



Transitioning to the Ursuline High, Wimbledon – Frequently Asked Questions (FAQs)

To prepare your child for starting at The Ursuline visit our [Transitions Hub](#) (within the Admissions section of our website) where you will find a host of valuable information including our Transitions Booklet, these FAQs, Resources & Top Tips. All these resources in addition to other important information is also shared directly with parents via email during the period from Offers Day to the start of the year 7 term.

GENERAL INFORMATION

What are the timings of the day?

Gates open at 8.20 and Registration begins at 8.30am.

Students are considered late after 8.35am.

Year 7 students must arrive at the Crescent Road entrance to school where the year 7 team will greet them.

Students leave school at 3.20pm Monday-Thursday and 1.40pm on Fridays. On Fridays, the canteen will remain open after school. Please encourage your daughter to bring in a snack for breaktimes throughout the week as Key Stage 4 (KS4 – Y10/11) have priority at breaktimes to the canteen and Key Stage 3 (KS3 – Y7-9) at lunchtime.

Where can I find the term dates?

Term Dates for the academic year can be found in the School Life section of our [website](#).

Is there a breakfast club?

Yes, there is. Students should arrive to school at 8.05am and enter at the Crescent Road entrance to school. We will send out further information on the breakfast club.

Is there an after-school club?

We provide a wide range of enrichment and sports clubs for students to sign up to. There is a year 7 homework club once a week and the SEN homework club runs Monday-Thursdays until 4pm. Our school library is available until off voice for students to access every day.

What do I do if I am late to school?

Please call Student Services on 020 3908 3144 no later than 9.30am. Do encourage your daughter to save this number so she can call us if her journey to school is delayed. Students arriving late will need to sign in at Student Services and can then go to their class.

Are students expected to be in full uniform on day 1?

Yes, all students must be in full school uniform. Please read the 'Uniform' section of the Transitions Booklet' or [website](#).

**What equipment will students need?**

On the first day, students need to bring their school bag, water bottle, snack, locker lock, and pencil case (with blue/black pens, pencil, eraser, sharpener, rule, glue stick, coloured pencils, and highlighters). See 'The First Day' and 'Dress Code' sections of the Transitions Booklet for more information.

Will I get a locker?

Every student will be allocated locker so that they have somewhere secure to place their mobile phones, coats, and books and/or PE Kit throughout the day. Students are asked to bring in a lock on their first day.

What happens if I get lost / am late to class?

Year 7 students do not need to feel anxious about getting lost. When you start, you will get a school map when you start in September to help you find your way round the site. We are a friendly and caring school, and everyone is here to help. If you do get lost, feel confident to stop someone on the corridor and ask for help. If there is no one around, make your way to Student Services or knock on a classroom and speak to a teacher. Year 7 students arriving late to class will not be penalised during the initial weeks. Always remember to apologise to your teacher and explain the reason.

What do I do if I feel sick?

If you feel sick in class, please inform your class teacher who will give you a Pass to go to Student Services. If you are not in a class, please go to Student Services directly. We have a Medical Room where you will be monitored and looked after.

What do I do if I am too sick to go to school?

Your parent/carer should call the school on the first day of absence to report the reason for you not being in school. Remember to bring in a letter on your return and give this to your Form Tutor.

What if I need the toilet during lessons?

If it is an emergency, ask the teacher if they will allow you to leave the lesson with an Out of Lesson pass. Leaving the lesson to go to toilet isn't usually permitted unless you have a recognised medical condition.

What do I do if I have an appointment during the school day?

We would appreciate if appointments during school hours were kept to a minimum but understand at times this can be unavoidable. Appointments need to be communicated with the school in advance alongside evidence of the appointment. If you are arriving late; please sign in with Student Services first and then go to your class. If you need to leave school early; please go to Student Services first to receive a permission slip and then show this to the Receptionist as you leave.

**What enrichment and sports clubs are there?**

Students are invited to take part in a range of clubs which change termly. These will be shared with students and parents when they start. See the 'Enrichment' section of the 'Transitions Booklet' or our website for more information.

Will I get a detention if I am late for school?

If students are late more than 5 times to school, you will be notified, and they will receive a one-hour detention which is held on Friday afternoons after school.

What if I lose my Oyster/travel card?

Check if Student Services have it, someone may have handed it in. If not, they will ensure you can get home. If you need a replacement, then your parents can do this.

TEACHING & LEARNING**What is a Form?**

Each student is allocated to one of 7 Forms (Angela, Bernadette, Catherine, Francis, Margaret, Teresa, Ursula), each one led by a Tutor. Students spend time with their Form daily. The Tutor plays an especially important role and Tutor time provides a daily chance for your child to talk to their tutor regarding any problems they might have- however big or small.

Will I be with my Form for all lessons?

You will be with your Form for all subjects during the first half term. Then you will be streamed for English and Maths and stay in your form for all other subjects (apart from your language and RE class, where due to timetabling, you will be in the same class as you are for English).

Will I be streamed for any subjects?

Yes, students are streamed for English and Maths. See above.

What will my timetable look like?

Timetables will be given to all students. We recommend students make a copy to keep at home to help with homework planning and packing their school bags. Timetables are available for parents and details will be shared. Monday-Thursday there are 6 periods and on Fridays 5.

How much homework should I expect to get?

Students receive 17 pieces a week and should spend 30-45 minutes completing each piece. They have a homework schedule which teachers use to ensure students can manage their time accordingly.

**What if I can't do my homework?**

Always speak to the teacher that has set you the homework and ask them to explain it to you again. Don't leave it until the last minute; remember to do this before it is due in. Remember that there are Homework Clubs you can attend if you need extra help with your homework or a quiet place to work.

What languages will I do, and do I get to choose?

In Year 7 all students study French. In Year 8 students continue to study French and in addition will study either Spanish or German (this is determined by what Population the student is in).

I forgot my planner.

Go to Student Services for a spare planner page as you may have left your planner at home. If you have lost your planner, you will be able to buy a new one from Student Services.

CATERING PROVISION**What time is lunch, and do we have to bring in money for our lunch?**

Lunch is at 12.50 Monday-Thursday although year 7 students will eat lunch earlier for the first term. Students do not need to bring in cash to pay for their lunches. Instead, each student will receive lunch cards and parents are expected to keep these topped up via Arbor. Students in receipt of Pupil Premium will have the relevant amount credited to their account. See the 'Arbor' section of the 'Transitions Booklet' for more information including how to pay with cash. Further information will be shared with parents before joining the school.

Can I see the school menus?

We are committed to providing a range of healthy and nutritious meals for our students, and our menus cater for those with special dietary requirements. Visit the [website](#) for more information.

Can I bring in a packed lunch and where will I eat it?

School lunches are initially compulsory as this allows students to spend time with other students and build relationships. If your child wants a packed lunch please speak with your daughter's Head of Year.

What do I do if my lunch card isn't topped up?

Go to Student Services but you must pay any money owed back the next day.

Do I bring in a snack for break?

Year 7 Students do not have access to the canteen at break times. However, students are welcome to bring a snack from home. Please ensure it is a healthy snack.

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**Where can I go at break and lunchtime?**

Year 7s go to the tennis courts at breaktime. However, they can use the library or attend lunchtime clubs. At lunchtime, year 7 students go to the canteen first, they have priority over year 8s and 9s, they can then go to the tennis courts, clubs, or the library.

Can I fill up my water bottle at school?

Students must bring in a named water bottle every day and can fill it up at school if needed. No glass please.

FRIENDSHIPS**Will I ever see my friends in different forms at break or lunchtime?**

In year 7 students are seated with their Form for lunch. This is so Forms spend time together outside the classroom and get to know each other. Later in the year students will be able to choose where to sit. In the playground during break and lunch, students can spend time with whomever they chose to.

I have fallen out with my friends.

Talk to your Form Tutor first and see if you can resolve the difficulties together. Sometimes talking things through will help improve the situation.

I feel like I am being bullied.

Talk to your Form Tutor first and they will refer the issue to the Head of Year if needed.

PHONES, SMART DEVICES AND SOCIAL MEDIA**Are phones allowed?**

Year 7 students are permitted to bring a mobile phone to school for travel purposes, but it must be a traditional 'non-smart' phone only. A non-smart phone has no access to external apps and cannot connect to the internet. Any year 7 student carrying a smartphone will be in breach of our Policy and the Agreement of Expectations signed by parent/carer. [Smartphone Alternatives for Kids](#).

All phones are to be turned off prior to entering the school site and stored in their locked locker for the duration of the school day. Any phone/watch seen or heard around the school site, outside of lockers will be confiscated. For further information please read our [Smart Devices and Social Media statement](#).

Are Smart Watches allowed?

Smart watches are NOT permitted on school premises. Please ensure they are left at home.

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**Are trackers allowed?**

Students can bring internet-enabled **tracker devices** to school, e.g. Apple/Amazon tags, should parents wish to track their child's journey to and from school in real time.

Is there a social media policy?

As per the Agreement of Expectations signed by parents, Year 7 students (and many Year 8) are prohibited from using any form of social media (These include; BeReal, Discord, Facebook, Instagram, Pinterest, Snapchat, TikTok, and WhatsApp). in accordance with the Ursuline school policy and in addition to minimum age restrictions. Failure to comply with this will result in sanctions. We thank you for your support with managing their online safety. For further information please read our [Smart Devices and Social Media statement](#).

THE GOVERNORS' DEVELOPMENT FUND

As a Catholic Academy Trust school, we rely on good financial management of school funds and the fantastic generosity of our whole school community to enable and enhance the education experience to our students. All additional funding secured makes a significant impact on our school's offering and the programmes we provide for our students.

Your support goes directly towards **enriching the educational opportunities** for our students and **maintaining the exceptional environment** in which the students learn. In recent years, your contributions have supported many works including: refurbishment of student services, construction of the accommodation of T Level Nursing, our Katherine Johnson T Level Digital Building, Business and T Level Science, the new roof at St Angela's, new doors, floors and heating upgrades/repair, renovation of our main kitchen /dining room, tennis court upgrade, and LED lighting and CCTV throughout the Main School.

Additionally, Governors contribute to the **School's Chaplaincy programmes** to sustain and develop the school's charism and ethos, and our **Laptop Scheme** where our students have the use of a laptop throughout your child's education at the Ursuline.

Information regarding our Fund including relevant forms is shared directly with all parents and can also be found on our [website](#).

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LAPTOPS

When will I get my laptop?

Students will receive their laptops together with a charger and a case, during their first couple of days at school.

My child has her own device, can she use that?

The school policy is that only Ursuline devices may be used at school and for school related work at home. Laptops need to be specifically set up by our IT technicians so that laptops are connected to the school network and comply with our policies.

Am I buying the laptop?

No, you are committing to donating towards the IT infrastructure and a wide variety of other projects within the school.

What happens if my child leaves the school?

If for any reason your child leaves the school, you must speak to staff in the Finance Department to arrange with you for the safe return of the laptop.

What happens if my child loses or accidentally damages the laptop?

Insurance cover is provided as part of the scheme which covers theft and accidental damage to laptops. Students are expected to take reasonable care of their laptops, therefore repeated accidental damage claims may not be covered by insurance. Parents will be required to complete an insurance claim advising how the damage occurred. In cases of theft, you will be required to notify police and provide us with a crime number. Insurers may not cover a laptop that may have been stolen because it was left unattended or on public transport.

What happens if my child's laptop needs repairing?

If your child experiences any technical problems with her laptop she should take it to the Laptop Doctor who will try to repair it. Repairs are usually carried out on site although it may be necessary to send the device to the manufacturer for repair.

Do I need to bring my laptop and charger to school every day?

Yes, students must bring their laptop and charger to school daily unless notified not to.



CONTACT US

At the Ursuline, parent communication is very important to us. See listed below the various points of contact.

General enquires about the Ursuline, friendship issues, organisation, homework, clubs/enrichment, uniform, equipment, travelling to/from school, punctuality, trips/calendar events - **Form Tutors**

Mental health, bullying, safeguarding, online safety, absence request forms, request for your daughter to receive school counselling/educational well-being practitioner, financial support/free school meals - **Head of Year or Pastoral Support Assistant**

Attendance and punctuality/lateness - parents and students must liaise with **Ms Young**

For laptop or parent portal queries - please speak with our **Laptop Doctor or IT team** respectively.

Subject specific enquiry – please contact the **subject teacher** directly.

Please see the '**Contact Information**' section of the Transitions Booklet for other key contacts. In addition, a full list of staff contacts including email and phone is available on our [website](#).

PARENTING RESOURCES

We are delighted to provide an extensive resource library for our parents/carers.

Our [Transitions Hub](#) (within the Admissions section of our website) is full of valuable information including our Transitions Booklet, Resources & Top Tips.

[Health & Well-being](#)

[Parent/Carer Support Services](#)

[Online safety, smart devices and social media](#)