



Frequently asked questions (FAQs)

Transport and Finance Questions:

- **I have purchased something from the school shop when will my child receive it?** Your child will receive shop-bought items within 2 days of purchase via their base tutor or Art teacher for Art/DT supplies. If it is an urgent need, they can come to the School Office an hour after purchase to pick it up.
- **ParentPay queries:** If you wish to add a second payer to your ParentPay account, we can do this via email, please email your full name, and confirm which email address you wish to use, to enquiries@swracademy.org
- **Am I entitled to FSM or Pupil Premium?** Please visit www.lincolnshire.gov.uk/school-pupil-support/apply-free-school-meals and follow the steps to check if you qualify. If eligible, the school will receive the information, however it is also helpful if you can forward the eligibility letter to finance@swracademy.org so that your child's eligibility can be effective immediately.

Attendance and Illness Questions:

- **What do I do if my child is ill:** Contact the school asap on the day of illness, before 8:30am and leave a voicemail on the pupil absence line, stating your child's name, year, base group, and reason for absence. This must be done every day of your child's absence. Alternatively, you can email attendance@swracademy.org
- **How long do I keep my child off for certain illnesses?** We recommend speaking with your GP and following their advice. The NHS also provides a guide regarding childhood illnesses and recommended absence durations: NHS Guide. Unlike primary school we do not have a 48-hour vomiting/diarrhoea isolation period – if your child is well, they can return to school.
- **How do I request time off school for exceptional circumstances?** Please fill out the leave of absence form on the school website under parent app and forms [Sir William Robertson Academy - Parent Apps and Forms](#) and email the completed for to attendance@swracademy.org Most non-illness-related absences will be classed as unauthorised unless there is an educational reason for the absence, in which case you may be asked to provide evidence, the attendance officer will respond to your request by email.
- **Medicines:** We can hold medicines prescribed to your children at the School Office, you must complete a "Parental agreement for medicine to be administered" form. These are available in reception or on the school website under Parent app and forms. [Sir William Robertson Academy - Parent Apps and Forms](#)
- **Limited mobility around school:** We have procedures in place to assist students with limited mobility around school. If it is a temporary injury which would affect their mobility around the school, including the use of stairs, we ask that you seek medical advice before requesting a lift pass and other reasonable adjustments.





Pastoral Support:

- **My child is having problems with their learning:** If you fear your child is struggling with lessons, it is best to speak with your child's base tutor first. You can do this by sending an email to enquiries@swracademy.org marking it for the attention of your child's base tutor or call the School Office. If it is for a specific subject, you can email enquiries and make it FAO the specific subject teacher.

General Questions:

- **What clubs can my child join?** We offer a variety of clubs at SWRA. The timetable for clubs will be published on the weekly newsletter.
- **I need to change my address/contact details:** Please send an email enquiries@swracademy.org (preferably from a known email address to the school) advising of the change of details.
- **Can I donate old school uniform?** Yes please! We take in donations of old school uniform in good condition as part of our Uniform Donation Scheme which we make available during the school holidays for families who are struggling to afford uniform.
- **How do I access Pre-Loved Uniform?** We want to support any families who may be facing financial challenges related to purchasing school uniform. There is an opportunity during the summer holidays, when we invite parents into school to browse available items. More information about this is shared each year closer to the holiday period.
- **Collecting children during the school day:** If you need to collect your child for a medical/other appointment please ensure that you email enquiries@swracademy.org advising us of the time of collection and ensure that your child is aware – this is particularly important if you need to collect during lunch as it is very difficult to locate children at this time. **Please note:** Where possible appointments should be made outside of school hours.
- **Base Tutor Contact:** If you need to arrange to speak to your child's base tutor or head of year, please email enquiries@swracademy.org these members of staff are usually teaching and will contact you when they are free.

Lost Property:

- Any property found around the school buildings is moved to the "bag rack", children are responsible for looking for anything they have misplaced. Small items will be kept in the school office for a school term, anything that has been held for a term will be disposed of.
- For property left on a school bus, the pupil needs to ask the driver on their next journey for the missing items, if the pupil has forgotten to ask, or only notices after a few days that they have left their belongings behind, parents need to contact the bus operator directly. Parents can also contact the bus company directly.

Popular departments:

- Exams can be reached on exams@swracademy.org
- Admissions can be reached at admissions@swracademy.org
- Finance can be reached at finance@swracademy.org
- Attendance can be reached at attendance@swracademy.org
- Sixth Form enquiries sixth.form@swracademy.org

