through school or as a temporary support when a need arises.

Information on how pupils’ additional support needs are identified and addressed can be found on Shetland Islands Council’s website. The website also provides information on mediation and dispute resolution services, links to the NHS and other agencies or organisations that can provide further support, information and advice about support and advocacy.

The direct link is:

<http://www.shetland.gov.uk/education/asn_home.asp>

Other useful information and advice regarding additional support for learning can be found here.

<http://www.enquire.org.uk/>

<https://education.gov.scot/improvement/learning-resources/Milestones%20to%20support%20learners%20with%20complex%20additional%20support%20needs%20-%20Literacy%20and%20English>

**Getting It Right For Every Child (GIRFEC)**

In Shetland, we believe that children can be better supported by adults working closely together and sharing important information with each other. This process is known as GIRFEC: getting it right for every child.

Before GIRFEC can be used, consent from the parent of the child and/or the child (depending on the age of the child) is required. The staff asking permission will explain more about what GIRFEC means. Detailed information about the process can be found on Shetland Islands Council’s website.

GIRFEC – latest information is available at <https://www.gov.scot/policies/girfec/> and locally at <http://www.shetland.gov.uk/children_and_families/GIRFEC.asp>

**Child Protection**

It is every child’s right to be cared for and protected from harm. It is every person’s responsibility to make sure that happens. The Shetland Child Protection Committee provides help when there is a need. Their website gives information on how to access that help.

The direct link is: <http://www.childprotectionshetland.com>

Shetland Islands Council’s website also provides information on our responsibilities towards children and includes where to find help and support.

The direct link is:

<http://www.shetland.gov.uk/children_and_families/child_protection.asp>

**Support, Pastoral Care and Pupil Support**

Support for your child is provided by your child’s class teacher. However it will involve all members of the school staff in ensuring that your child is happy, safe and achieving.

If you have any concerns or just want to chat about your child’s progress please contact your child’s class teacher.

**The procedure in cases of a pupil’s absence or sickness**

If your child is ill or if you think it is necessary for your child to be absent from school for any other reason, please contact the school with the details, as soon as possible.

Parents are asked to contact the school before 9.30am if their child is going to be absent for the day. If a parent knows in advance that a pupil is going to be absent they are asked to let the school know. Parents are encouraged not to take pupils out of school in term time but where this is necessary there is a leave request form available from the school office. It should be noted that very few categories of absence can be authorised and therefore most absences will count as unauthorised.

For further information on school attendance, a guide for parents can be found on the Scottish Government’s website.

The direct link is:

<http://www.scotland.gov.uk/Publications/2009/12/04134640/0>

<https://www.gov.scot/publications/included-engaged-involved-part-1-attendance-scottish-schools/>

**Insurance of Pupils**

Shetland Islands Council holds Public Liability Insurance cover, which provides indemnity to Third

Parties including school children, in the event of legal liability falling on the Council.

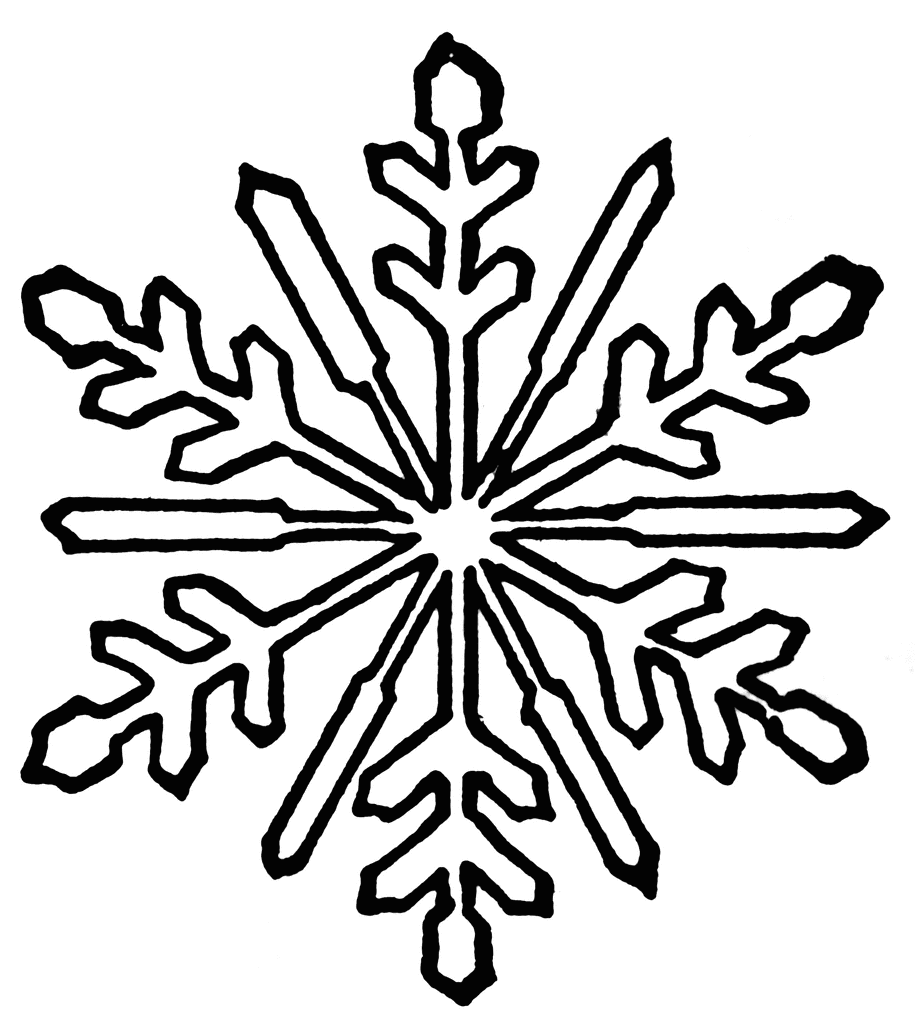
Parents are asked to note that the Education Service does not provide insurance cover for pupils while at school. Insurance will be arranged by the school for trips which involve staying away from home for one or more nights, and for some special activity trips on a one-day-only basis.

Otherwise, insurance of pupils while at school is a private matter for parents.

**School Rules**

* Within each class pupils have agreed Golden Rules. All children, however, are expected to:
* Show kindness and consideration to all members of the school community at all times
* Listen quietly when someone is speaking
* Walk sensibly and quietly around the school building
* Keep classrooms free of litter
* Keep toilets clean and tidy at all times
* Chewing gum, pendant earrings, high-heeled shoes and toy guns are not permitted in school
* Stone throwing and snowballing are not allowed around the school
* Keep to designated play areas outside the school – When weather conditions permit, children may play on the grass
* Always report to the supervisor if a ball or other play equipment needs to be retrieved from areas outside school grounds.



**Emergency Arrangements**

**Early Closing**: From time to time it is necessary to close the school early for various reasons, such as bad weather, or because of water or power failure.

**You will be called by a member of staff if school is to be closed unexpectedly.**

During periods of snow and ice buses cannot always operate on time, particularly in the morning, though bus operators will make every effort to keep to their schedule.

It should be noted, too that the decision to send your child to school in adverse weather conditions rests with yourself, as you will be best able to judge the weather conditions in your home area.

It is most important that you make emergency arrangements for your child at all times. In severe weather conditions the school may be closed at very short notice and it is essential that staff know each day what to do if there is nobody at home.

 **First Aid**: If your child has an accident or becomes ill at school, you will be contacted and arrangements made for your child to be sent home. In the case of injury considered to require immediate medical treatment, the child will be taken directly to the doctor, and the home contacted. It is best, wherever possible, that parents collect their own children from school, but if that is not possible, transport will be arranged. If there is the possibility that no one may be at home, parents should ensure that alternative emergency arrangements are always made. Please keep the school informed of any changes to emergency contact arrangements.

If your child is suffering, even temporarily, from an injury or illness which may be affected by certain school activities, please inform the Head Teacher. This information will help to ensure that your child receives proper attention if the need arises.

We can only administer prescription medication. To enable this to happen parents must first fill in and sign a Medication form which must then be signed by the Head or Principal Teacher. The medicine must be brought to school and collected by a responsible adult.

It should be noted that no teacher can be held responsible for the safety of medicine in the classroom.



**Visiting Agencies**

**Health Checks**: Personnel from School Service carry out health checks, including sight and hearing on P1 and P7 annually. The Shetland Health Board will inform you before these examinations take place and you will be invited to be present.

**School Dentist:** The School Dentist endeavours to carry out a dental check on all pupils in the school at least once a year. Parents will be approached for their consent if their child requires treatment.

**Flu Vaccinations** ~ these are administered by the NHS. Information and consent paperwork is issued and collated by the NHS .



**Childsmile** ~ All pupils will brush their teeth in school each day. Childsmile will provide toothbrushes and toothpaste and come out to school to show the children what to do.

**School Improvement**

Information about the school’s performance at national level can be found on the Scottish Government’s website and on the Education Scotland’s Scottish Schools Online website which also includes HMIe Inspection Reports.

Direct links are:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/School-Education>

<http://www.educationscotland.gov.uk/scottishschoolsonline/index.asp>

HMIe Inspection reports and School Consultation reports can be accessed directly on Education Scotland’s Reports webpage.

The direct link is:

<http://www.educationscotland.gov.uk/inspectionandreview/reports/index.asp>

**Other useful websites**

Information on the following websites may also be of interest to you:

Scottish Qualifications Authority

<http://www.sqa.org.uk/sqa/41292.html>

Scottish Credit and Qualifications Framework

[http://www.scqf.org.uk/Learners, Parents and Carers/](http://www.scqf.org.uk/Learners,%20Parents%20and%20Carers/)

Scottish Survey of Literacy and Numeracy

For general information on the survey:

<http://www.educationscotland.gov.uk/Images/SSLN_lealet_tcm4-716257.pdf>

For the results of the survey and supporting documents:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/School-Education/SSLN>

###### Every year the school evaluates its performance and sets targets for the coming year. Details of these activities are in a single document titled the Standards and Quality Report and Development Plan. Copies of this document are sent home to all parents and additional copies are available on request. Our current areas of development are as follows:

**School Policies**

Happyhansel Primary School is subject to Shetland Islands Council (SIC) policies. In addition we have a number of our own policies written in line with SIC policy.

Policies applicable to all schools across Shetland can be found on Shetland Islands Council’s website. The policies include:

* healthy eating
* **bullying
* exclusion
* school trips
* equality and diversity
* adverse weather.

The direct link is:

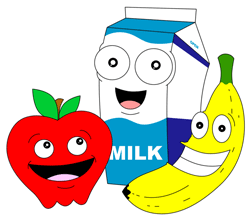
<http://www.shetland.gov.uk/education/policies_guidelines_and_forms.asp>

Shetland Island Council’s website provides information on Instrument Instruction along with other creative learning opportunities.

The direct link is:

<http://www.shetland.gov.uk/education/creative_learning.asp>

**School Meals**



School meals are prepared at Happyhansel Primary School and served in the school dining room. Forms are available online for parents who are eligible to apply for free school meals.

Fresh drinking water is available.

The direct link is:

<http://www.shetland.gov.uk/education/hpc_clothing_grants_and_free_school_meals.asp>

**Financial Help for Parents**

Grants are available for schoolmeals and clothing. Guidance and an application form can be found on Shetland Islands Council’s website.

The direct link is:

<http://www.shetland.gov.uk/education/hpc_clothing_grants_and_free_school_meals.asp>

Information on the provision and finance of transport can be found on Shetland Island Council’s website.

The direct link is:

<http://www.shetland.gov.uk/education/hpc_school_transport.asp>

The Education Maintenance Allowance is available for qualifying 16-19 year olds. Guidance and an application form can be found on Shetland Islands Council’s website.

The direct link is:

<http://www.shetland.gov.uk/education/EMA.asp>

**After School Activities and Sports**

We aim to provide opportunities for pupils to attend after school clubs. We also run clubs in lunch times because we have found that this enables more pupils to attend. These clubs are arranged in partnership with Active Schools and involve both school staff and local coaches. Also in partnership with Active Schools we publicise opportunities for pupils to get involved in out of school sports clubs.

**Pupil Council**

An elected pupil from each class year group makes up the Pupil Council. Meetings are incorporated into curriculum time and we believe that our pupils are fully involved in maintaining and developing the ethos of the school.

# The School Day

The school day begins at 9.00am and ends at 3.15pm.

Pupils starting school in P1 will begin attending mornings only working up to 5 full days before the October holidays. Details of this phased start will be shared with parents of new P1’s at the start of a new school year.

Morning Break 10.45 - 11.10

Lunch 12.40 - 13.30

**Term Dates**

Up to date term dates can be found on the school website.

**Moving on to Secondary Education**

Children who live in the Happyhansel catchment area usually transfer to Aith Junior High School at the start of S1. We work with the management team of Aith Junior High School to ensure that transition is smooth and meets the needs of the children who are transferring. Activities will normally include a number of visits in P7 to work on specific topics, a visit to Happyhansel by the Aith Junior High School Head Teacher and a number of days in Aith experiencing a full timetable.

The contact details for Aith Junior High School are:

Telephone 01595 807400 E-mail aith@shetland.gov.uk

The Head Teacher is Mr Michael Spence

**Transitions**

Transitions occur at key points in a child’s education when they move on to a different stage of learning. Transitions can include moving to the stage of primary education, moving from primary to secondary school, moving to the senior phase of Curriculum for Excellence and then post-school learning, training or work. Transitions can also include any changes in a pupil’s learning journey, for example when a pupil changes school or when learning is interrupted.

National organisations, such as Parenting Across Scotland, provide advice to parents on supporting their child’s transitions.

The direct link to Parenting Across Scotland is:

<http://www.parentingacrossscotland.org/>

Regarding transition into adult life, more information can be found on Shetland Islands Council’s website.

The direct link is:

<http://www.shetland.gov.uk/education/transition_into_adult_life.asp>

We recognise that children with additional support needs may need transition arrangements that are additional to those made for their peers. Information sharing and planning will take place in advance of each transition. Further details can be found on Shetland Islands Council’s website.

The direct link is:

<http://www.shetland.gov.uk/education/documents/TransitionAdmissionsandPlacingRequestsInformationForParents.pdf>

**Placing Requests**

If you do not wish for your child to attend the catchment area school, you can place a request with Shetland Islands Council that your child attend another school. Details of how to make a placing request can be found in Shetland Islands Council, Children’s Services, Admissions Policy. The policy can be found at:

http://www.shetland.gov.uk/education/documents/AdmissionsPolicyFINAL.pdf

Please make your Placing Request in writing to:

*Director of Children’s Services*

*Children’s Services*

*Hayfield House*

*Hayfield Lane*

*Lerwick ZE1 0QD*

To help you, the Scottish Government has published a guide for parents on choosing a school and the placing request system. It is available on the Scottish Government’s website.

The direct link is:

<http://www.scotland.gov.uk/Publications/2010/11/10093528/0>

Enquire is the Scottish advice service for additional support for learning. If your child requires additional support for learning and you wish to place a request to have your child schooled elsewhere, you may wish to look at leaflets that Enquire have produced; Factsheets 2, 3 and 6 have particular relevance. Please request these from your child’s school or refer to Enquire’s website.

The direct link is:

<http://www.enquire.org.uk/publications/factsheets>

In Shetland, we have two special Additional Support Needs departments (attached to Bells Brae School and Anderson High School). A request for a child to access a place in one of these special departments is at the discretion of Children’s Services. Further information can be found on Shetland Islands Council’s website,

The direct link is:

<http://www.shetland.gov.uk/education/documents/TransitionAdmissionsandPlacingRequestsInformationForParents.pdf>. and in Shetland Islands Council’s Children’s Services Admissions Policy. The policy can be found at:

**If you have a concern**

If you have a concern about any aspect of the school please speak to us about it. The first step is to speak to your child’s teacher. You can also contact the Head Teacher. All concerns will be dealt with sensitively and we will keep you fully informed.

**The complaints procedure.**

Most concerns and complaints can be dealt with by talking to your child’s teacher or the Head Teacher at an early stage and at an informal level. However, if you are not able to resolve the matter in this way, you may want to use this complaints procedure.

The first step is to inform the Head Teacher of your concern. She will do her best to address any issues and should be given the opportunity to do so. The vast majority of issues are best resolved informally, and locally. In almost all cases, if the Head Teacher has not been given the opportunity to address any issues, parents or carers will be referred to the school before any further steps are taken. The school will take a note of complaints in a complaints log, which is monitored on an annual basis for any patterns of overall dissatisfaction so that improvements can be considered.

If the Head Teacher has been unable to address your concerns, you may wish to involve the QIO with responsibility for the school. The QIO can be contacted at Hayfield House, tel 01595 744000.A leaflet is available on request to guide you through the process should you wish to make a complaint.

**Additional Information**

*Online Protection*

For information about online protection for your child, you may like to look at the Child Exploitation and Online Protection Centre’s website.

The direct link is:

<http://www.thinkuknow.co.uk>

