



Frequently Asked Questions (FAQs)

Below are some of the most frequently asked questions from parents and carers.

If you cannot find an answer to your question, please visit our website for further information: www.billericayschool.com or contact us on info@billericayschool.com.

Visitors

Our school site is secured with locked gates during school hours. Permission is granted via the intercom system located at our main gate on School Road. Visitors are asked NOT to enter the site before first announcing themselves and being granted entry. This includes following another vehicle through the gates or holding the pedestrian gate open to other members of the public. These procedures are in place for the safety of our students and your co-operation is very much appreciated.

Q: How can I arrange a meeting with a member of staff?

A: All meetings with a member of staff must be pre-arranged. In the first instance, we ask that you email your concern or query to us at info@billericayschool.com and include the name of the member of staff. Your message will be forwarded directly to the member of staff, who will arrange a meeting as appropriate.

Please do not arrive on site and request a meeting without prior notification.

Q: Can I park on site?

A: Please do not drive into our car-park unless you have been granted access in advance. This includes turning during drop off and pick up times.

If you have been granted access, please introduce yourself via the intercom located at the main gate. You will find a number of visitor spaces immediately to the left of the main gate.

Q: How can I get an item to my child during the school day?

A: If your child forgets an item for the school day, such as but not limited to; cooking ingredients, PE kit, lunch, you may telephone the main office or email the school so that the teacher can be made aware.

In order to minimise disruption to classes, we will not accept or deliver any such items. The only exception being urgent medical items.

Q: Can I buy items from the on-site uniform shop?

A: Yes. However, where possible, we ask that you advise us of your arrival in advance by telephoning the main office on 01277 655191. All visitors must sign in at the main reception on arrival. Our uniform shop is open from 08.00am to 09.15am and is able to accept cash or card payments only. Purchases can also be made online at <https://simmonds-ltd.com/>



Medical Conditions

Q: Can my child carry medical items on them?

A: Students are permitted to carry an asthma pump and epi pen on them at all times. This should be stored in their inside blazer pocket. All other medical items should be taken to the medical room located in C block for safe storage.

Q: My child has to take regular medication, how can they do this?

A: Please discuss any ongoing medical conditions with one of our medical team. Students are able to visit the medical room to take medicine or monitor conditions such as diabetes in privacy.

Q: My child has sustained an injury and must use crutches, can they avoid stairs?

A: Please contact the Medical Room Supervisors or Mrs Cooper to discuss. Students who are experiencing temporary mobility issues are permitted to use our lift in C block. NB students are NOT permitted to use the lift without an adult present. Classes timetabled to other blocks can be relocated to C6 until such time that your child is able to use the stairs.

Q: My child is currently in a cast, what should I do?

A: Any child currently in a cast is permitted to leave class slightly earlier than other students in order to minimise the risk of being knocked in the corridors. They must have a note in their planner from the Medical Room or Student Services.

Q: My child is injured and has a note to be excused from PE; do they need to bring their PE kit to the lesson?

A: Yes. Students should bring their PE kit with them to PE regardless of whether or not they are able to participate. On occasion, they may be able to join in the lesson without actually participating in the sport, e.g. umpiring, scoring. Failure to bring PE kit may result in a detention. Exceptions would be students with casts / slings etc.

With all medical conditions, we ask that you email the school, explaining the medical issue and any requirements. You should also put a note in your child's planner which they should present to a member of staff in student services.

Absence

Q: What should I do if my child needs to leave school for an appointment?

A: Where possible, we ask that you arrange for appointments outside of the school day. If this is not possible, please notify the school in advance via email or through the MyEd app.

You may be asked to provide evidence of any medical appointment, for example an appointment confirmation email or letter.

Q: How do the school know my child needs to leave?

A: In order to leave the classroom, your child will need to show the class teacher a note. This should be written and signed by the parent/carer. Your child will also need to sign out at the Attendance Office, located in C block foyer before leaving the school.



Q: How do I notify the school of a planned absence?

A: Please visit our website to download a Leave of Absence form: [Leave of Absence » The Billericay School](#)

Please ensure you have read the information contained within our website page regarding unauthorised absence.

Q: My child is going to be late for school, what should I do?

A: Please contact the main office to advise us of the estimated time of arrival.

Q: My child is unwell, how do I notify the school?

A: Please contact the school as soon as possible using either the MyEd app or by telephone the school and selecting the attendance option when prompted.

Q: How are we notified if the school is closed due to snow, flood, no heating etc.?

A: In the unlikely event of school closure, details are posted on the school website www.billericayschool.com as well as on our social media pages; Facebook and Twitter. In cases of extreme weather, details are also announced on local radio stations.

Further details of our Attendance Policy can be found here:

<https://www.billericayschool.com/attendance/>

Communication

Q: Can I get a message to my child during the school day?

A: If your message is urgent, we ask that you telephone the main school office on 01277 655191. We will do our very best to get the message to your child. However, in order to minimise disruption to lessons, the timing of this will be done at our discretion. Please do not contact your child directly or allow your child to contact you. All communication must be via Student Services.

Q: Can I call my child on their mobile phone whilst they are in school?

A: No. If you wish to contact your child urgently, we ask that you telephone the main school office. We operate a strict no-phone policy during school hours. Any student who is found to be using their phone during school hours will have the item confiscated. For more information on this policy, please visit our website: [School Policies & Official Reports » The Billericay School](#)

Q: Why am I not receiving emails from the school?

A: The majority of our communication with parents and carers is now done via email. If you are not receiving emails from the school, please check your junk/spam folder and complete the following process:

Log in to your emails on a desktop PC or Mac (not a smart device) and scan your junk or spam folders. Hopefully you will find an email from us there. If you then mark the sender as safe/not spam/not junk, this should solve the problem going forward.

It is very important that the process is carried out on a desktop computer as any amendments made on a smart device such as phone or iPad will not save the settings.



Q: How can I change my contact details for my child?

A: Please email the school and include your child's name and date of birth. If you are amending your email address, please be sure to include your previous email address within the correspondence.

Q: How can I contact a member of staff directly?

A: Please email the school on info@billericayschool.com. Your message will be forwarded on to the member of staff. We are unable to share individual email addresses.

We regularly post updates, particularly urgent messages via our social media channels. Please like and follow our pages:

Facebook: <https://www.facebook.com/TheBillericaySchool>

Instagram: https://www.instagram.com/billericay_school/

Twitter: https://twitter.com/Billericay_Sch

Catering

Q: I believe that I qualify for Free School Meals how can I claim this?

A: Please email us with your child's details, including date of birth and we will contact you directly regarding this.

Q: Where can I find details of the current school menu?

A: Please visit our website for updates to our current menu:
<https://www.billericayschool.com/parents/school-catering/>

Q: How can I pay for my child's food in school?

A: We operate a cashless catering facility, supported by ParentPay. For more information, please visit our website: <https://www.billericayschool.com/parents/parentpay/>

Q: Can I restrict how much my child spend on their account?

A: Yes. Daily spending is limited at £6 by default. If you would like to reduce this amount, please email the school and we can adjust the daily limit.

Q: My child doesn't have any money on their cashless catering account? Will they have to go without lunch?

A: If you have forgotten to credit your student's account, they can go to the main school office where they will be given the option of a roll and fruit. The cost will be charged to the pupil's account. The student will be reminded to ask for their account to be topped-up that evening, to ensure the overdraft is repaid and sufficient funds are available for the next day.

Q: My child told me that there was no food left today when they went to make a purchase.

A: Every day, we have food left at the end of each service. There is an ample quantity of food for all students and queueing times are short. However, it may be the case that your child wanted a specific option which had run out due to high demand. In addition, many children favour the



“hand-held” food options over the sit-down, plated food. We would encourage you to look at the menu rotations available as there is a varied selection of choices available at all times.

Q: I have put money on my child’s cashless catering account but it hasn’t appeared on their balance?

A: When you pay money online to your student’s cashless catering account, funds are not credited to the account immediately as you may expect. With this in mind, it is always best to check your child’s balance either at the weekend or the night before money is needed, to ensure sufficient funds are available. **Please note the minimum amount that can be added to your student’s cashless catering account is £10.00.**

Q: Why can’t my child drink in class?

A: Students are not permitted to drink in class. In many subjects this is a health and safety directive due to the risk of water on equipment. In addition, each lesson is a maximum of 60 minutes and we believe students have ample time to drink between lessons.

Q: When is my child able to eat?

A: A limited food selection is available at break time which is timetabled for all years at 10.55 am.

Years 7 and 8 are invited to make purchases at the Quad. Years 9, 10 and 11 are invited to the Main Hall and Years 12 and 13 have food available in the Common Room.

We currently operate a staggered lunchtime. Years 8, 11, 12 and 13 are timetabled to have lunch at 12.20 pm. Food is available at both the Demunchable, located adjacent to the Sports Hall and the Main Hall. Sixth formers are also able to buy items in the Sixth Form Common Room.

Years 7, 9 and 10 are timetabled to have lunch at 13.20 pm and again, food is available for all years at both the Demunchable and Main Hall.

Food brought from home can be eaten at both break and lunch times.

Uniform

Q: Can my child wear trainers to school?

A: No. Our uniform policy can be found on our website. Any child seen to be wearing trainers without a medical exemption will be asked to change into a pair of loan plimsolls from student services.

Q: Can I buy items from the on-site uniform shop?

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Q: My child has lost an item of clothing or belonging, where can they find it?

A: We strongly recommend that all uniform, including PE kit is labelled clearly with the student’s name. It is **very difficult** to return items to students if they are not named. Lost property is taken



to Student Services, located in C block foyer and kept there for one academic term. The PE department also hold lost property found in the changing rooms. Students are advised to check all these areas thoroughly when an item is lost. Due to limited storage, all items that are not collected by the end of term are donated to charity.

Our full Uniform Policy can be found on our website: <https://www.billericayschool.com/about/school-policies/>

Detentions

Q: Why was I not aware of my child’s detention?

A: Details of all after school detentions are sent via email as far as possible. Unless we have arranged differently with parents, we always endeavour to give at least 24 hours notice. The school follows the guidance for behaviour and discipline as set out by the Department for Education, which states that schools are empowered to impose detentions outside of school hours and that parental consent is not required for detentions.

Schools are **not obliged** to give notice or reason for a detention being set, but as a school working in partnership with parents to support the maintenance of good conduct and behaviour, both are provided for after school detentions of more than 10 minutes. This policy is a non-negotiable element of the schools behaviour and discipline policy.

The School Day

Q: How do I know if it is Week A or Week B?

A: The current week is shown on our school calendar via the following link: <https://www.billericayschool.com/term-dates-and-calendar/calendar/>

Q: What are the timings of the school day?

A: The current timetable can be found below:

	7	8	9	10	11	12/13
08:35-08:50	Form/ Assembly					
08:50-09:50	Period 1					
09:50-9:55	5 min movement time					
09:55-10:55	Period 2					
10:55- 11:15	Break – 20 minutes					
11:15- 12:20	Period 3					
12:20- 13:00	Period 4	Lunch	Period 4	Period 4	Lunch	Lunch
13:00 -13:20		Period 4			Lunch	Period 4
13:20- 14:00	Lunch	Period 4	Lunch	Lunch	Period 4	Period 4
14:00- 15:00	Period 5					

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