

25th March 2025

Dear Parent/Carer,

As we head towards the end of term, please make sure you look out for our end of term newsletter which will update you on the varied and exciting events that have taken place since January. We will send this to all parents and carers at the end of term, and this will also be shared on our website.

End of Term

The last day of this term is Friday 4th April. Students will be dismissed from school at 12.30pm. Please ensure your child has an appropriate arrangement in place to get home safely. Students entitled to a free school meal can collect this from The Galley at breaktime.

The last day of this term is a non-uniform day. In support of our recent visit from Guide Dogs UK, the money raised will go towards this charity as they provide life-changing guide dogs to help people with sight loss. We ask for a minimum donation of £1.

On non-uniform days, we do not allow:

- Strappy or strapless tops
- Short skirts or shorts
- Baseball caps or woolly hats
- Excessive makeup, false nails or jewellery as per our uniform expectations
- Offensive slogans
- High-heeled shoes, boots or sliders

School Systems

At the end of this term, we will be moving to a new Management Information System (MIS) called Arbor, which will replace our current system, SIMS. The school MIS is where we keep all records for our students.

The goal of this Trust-wide project is to provide a more integrated and efficient system that better supports staff, students and parents, reduces workload, improves our data capabilities and is more cost efficient. Once Arbor is fully implemented, it will provide several benefits for parents and carers by integrating key systems for communication, payments and bookings, as well as offering greater access to information about your child.

As part of this move, Arbor will also replace the Class Charts system. There will be a transition period over the next few months where you will still be able to access some information about your child—such as behaviour and detentions—through the Class Charts Parent App. However, as we begin to introduce Arbor's features, Class Charts will gradually be phased out, and all relevant information will be accessed via Arbor instead. We will keep











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you informed every step of the way to ensure a smooth and clear transition. The Class Charts Parent App will remain active for the rest of this Academic Year, although from Term 5 this will no longer show up-to-date attendance information.

Communication

We continue to value our partnership with parents/carers. We know that students benefit from a positive relationship between school and home. There will be times when parents/carers have questions and concerns that they wish to raise with the Academy and we want to ensure we work with you to resolve these as quickly and effectively as possible.

Communication process

Contact the Academy via phone (0333 360 2140) or by email (office@thevictoryacademy.org.uk).

Unless there is a member of staff you have already been working with, any questions or concerns will be passed to your child's Tutor, Head of Year or the relevant subject department. They will make contact to confirm the nature of your question or concern and discuss any follow up that is needed.

If your questions or concerns remain after you have met with the staff indicated above, this will then be forwarded to a member of the Senior Leadership Team with responsibility for your child's Key Stage. Beyond this, concerns can be raised with the Deputy Headteacher and Headteacher.

If your concerns remain, please do use the Academy Complaints Policy. This can be found here:

https://www.tsatrust.org.uk/site/assets/files/1125/complaints_policy_november 2023.pdf

These complaints should be made to the Headteacher via the school office (written, email or phone).

Things to note;

• There are times in the day when the phone lines can become busier, so at these times you might find it easier to email instead.



- We are keen to meet with parents in person where questions and concerns remain. However, due to staff teaching and other commitments, staff can't always be readily available to meet if parents/carers come directly to Reception. If you would like to meet with a member of staff it is best to contact the Academy in advance to arrange a mutually convenient time.
- We value informal meetings and discussions and, as above, encourage parents to approach staff with any concerns they may have, and aim to resolve all issues with open dialogue and mutual understanding.

Yours sincerely,

Mr O Owen **Headteacher**