



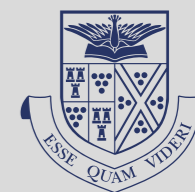
**TRURO  
SCHOOL**

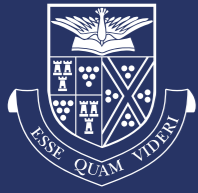
# BOARDERS' HANDBOOK

Updated 24 June 2024

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# Statement of boarding principles and practice

## A LIFE SKILLS ACADEMY

**“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.” John Wesley**

Truro School was founded by Wesleyan Methodists in 1879, and the school's boarding community continues to be characterised by the key values and messages of Wesley. Boarding at Truro School is a close community of students of all ages and nationalities and residential boarding staff. The boarders are known very well by the staff who encourage, guide and support boarders to achieve excellence in academic learning habits, social and independent living skills, leadership and service, and planning for university or the workplace. The boarding staff also work tirelessly to instill the Wesley and Cornish values of tolerance, respect, community, humility and kindness, and the Truro School values of curiosity, creativity, compassion and courage. Boarding offers a special opportunity for students to develop valuable life skills that are becoming increasingly important in the modern world, some of which are outlined below.

To achieve the best possible outcomes in academic studies through the development of independent learning habits such as time-management, resilience, goal-setting, avoiding distractions of mobile devices, studying beyond set home-work and revision techniques. “Having the library to study in every evening is really beneficial for my independent study. Also having a maths clinic some evenings has improved my understanding of maths considerably.” Cam M, a full boarder and actor.

To follow interests and hobbies outside the classroom and boarding houses such as playing musical instruments, directing the sound and lights for a school play, war-gaming, surfing, keeping fit, and playing basketball. “In boarding it is very easy to be involved in the ever-expanding list of activities. You can participate in things such as drama, sports and debating. As a boarder you get access to evening badminton, basketball and football. Teachers are always willing to help you decide what to do.” Cam H, a full boarder and actor.

To develop social skills such as cultural tolerance, living with others, confident interaction with adults, and forming and maintaining friendships. “My first ever encounter with people here made me happy more than ever. It was difficult to leave my favourite pet and friends, but the school amazed me because everybody is very kind and happy. Teachers are happy to listen and have a conversation with you, and students bring me to a next step if I fall. All of it has encouraged me to keep going with new discoveries, sports and hobbies.” Aistè, an international boarder.

To learn independent living skills such as self-organisation, keeping mentally and physically healthy, cooking and financial awareness. “Because I share a room, I have to be aware of my roommate and keep our shared space tidy. We also all help tidy the kitchen and common room, which some boarders don't have to do at home! The boarding staff have been really good at helping me get organised with stuff outside of school such as evensong in the Cathedral and cadets.” Katie, a boarding prefect.

To develop leadership and service skills such as leading a group of peers and contributing to group discussions and decisions. “I joined the school early on, which has allowed me to be able to mentor and guide new boarders, helping them to settle into boarding. As a Lower Sixth Form boarder I have the opportunity to apply for Head of House or House Prefect, which will expand my leadership skills. Also, in my time here, I have been on the House Council, which meant I could voice my opinion and grow in confidence contributing to group discussions.” Evie, a weekly boarder and chorister. To plan and prepare for the workplace and university by choosing the right path, writing letters of application, gaining work experience, writing a CV and practising interview skills. “My Oxbridge program adviser and my tutor have helped and guided me through the process of applying to highly competitive universities, which made me feel strong and confident about my university application.” Pao, an international boarder, a prefect and a member of the school badminton and rugby teams.

## DIVERSITY AND INCLUSION

The boarding community is fully committed to respecting diversity and achieving inclusion. There are many different nationalities and cultures represented in boarding, and there are also boarders with different ages, outlooks and characters. The diverse boarding community is brought together in early September with many team-building exercises and taught together throughout the year in the Boarders' PSHE programme. Respect is a key boarding value and is promoted at all times. The successful promotion of diversity is best seen at the tremendously enjoyable and fully inclusive Boarders' Christmas Party, where all boarders mix together and enjoy each other's company while fully respecting different ages, outlooks, characters, cultures and nationalities. Provision is made for boarders with particular religious, dietary, language or cultural needs – these needs should be communicated to boarding staff who will then co-ordinate the provision. For example boarders can receive extra EAL (English as an Additional Language) support when needed.

## WELFARE

The safety, security, health and wellbeing of boarders are the primary focus of the boarding team. There is always a member of staff on duty who is easily contactable. There are regular roll-calls and meals and supervised evening prep and bed-times. Boarders receive weekly one-to-one mentoring and regular boarders' Personal, Social and Health Education (PSHE) sessions. Houseparents frequently communicate with parents, guardians and teachers to ensure the best possible outcomes for boarders. The school nurses are available in the Medical Centre and the counsellor, Chaplain and independent listener provide additional pastoral support. Boarders' feedback is welcomed through the House Councils, the boarders' survey and the Boarders' Food Committee.

## SAFEGUARDING

Boarding staff are fully committed to ensuring the safety and security of the boarders, both physically and emotionally. Child Protection and Safeguarding priorities are met by regular contact with boarders at roll-calls, one-to-one mentoring sessions, clear bed-times, availability of staff during boarding hours and overnight, regular communication between boarding staff, parents and guardians, school nurses, Heads of Year, Chaplain, and Deputy Head (Pastoral). For more details please see the school's Child Protection and Safeguarding Policy which can be found on the website.

## FEEDBACK

Boarders are a valuable source of ideas for improving the boarding experience and their feedback is taken seriously. Boarders can approach any member of the boarding staff team with their ideas or any of the boarding prefects. Boarders can also make suggestions at a House Meeting, a House Council Meeting, in the annual Boarders' Survey or, if in the Upper Sixth, when they leave at their exit interview. Feedback from parents is also always welcomed either by e-mail, phone-call or in person. If a parent wishes to make a complaint they should follow the school's Complaints Policy which can be found on the website.

Welcome to Truro School's boarding community. We hope that the information in this booklet will give you an idea of what life will be like as a boarder at Truro School, whether weekly or full.

Boarding at Truro School is a truly exciting opportunity. Our statement of Boarding Principles and Practice sets out what we seek to achieve with, and for, our boarders. The testimonies of the children and young adults who benefit from being a part of this close-knit community are both heart-warming and inspiring.

Our boarders are encouraged to become ever more independent whilst always having access to the ongoing care and support of our staff, and the enjoyment of being with their peers. They enrich our community immeasurably by bringing a true diversity of backgrounds, cultures, interests, and reference points right into the heart of Cornwall. In turn, they are able to grow as people by accessing the charm, beauty, and



opportunities afforded to us by our location and our education.

Being part of our boarding community, drawn from across the UK and the globe is an education in itself. Pupils receive a moral and social education, sharing and living within a small global village, learning about the balance between work and leisure,

the wider world and their responsibilities within it including respect for other people, their personalities and their possessions.

All this happens in the context of the care and guidance of the house staff. The serious and the light hearted are discussed routinely, staff organize and support house meetings and other group discussion, as well as in individual dialogue. Boarders are given opportunities to take responsibility - particularly as they get older - and in doing so make a positive contribution to their own boarding community. The prefect system is one way in which this is done.

The aim is to promote a particular quality and confidence of personal relationships. Pupils who have benefited from this life tend to find the transition to Higher Education, for example, easier than some of those who

have lived at home until they are 18 or 19 years old.

Boarders live in a routine which facilitates academic excellence and provides opportunities for co-curricular activity - to enjoy and to achieve. There is a regular routine of prep during the evenings (which is supervised in the earlier years but which entails greater responsibility later) with the incidental advantage that boarders have some opportunity during the evenings to consult staff on academic matters.

Boarders participate in a vast array of enjoyable activities. Many are active to help promote healthy lifestyles. Others are more creative and relaxing. While providing these advantages of communal living, the school also respects the boarders' need for privacy, and their rights to some of the features of home-life.

The role of the resident House Staff is a vitally important one: they establish the tone of the house. They are staff who the boarders get to know very well, and who inspire the confidence of boarders. They provide boarders with pastoral care when they need support and advice. They also maintain a clear and firm framework of discipline in which the boarders can grow up with integrity. House Staff maintain good contacts with parents and guardians too, and deliver many of the life lessons that parents would at home, including on matters such as e-safety, growing up, managing finances, relationships and personal safety.

Boarding at Truro School is truly a fulfilling and opportunity rich experience, and we look forward to welcoming you into our boarding community.

Mr Andy Johnson  
Head

## The boarding houses



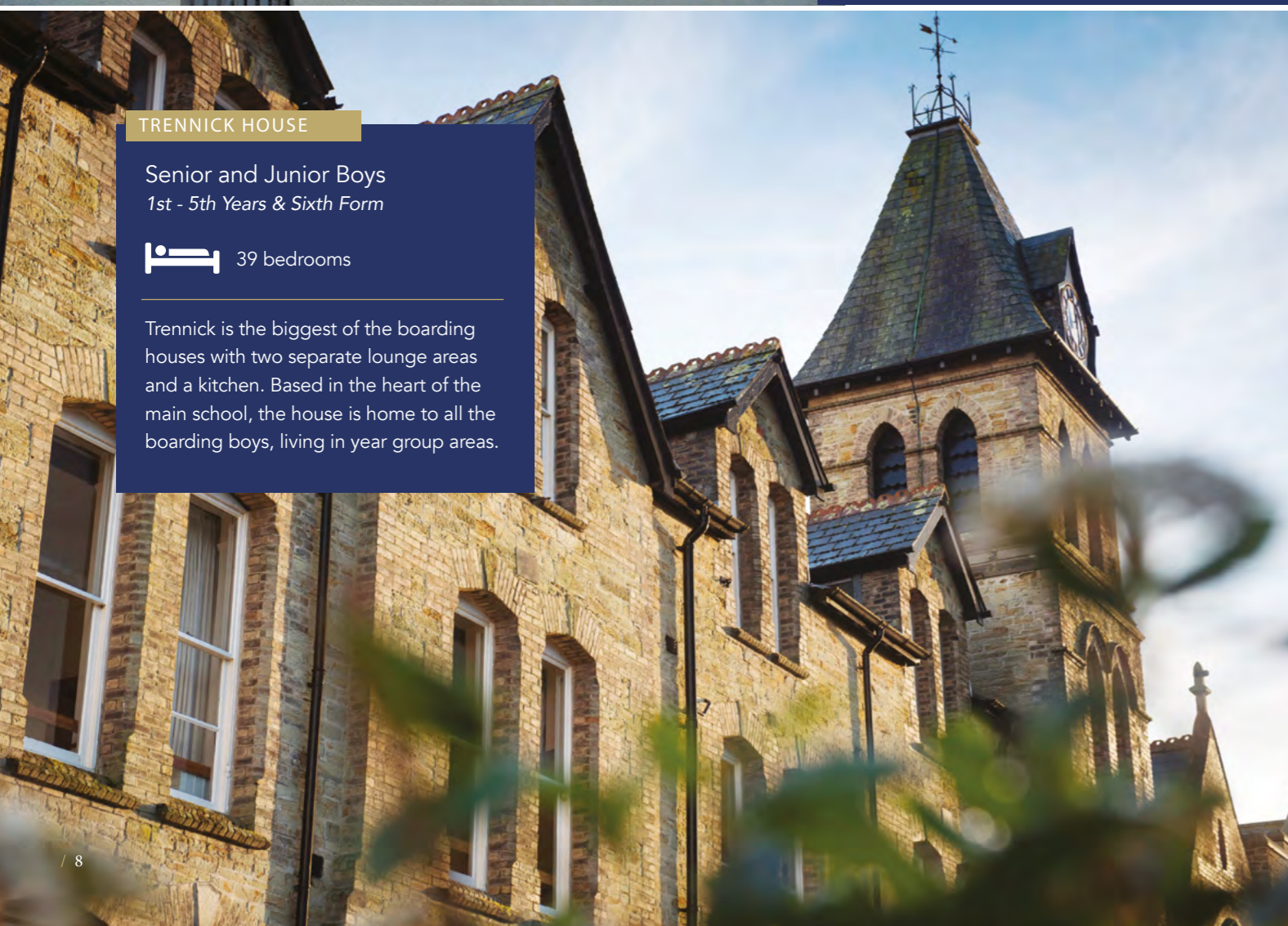
### MALVERN HOUSE

Senior Girls  
5<sup>th</sup> Years & Sixth Form

 22 bedrooms

The house has a large kitchen with comfy sofas and a lounge area.

Malvern is the perfect place for girls to relax, be happy and enjoy their time with each other.



### TRENNICK HOUSE

Senior and Junior Boys  
1<sup>st</sup> - 5<sup>th</sup> Years & Sixth Form

 39 bedrooms

Trennick is the biggest of the boarding houses with two separate lounge areas and a kitchen. Based in the heart of the main school, the house is home to all the boarding boys, living in year group areas.

### PENTREVE HOUSE

Junior Girls  
1<sup>st</sup> to 5<sup>th</sup> Year Girls

 8 bedrooms

Originally opened as a Truro School boarding house in 1930, Pentreve was refurbished in summer 2016 to once again become home to the junior girls' boarding community.





## The boarding team

All of our boarding staff live within the boarding houses and help to provide a sense of community in a homely environment. They are there to personally support the boarders and give them the guidance they require until they leave Sixth Form.

Our house staff are all highly experienced in boarding and have completed Boarding Schools' Association training as well as first-aid and mental health training. They work closely with the school nurses, the Heads of Years, the Chaplain, the Deputy Head (Pastoral) and the teaching staff .



### HOUSEMASTER & HEAD OF BOARDING: **Mr David McKeown**



David joined us as our Head of Boarding in September 2022. David had been Head of Boarding at the Swiss International School since 2019 and has led boarding communities both in the UK and aboard over many years.

He has a Masters' Degree in leadership, experience of leading boarding inspection, and has led professional learning networks across the 52 GEMS Education schools. His wife Anna is an intensive care nurse.

"Trennick staff and boarders are guided by the Cornish values of community, tolerance, humility, respect and kindness. Boys are encouraged to develop their independent living skills, their social skills, and their hobbies and interests".

### HOUSEMISTRESS: **Mrs Sarah Mulready**



Sarah teaches mathematics, coaches hockey and is Head of Wickett House.

Sarah is highly experienced in Truro School boarding. She has been Resident Tutor for junior boys' boarding and Girls' Deputy Housemistress while living in Pentrewe. Sarah grew up in Cornwall. She is married and has three young daughters, Poppy, Matilda and Bella, and a son Sebastian. Her husband Damon works locally and also coaches football at the school.

Sarah's hobbies include sea swimming, running and enjoying the outdoors with her family.

"Malvern very quickly feels like home; somewhere that the girl boarders feel safe, supported and valued for their own unique talents and abilities. Truro School has a lot to offer, both academically and in the wider co-curricular sense, and I aim to help the girls develop their skills, pursue their dreams, and make lasting friendships"

# Travelling to and from Truro School

Arrival time at the beginning of each term should be between 2pm and 9pm. For boarders living overseas there is a school shuttle bus that leaves Heathrow at 10am.

Some older boarders prefer to travel by train. Tickets and train times can be found on [www.thetrainline.com](http://www.thetrainline.com).

Most of the overseas boarders prefer to stay in the UK with their guardians for the shorter holidays but subject to demand, transport may be offered for the February and May half term, which will be charged separately.

Travel to and from school should be fully planned by parents and guardians and then communicated to boarding staff on the Orah app. Parents and guardians of all boarders should include the time of departure or arrival and mode of transport. Parents and guardians of international boarders should also include details of flights and overnight stays in the UK.

At the start of each holiday the boarding houses close at the times indicated. For the longer holidays (October half-term, Christmas, Easter and Summer) a school bus arrives at Heathrow at 3pm on the dates shown.

## Term Dates 2024-25

### AUTUMN TERM 2024

Boarders' Transport departs Heathrow 10am	Monday, 2 September
New boarders arrive from 2pm	Monday, 2 September
New Boarders' Induction Day	Tuesday, 3 September
Staff INSET	Tuesday, 3 September
Induction Day (all new pupils Senior and Sixth)	Wednesday, 4 September
Existing boarders return from 2pm	Wednesday, 4 September
<b>Autumn Term Begins</b>	<b>Thursday, 5 September</b>
Boarders' transport arrives Heathrow 3pm	Friday, 18 October
Boarding Houses close 6pm	Friday, 18 October
<b>Half Term (Two Weeks)</b>	<b>Monday, 21 Oct to Friday, 1 Nov</b>
Boarders' transport departs Heathrow at 10am	Sunday, 3 November
Boarders return 2pm – 9pm	Sunday, 3 November
<b>End of Term</b>	<b>Wednesday, 18 December</b>
Boarders' transport arrives Heathrow 3pm	Thursday, 19 December

### SPRING TERM 2025

Staff INSET	Monday, 6 January
Staff INSET	Tuesday, 7 January
Boarders' transport departs Heathrow at 10am	Tuesday, 7 January
Boarders return 2pm to 9pm	Tuesday, 7 January
<b>Term begins</b>	<b>Wednesday, 8 January</b>
Boarding Houses close 6pm	Friday, 14 February
<b>Half Term (One Week)</b>	<b>Monday, 17 - Friday, 21 February</b>
Boarders return 2pm to 9pm	Sunday, 23 February
<b>End of Term</b>	<b>Friday, 4 April</b>

### SUMMER TERM 2025

Staff INSET	Tuesday, 22 April
<b>Term begins</b>	<b>Wednesday, 23 April</b>
Early May Bank Holiday	Monday, 5 May
<b>Half Term (One Week)</b>	<b>Monday, 26 May to Friday, 30 May</b>
<b>End of Term</b>	<b>Friday, 4 July</b>

## International (sponsored) students

Overseas Boarders arriving at Truro School who are not holders of UK passports will be:

- Sponsored students (having applied for a visa to study at Truro School); or
- On a short-term (maximum 6 months) study visa

In either case, Truro School is taking responsibility for them, on behalf of UKVI, whilst they are in the UK and there are regulations which we must follow to uphold the terms of our Sponsor Licence.

**Boarders in Category A** will receive their Biometric Residence Permit on arrival at school. They must ensure that their BRP card is kept safe and keep the card with their passport when they travel, as they will be required to gain re-entry to the UK. Truro School will hold copies of the original passport, Vignette and entry stamp, boarding pass from the inbound flight (please save) and the Biometric Residence permit.

On arrival, have ready your passport (containing the vignette), letter of parental responsibility (signed by parents for Truro School) and letter of confirmation of study from Truro School.

Do not use e-gates, even if you are eligible to do so.

Save your boarding card to show to school on arrival.

**Boarders in Category B** will receive a short-term study visa in their passport on arrival. Truro School will hold copies of their original passport, arrival entry stamp and boarding pass from inbound flight.

On arrival, have ready your passport, letter of parental responsibility (signed by parents for Truro School) and letter of confirmation of study from Truro School.

Do not use e-gates, even if you are eligible to do so.

Save your boarding card to show to school on arrival.

### Work

Truro School does not allow any of its sponsored students to take part in paid employment, regardless of the details outlined on the BRP.

### Truro School's reporting duties

We are required to report the following circumstances to the Home Office within 10 working days of the relevant circumstance:

- You are absent from school for more than 10 days without authorisation. UKVI consider days at the end of one term and the beginning of the next as 'consecutive' so it is important not to leave school early at the end of term or return late at the start of term.
- Your study ends prior to the date given on your CAS, and we must give the Home Office the name and address of any new sponsor (or departure information from the UK).
- There are any significant changes in your educational circumstances, e.g. a change of

living arrangements.

iv. We stop sponsoring you for any other reason, e.g. if you switch into an immigration route that does not require a sponsor, you leave the school or you cease to be a genuine student.

v. We have information which suggests you are breaching the conditions of your leave.

You are required to give us all the information we need to fulfil these duties.

### Travel and absences from the UK / Truro School

Students are able to travel outside the UK for holiday purposes on their current leave to enter but must provide all travel information, in detail, to boarding staff on the Orah app. It is our responsibility to know where one of our sponsored students is at all times. Therefore, detailed travel plans must include

- Date, time and mode of transport of departure from or return to school
- Train times if travelling by train from school
- Flight details (number, airport, date, time & destination/origin) if travelling by plane
- Name, phone number and address of the host family for any UK overnight stays

Any parents who do not provide the appropriate information as required to do so, risk the sponsorship of their son or daughter being removed.





## Induction for new boarders

### AIMS AND OBJECTIVES

Many students new to boarding arrive feeling excited and nervous. New boarders are welcomed into the boarding houses which open the weekend before term starts. A full and varied programme of activities then takes place to help boarders settle into their new rooms and quickly make friends with other boarders. By the end of the induction the new boarders will be fully familiar with the common rooms, kitchens, games rooms and laundry room, the school dining room, the school library, the Sir Ben Ainslie Sports Centre, the nurses and the medical centre, the uniform shop and the City of Truro. They will also take part on a trip to one of the many beautiful Cornish beaches and take part in a water-sports activity such as surfing or kayaking.

DURING THE FIRST FEW DAYS AFTER OUR NEW BOARDERS HAVE ARRIVED, THERE WILL BE:

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A WELCOME SUPPER

---

UNPACKING AND FAMILIARISATION OF THE BOARDING HOUSE

---

SOCIALISING WITH OTHER BOARDERS

---

INTRODUCTION TO CHAPLAIN

---

INTRODUCTION TO MEDICAL CENTRE

---

INTRODUCTION TO EAL TEACHING

---

BEACH TRIP AND TEAM-BUILDING ACTIVITIES

---

SPORTS IN SIR BEN AINSLIE SPORTS CENTRE, INCLUDING GYM INDUCTION

---

SCHOOL UNIFORM ARRANGEMENTS

---

VISIT TO, AND FAMILIARISATION OF, TRURO CITY CENTRE

---

A TOUR OF THE SCHOOL

---

WI-FI ACCESS

---

A WELCOME BBQ

---

NEW BOARDERS WHO ARRIVE IN THE MIDDLE OF THE ACADEMIC YEAR WILL ENJOY A SHORTENED VERSION OF THE ABOVE INDUCTION PROGRAMME.

# Pastoral care

## HOUSE STAFF

The Housemaster and Housemistress co-ordinate the pastoral care of boarders and are keen to help and support with the many challenges teenagers face. They are all passionate about encouraging boarders to take positive action which enables them to have the best academic, co-curricular, social and personal outcomes.

The Housemaster/mistress is supported by a team of Resident Tutors who help run the house for one evening per week and some weekends. There are also two Non-resident House Tutors who help during one weekday evening each. All tutors assist with the pastoral care of the boarders and any boarder in any house can turn to any of the tutors for help, advice or support.

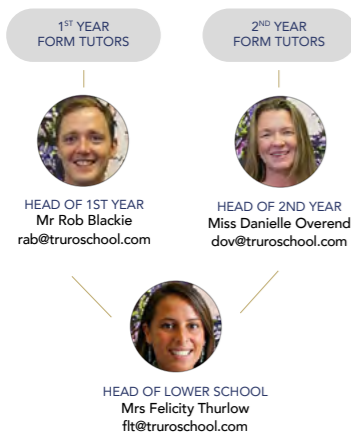


## TUTORS AND HEADS OF YEAR

In addition to being in the care of a Housemaster or Housemistress, every pupil is in a Form, and the Form Tutor is an important person with whom students will have daily contact. He or she will be responsible for registering pupils every day, and is there to help, guide and monitor students in conjunction with house staff as they progress in the School. Heads of Year and Heads of Section manage the tutor system and work closely with Housemasters and Housemistresses with pastoral and academic care of boarders.

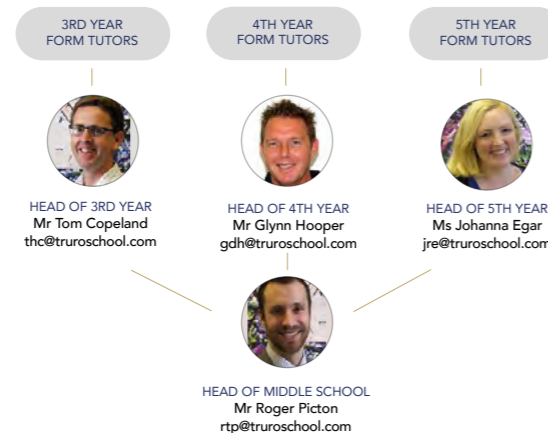
### Lower School

(1st and 2nd Years)



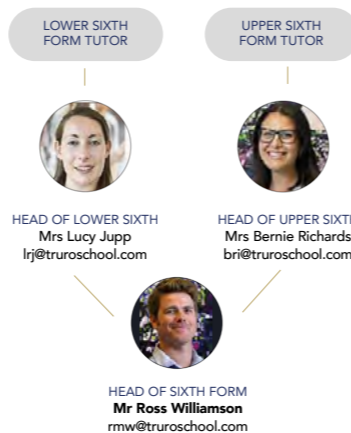
### Middle School

(3rd, 4th and 5th Years)



### Sixth Form

(Lower Sixth and Upper Sixth)



## CHAPLAIN

The Chaplain, Rev Helen Byrne, joined us in September 2023 and plays a key role in the pastoral care of boarders, spending time in the boarding houses during the evening and supporting boarders - especially new boarders during their transition into boarding.

The Chaplain also leads boarders' chapel services which happen once every half-term. She has an office near the Chapel and the door is always open for boarders. The Chaplain adopts a very non-judgemental and supportive approach and works tirelessly to promote effective and positive mental health for all students in the school. Boarders with any religious needs are welcome to approach the Chaplain

or any member of the boarding team who can then make arrangements to ensure that all religious needs are met

## PREFECTS AND BUDDIES

There are a Head of House, Deputy Head of House, and House Prefects for girls and boys boarding who are in the Upper Sixth and live in Trennick and Malvern. Most of them have boarded in the junior houses and are keen to keep strong links with the junior boarders.

Each boarder has a school buddy, who is a day student, and a house buddy, who is a boarder, to help them settle in. There are also house prefects whose responsibilities include helping guide and support new boarders as they settle in.

# Medical Centre

The school has a modern, well-equipped Medical Centre run by registered nurses.

Following the completion of the medical questionnaire; total medical care is provided by our medical team. The nurses in the Medical Centre oversee all medical issues. The school has a counsellor which students can access, if school feels that there is a need, without parental consent, as long as deemed to be "Gillick competent".

All our new students have the opportunity to undertake a simple health screen during their first few months at school. This gives the student a chance to meet the medical staff and to check that they are in good health. Health screening includes a check of height, weight and sight. During this check there is an opportunity to talk through any medical issues that may be of concern e.g. asthma, as well as discussing any medication that may be required in school on a regular basis.

There is a clear school rule regarding medication. Any medication being taken on a regular basis must be discussed with the school nurse and be left in the medical centre during school time. Students should not be carrying medication with them at school for the safety of the whole school community.

**From time to time your child's health may change.** Please advise the Medical Centre of any changes which could be relevant to your child's health in school and we will endeavour to provide support. You may contact the Medical Centre on the direct telephone number: **01872 246020** or by email: **medic@truroschoo.com**

## MEDICAL CENTRE

- Mel (Nurse and Health & Wellbeing Lead)
- Meisha (Nurse)
- Emily (Nurse)
- Julie (Medical Assistant/HCA)

medic@truroschoo.com

**01872 246020**

# Guardianship

During term time the School takes responsibility for each student's welfare and acts in loco parentis. However, there are times e.g. Half term breaks, medical circumstances, a pupil's temporary or permanent exclusion by the School, or in the unusual event of the School having to close due to events outside our control, when the School must be able to hand over parental responsibilities to another adult – the appointed Guardianship organisation/Guardian.

All parents resident abroad must arrange appropriate guardianship support for their child / children while they are pupils at Truro School. This is the case for all pupils, regardless of age or nationality.

All guardians must be resident in the UK and able to act with the full authority of the parents.

The choice of guardian is the responsibility of the parent: the school can accept no legal responsibility for any guardianship arrangements. The school expects the guardianship arrangements to meet the expectations outlined in this policy.

Any change of guardian must be communicated to the school in writing.

## Eligibility of Guardians:

- The guardian may be an appointed guardian via a guardianship agency or a nominated friend of the family or another family member.
- The guardian should be over 25 years of age and live within 300 miles of the school.
- The guardian must have a permanent or semi-permanent place of residence in the UK, independent of any educational institution.
- The guardian must live in the UK and be available if called upon when required.
- The guardian should not be a full time student.

For all international students who have not chosen a family member or friend as a guardian, the School requires that you appoint a reputable guardianship organisation that is accredited by AEGIS (the Association of Educational Guardians for International Students).

# Guardian's role and responsibilities:

- Act with delegated parental authority in the case of an emergency and in other matters agreed by the parents;
- Provide suitable living and studying accommodation in accordance with the Children Act (1989) and other UK legislation;
- Respect and support the rights, religion and customs of the international pupil
- Ensure that, when in their care, any pupil requiring medication receives the prescribed dosage and that the administration of drugs is recorded in accordance with the medical information supplied by the School's medical centre;
- Ensure that pupils receive any medical attention they may require. Full details of any visits to the doctor/hospital and any drugs prescribed must be passed to the school medical staff upon the pupil's return;
  - Ensure that the pupil in their charge is resident with the guardian during half-term or full holidays, unless they are going home: Bed and Breakfast or Hotel accommodation does not fulfil this requirement unless the guardian is staying with the pupil at the same establishment;
- Provide safe care during any absence from the School, for example, long term illness or exclusion. In the unusual event of the School having to close due to an epidemic or a pandemic the guardian will be responsible for collecting and caring for the pupil;
- Collect and return the pupil to and from the School in accordance with the published term dates or ensure that suitable arrangements are made and confirmed in writing with the School;
- Collect the pupil from school when requested by the medical centre in the event of a diagnosis of a contagious medical condition. Abide by any further school guidance relating to said contagious medication condition.
- Be willing to receive school reports and other communication from the School and attend Parents'/Guardians' Evenings if requested to by the pupil's parent.
- Advise parents if they are to be out of the country and/or out of contact for any period of time so that a second contact can be appointed by the guardianship organisation or fully authorised by the;
- Be familiar with the School's rules, regulations and policies;
- Notify the school of any change of email or mailing address or contact numbers.

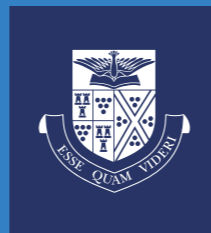
## Failure to comply

If parents fail to provide a suitable guardian, the School reserves the right to employ the services of a Guardianship Agency who will appoint a guardian, the cost of which will be charged to the parents' account.

Parents are requested to notify the Admissions Office of the name of their Guardian or Guardianship company on the form sent with the acceptance paperwork. Any subsequent changes to guardianship should be notified to the Housemaster/mistress.



# Communication between parents and boarders



All boarders must have a mobile phone and the school recommends a smartphone. The school provides wi-fi which allows boarders to communicate home using the internet for free.

The school wi-fi is switched off at night and there will be occasions when boarders hand in their phones overnight in order for them to stand a better chance of getting a good night's sleep.

Boarders are welcome to use the house office phone if needed.

## COMMUNICATION BETWEEN PARENTS AND SCHOOL

Parents can contact the Housemaster and Housemistress through e-mail or the house office phone, which are checked during office hours (weekdays 8:30am to 5pm), or the house duty phone which is answered afternoons from 4pm, evenings, overnight to 7:30am, and all weekend.

**TRENNICK HOUSE:**  
**David McKeown, Housemaster**  
E: trennick@truroschoo.com  
T: **01872 246 033**  
M: **07730 525 260**

**MALVERN HOUSE:**  
**Sarah Mulready, Housemistress**  
E: malvern@truroschoo.com  
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**PENTREVE HOUSE:**  
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**DEPUTY HEAD (Pastoral):**  
**Designated Safeguarding Lead**  
**Mr Rob Murphy**  
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**DEPUTY HEAD (Academic):**  
**Dr. Shaun Pope**  
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**DEPUTY HEAD (Co-curricular):**  
**Mrs Zoe Jobling**  
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**SCHOOL OFFICE:**  
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**HEAD:**  
**Mr. Andy Johnson**  
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**SCHOOL ADDRESS:**  
Truro School, Trennick Lane,  
Truro, Cornwall, TR1 1TH  
Office: 01872 272763

Parents are welcome to phone the house mobile anytime if they need to contact their sons and daughters.

# Truro School Boarding - Essential Agreements

## Behaviour, Support and Manners

- o To treat the house and all those who live and work in it with kindness, honesty, respect and without discrimination.
- o Bullying or abuse, in any form, will not be tolerated and will be treated as a serious offence.
- o To speak to boarding staff if there are any worries or concerns.
- o To use manners when speaking to each other, staff and visitors.
- o Comply with any reasonable request given by boarding house staff.
- o Be in rooms on time at bedtimes, follow house routines and take care not to disturb others after lights out.
- o No intentional damage or graffiti in any area of the house.
- o No alcohol, drug taking, smoking, vaping (possession/proximity of/consumption/use) is permitted, in line with Truro School rules and policy. Any breach of this will be deemed a serious offence.
- o Junior Boarders (Y1-4) to hand in phones and any other item deemed appropriate by house staff at bedtimes – this process may be adapted by house staff as necessary and may be applied to older students if house expectations are not followed.
- o Enter the room of another same sex boarder only with their direct permission.
- o Do not take or borrow belongings of another boarder (including fridge/freezer/cupboard items) without their direct permission. If permission to borrow is granted, then return items when asked to.
- o No games consoles in bedrooms – these can, however, be played in the common room area once schoolwork is completed, provided games are age appropriate.
- o No weekday mobile phone use at mealtimes.
- o Quiet time in houses from common room/public area closure onwards.

## Location and Offsite

- o Be on time for roll calls and supervised prep sessions.
- o Charged mobile phones must be taken when offsite and responded to when called by staff.
- o Attendance at mealtimes is compulsory. Arrangements to eat out/stay-out where a mealtime will be missed require prior approval so that catering know, well in advance, accurate numbers for meals.
- o To ensure that Orah protocol is used correctly for offsite notifications, locations, and approvals.
- o Weekend plans need to be discussed and communicated in person with house staff, together with an Orah pass submission, by Wednesday evening.
- o During the school day, 6th Form must sign out in the 6th Form centre if leaving site within permissible offsite hours. Years 1-5 must remain onsite.
- o When in boarding after 3.50pm on weekdays, and all day at weekends, boarders must speak directly with house duty staff when requesting offsite permissions.
- o Boarders must comply with agreed location and return times when offsite permission is granted.
- o No boarder to return to the house during the school day without permission (separate rules may apply at Housemaster/Housemistress discretion for 6th Form after 1.30pm).
- o Ensure that you are in school on time, attend all registered activities and return from activities and school promptly.
- o Travel passes to be submitted a minimum of two weeks before holiday breaks.

## Organisation and Homework

- o Juniors (Yrs. 1-4) to have and use an alarm clock (not a mobile phone) to ensure timely wake ups.
- o Always wear school attire correctly and smartly and be organised and ready for school in good time.

o Work quietly when completing homework, ensuring it is completed and up to date and ask staff for help when its needed.

o Junior boarders (Y1-4) and older students deemed by staff to benefit from monitored homework sessions to complete prep in the library.

## Cleanliness and Self-care

o Keep room and common areas tidy and wash up plates and cutlery when used.

o Stay up to date with self-managed laundry or age-appropriate laundry rota.

o Bedding to be changed weekly.

o No used cups/plates/cutlery or leftover food items to be left in bedrooms.

o Ensure that personal hygiene and shower regularity is appropriate for a communal living environment.

## Safety

o **All medicines to be reported to boarding staff** for monitoring/supervised medication.

o Report breakages/damage to house staff immediately.

o Ensure that online safety directives are followed, including accessing age-appropriate content, not using VPN's or utilising any method which could bypass online safety systems.

o Store passports, ID cards and other important documents for safekeeping in boarders' lockable space or, optionally, with boarding staff in house safe.

o We recommend that no more than £50 to be stored in boarders' lockable storage (additional funds should be stored in the duty office safe).

o Fire exits to be used for emergencies only and not for exiting or entering at other times.

o No matches, candles or lighters permitted within the boarding house.

o No changes to room structure or furnishing without

approval from Housemaster/Housemistress.

o All electronic devices, other than the recommended one phone and one laptop, to be reported to boarding staff for approval.

o No additional or hidden phones, or hidden electronic devices.

o All electronic items to be submitted for PAT testing in accordance with house safety schedule.

o Student visitors to common areas may be permitted at house staff discretion provided sign-in/out procedure is followed, and approval gained from the member of staff on duty.

*There will be opportunities for Boarding Prefect positions for those boarders who achieve and display the positive traits in line with those detailed above. Prefects will be expected to uphold the above agreements and support house staff in their implementation.*

### **Every day – All boarders should**

**o Ensure rooms and common areas are tidy.**

**o Check what is needed for school and prepare before bedtime.**

**o Make bed and check that floor is clear for cleaners before leaving for school.**

## Rewards

We seek to praise our boarders for academic achievements, effort and the important traits of manners and attitude. We look to reward and monitor this in several ways;

**Boarding Merits** - This reward is available for all staff to give on a daily basis and is recorded on Everest. It may be given for any number of positive behaviours in school or boarding such as good manners, attitude to work/homework, helping with jobs around the house, keeping rooms tidy on a regular basis or being on time at rollcall repeatedly throughout the week.

**Boarder of the month** – Boarders gaining the most merits each month may be awarded 'Boarder of the month' provided their positive behaviour has consistently met expectation. Boarder of the month will be rewarded with care of the house mascot and a choice of options dependent upon age, such as, but not limited to; not being required to hand in their phone for a period, a take-away paid for by boarding, involvement in the selection of boarding trips for the upcoming term etc. Boarder of the month will be decided at the discretion of boarding staff and may be given to boarders regardless of the number of merits they have accrued. Provided they have demonstrated significant progress and positive contributions to the house or to the school.

## Consequences

It is expected that all boarders will comply with the essential agreement to ensure a happy and safe environment for all. It is also expected that boarders will comply with any reasonable request made by a boarding staff member. Should that not be the case then the following consequences may take place, and in most circumstances, in the following order. Seriousness of infringement may impact upon consequence decision making.

Every effort has been made to provide clarity and detail within our essential agreements, rewards, and consequences procedure. However, it is important to note that issues and concerns may arise which have not been considered. Where this may occur, wider whole school and boarding policy will be reviewed alongside a considered and common-sense approach to reach a decision regarding next steps.

For clarity, these boarding consequence steps align, as closely as possible, with our whole school behaviour policy.

**1. Teacher/Tutor conversation by member of staff on duty** - This needs to be respected and any requests followed.

**2. Teacher/Tutor intervention** – Boarding staff will record and submit details and consider follow up consequences alongside the Housemaster/Housemistress (such as removal of offsite or onsite permissions, house chores or handing in of devices). This may be a follow-on step from a tutor conversation or an immediate action in more serious cases.

It is hoped that steps 1 and 2 above would be sufficient to deal with typical day-to-day house behaviour issues. Should this not resolve the matter then more formal procedures will follow. Direct involvement, or remaining in the vicinity of smoking, vaping, alcohol, or drug taking, onsite or offsite, whilst under the care of boarding, or cases where the school considers there to be significant non-compliance, safety/safeguarding concerns or inappropriate behaviour, would be treated under the following procedures.

**3. Housemaster/Housemistress warning** – This will begin a more formal process of behaviour management and recorded tracking which may include a Friday or Saturday detention and involvement of Truro School Pastoral Deputy Head and Head of Boarding. It may also include more stringent removal of boarding privileges.

**4. Fixed term exclusion** – Following the relevant steps above and keeping in mind the impact of behaviour on the wider community, a fixed term exclusion may be deemed appropriate. This decision will be made in collaboration with the Pastoral Deputy Head and The Head.

**5. Permanent exclusion** – In situations where the Pastoral Deputy Head and The Head deem it appropriate, a boarder may be asked to permanently leave our school and boarding community.



## Inside a boarding house

### Students' Rooms

Depending on their age, students may have their own room (mainly sixth form) or they may share in a larger room. Everyone has their own bed, wardrobe, desk, chair, storage space and a lockable space. Each student also has a personal pin-board so they can bring along photographs and posters which they can put up to quickly make their room feel like home.

Bedding, pillow, pillow cases, duvets, duvet covers and sheets are provided but many boarders prefer to bring their own from home.

None of the rooms in Truro School's boarding houses are 'en suite' but there are many showers and toilets close to each bedroom. The communal areas of each boarding houses are cleaned daily. Boarders' bedrooms are cleaned several times a week.

### Safety and security

The entrance door to each boarding house is opened using an electronic wristband or by entering a code on a combination lock. After bedtime the member of staff on duty ensures that windows and doors are secured before turning on an intruder alarm. Overnight a security company patrols the site. Fire drills are carried out once a term. New boarders will be fully briefed about safety and security during their induction.

### Each boarding house is made up of:

- twin or triple bedrooms for 1<sup>st</sup> to 4<sup>th</sup> Year boarders
- twin bedrooms for 4<sup>th</sup> and 5<sup>th</sup> Year boarders
- single bedrooms for Sixth Form boarders
- kitchen with fridge, microwave and kettle
- common room
- games room
- bathrooms
- laundry room with washing machine, dryer and iron
- study room with computers linked to the school network
- accommodation for Housemaster/mistress and Resident House Tutor



## Clothes, passports, phones and pocket money

### Passports and pocket money

All boarders are provided with a lockable space in which they should keep wallets, passports and other valuables. 1st to 4th Year boarders are encouraged to hand their pocket money in for safe keeping in the house office. They are welcome to withdraw pocket money whenever needed. 5th Year and Sixth Form boarders are encouraged to look after their own pocket money - many open a bank account with a local bank.

In an emergency boarders may take a cash advance from the Finance Office the sum of which will be added to their school bill. There will be a 5% charge on cash above the sum of £20 being taken out by boarders.

**All boarders are advised to keep their passports in their lockable space.**

### Mobile phones

Each boarder needs to have a working mobile phone so that they can be quickly contacted by staff or they can contact staff when they are off campus such as visiting Truro or on a weekend boarders' trip. Mobile phones must have a security code and should be marked with the student's name.

### Laundry

Boarders can wash, dry and iron their clothes in the house laundry room or can send it to the school laundry. The school laundry returns washed and ironed clothes within a few days. The importance of having items of clothing and all possessions clearly named and the importance of keeping valuable items in lockable spaces cannot be over-emphasised.

1st to 5th Years must use the school laundry and so should have all their clothes named. Sixth Form boarders may use the house laundry machines, but may prefer to use the school laundry in which case all their clothes should be named.

### Stationery and school equipment

Tesco supermarket is within a ten-minute walk from school. Boarders will be taken here during their induction. There are several other shops in the city of Truro which is within a fifteen minute walk of the boarding houses.



## School uniform

For full details of uniform, games kit and equipment please see the parents' handbook which can be found on the school website. The uniform shop is on-site and open most days. New boarders have reserved access to the uniform shop for an afternoon during their induction.

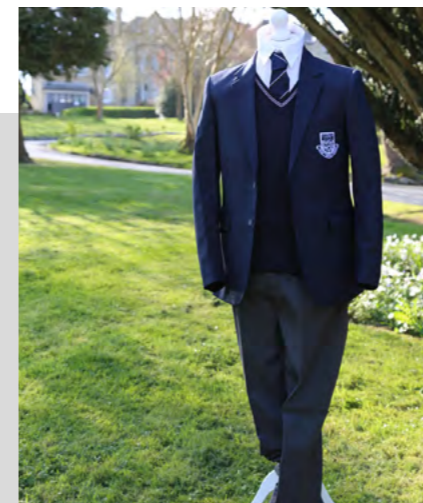
There are many clothing shops such as Primark and Marks & Spencer in Truro. These shops are within a ten-minute walk from the school and boarders can visit Truro during the afternoons and weekends.

### Boarders need to bring:

1st-5th Year - Full school uniform and games' kit (as outlined on the website > <https://www.truroschoo.com/parents/uniform/>)

Sixth Form - Business dress for school day (as outlined in the Parent Handbook)

- Two or three sets of clothes to relax in such as jeans, trainers, t-shirts, jumpers, and shorts
- Wash-kit and towel
- Waterproof raincoat
- Optional sheets, duvet covers and pillow cases (these are also provided in the houses)
- Optional swimming kit for use at the beach and swimming pool
- Optional sports kit (this could be school games kit) evenings use
- Mobile phone and charger
- Optional personal items for bedroom such as photos and pictures





## Food and drinks

Breakfast is eaten in the school dining room and consists of cereals, toast, fruit juice, hot drinks and either a selection of continental pastries or a full English cooked breakfast.

### At lunch time boarders have the same options as the day students

- Hot or Cold Buffet
- Pasta and Jacket Potato Bar
- Take-away picnic lunch
- Sixth Form Cafe (Sixth Form only)

Boarders' supper is also served in the school dining hall but it is much more relaxed than the school lunch time. Boarders can sit where they want and with whoever they want, staff and their families will be dining with them and it is a very social occasion.

At weekends breakfast and lunch are combined into one meal called brunch which is served mid-morning. Boarders can take away sandwiches and brunch items to eat later in the day. There is then an evening meal which is in the school dining room, a BBQ at the boarding house or sometimes a meal prepared by the boarders themselves in our own Cookery School. Boarders with dietary requirements can inform boarding staff who will co-ordinate discussions with the very approachable and friendly catering staff. The catering team have an outstanding record of meeting dietary requirements and are very happy to help boarders.

The catering staff provide a three week menu which is published on house notice boards so our students know what to expect in advance.

### Sample Supper Menu:

	Monday Supper	Tuesday Supper	Wednesday Supper	Thursday Supper
<b>Main Course</b>	Cajun Griddled Chicken with Mango Mayo	Turkey Breast Strips in Peanut and Chilli Sauce with Wholemeal Coconut Rice	Chicken Thighs with Sweet Pepper and Pepper Sauce with Baby Pasta Shells	Minted Lamb and Apricot Tagine with Couscous
<b>Main Course</b>	Minced Beef Stuffed Tomato with Parmesan	Roast Maple Syrup and Grain Mustard Gammon with Mustard Béchamel	Escalope of Pork Neapolitan	Summer Chicken, Carrot, Celery, Pea, Parsley and Pot Barley Stew
<b>Vegetarian</b>	Quorn 'Meatballs' with Spaghetti in Tomato Sauce	Stuffed Portabella Mushroom	Aubergine and Courgette Parmigiana	Spinach and Feta Filo Pie
<b>Vegetables or Potatoes</b>	Courgettes, Sugar Snaps, Croquette Potatoes	Cauliflower, Runner Beans, Parsley Potatoes	Peas, Broad Beans, Green Beans and Garlic Bread	Broccoli, Swede, Gratin Potatoes
<b>Hot Dessert</b>	Chefs Choice	Chefs Choice	Chefs Choice	Chefs Choice
<b>Cold Dessert</b>	Selection of Cold Puddings, Fresh Fruit Salad	Selection of Cold Puddings, Fresh Fruit Salad	Selection of Cold Puddings, Fresh Fruit Salad	Selection of Cold Puddings, Fresh Fruit Salad
<b>Pasta Bar</b>	Chiefs choice	Chiefs choice	Chiefs choice	Chiefs choice
<b>Jacket Potatoes</b>	Cheese, Baked Beans, Tuna Mayonnaise	Cheese, Baked Beans, Tuna Mayonnaise	Cheese, Baked Beans, Tuna Mayonnaise	Cheese, Baked Beans, Tuna Mayonnaise
<b>Salad Bar</b>	Selection of Plain Mixed Salads and Main Dishes	Selection of Plain Mixed Salads and Main Dishes	Selection of Plain Mixed Salads and Main Dishes	Selection of Plain Mixed Salads and Main Dishes

	Friday Supper	Saturday Supper	Sunday Supper
<b>Main Course</b>	Beef and Rostii Hot Pot	Mixed Grill	Lemon and Herb Roast Chicken
<b>Main Course</b>	Chorizo and Potato Hash with Fried Eggs		Salmon and Asparagus Pasta
<b>Vegetarian</b>	Sun-Blushed Tomato and Mushroom Frittata	Veggie Sausage, Veggie Burger	Vegetable Gumbo and Rice
<b>Vegetables or Potatoes</b>	Cabbage, Carrots, Herby Mashed Potatoes	Peas and Sweetcorn, Curly Fries	Cabbage, Cauliflower, Roast Potatoes
<b>Hot Dessert</b>	Chefs Choice	Chefs Choice	Chefs Choice
<b>Cold Dessert</b>	Selection of Cold Puddings, Fresh Fruit Salad	Selection of Cold Puddings, Fresh Fruit Salad	Selection of Cold Puddings, Fresh Fruit Salad
<b>Pasta Bar</b>	Chefs choice	Chefs choice	Chefs choice
<b>Jacket Potatoes</b>	Cheese, Baked Beans, Tuna Mayonnaise	Cheese, Baked Beans, Tuna Mayonnaise	Cheese, Baked Beans, Tuna Mayonnaise
<b>Salad Bar</b>	Selection of Plain Mixed	Selection of Plain Mixed	Selection of Plain Mixed

Snacks, such as fruit and hot chocolate are available in the boarding houses for a late evening supper. Other snacks, such as crisps and cakes, are provided at weekends. All boarders have access to their house kitchen and can store their own food in the house fridge. Each fridge has a microwave and kettle.





## Sports, music, drama and other activities

### MUSIC

Truro School offers opportunities for students to participate in many ensembles, orchestras, bands and choirs. During the school year many of these groups perform in public. In addition, individual tuition is available to all students in the complete range of orchestral instruments such as piano, organ, guitar and voice.

Many boarders take part in the annual school charity concert. A real highlight of the boarding calendar is the boarding charity concert which takes place in May.

Cyrus (Trennick)  
in the Senior Charity Concert



### TEN TORS CHALLENGE AND DUKE OF EDINBURGH AWARD

The South-West of England is blessed with beautiful hiking areas, including the Cornwall Coast Path, Dartmoor National Park and Exmoor National Park.

Training hikes and assessed expeditions take place at weekends. Those that take part not only enjoy the stunning scenery but also develop valuable life-skills such as teamwork and self-organisation.

Those that complete the Ten Tors Challenge and the Duke of Edinburgh Awards are presented with medals and certificates to recognise their achievements.



### SPORT



Sport is a great strength of the school. There is a wide variety of sports on offer including rugby, football, cricket, tennis, squash, badminton, basketball, rounders, athletics, hockey, swimming and trampolining.

Many of the school sports teams compete in National competitions and have weekly fixtures against local schools. Most boarders are involved with at least one sport and many go on to be awarded their school sports colours. Some boarders take part in local sports teams such as Truro Basketball Club and Truro Fencing Club.

### DRAMA



Many of the boarders enjoy performing in the school plays. The main school play takes place in November in the Burrell Theatre.

The junior school play is shown in June and is performed by 1st to 4th Year students. Recent productions have included Snow Queen, Fiddler on the Roof and The Odyssey.

Housemasters/mistresses are keen supporters of school plays and will book tickets for the boarders and take them to watch each production.

### ACTIVITIES AND CLUBS



Boarders at Truro School can enjoy the huge range of clubs and activities on offer. The list of activities changes from term to term but offers something for every individual and represents a key part of our education "beyond the classroom".

Find out more at <https://www.truroschoo.com/senior-school/co-curricular/this-terms-schedule/>

All boarders are expected to develop and follow interests, hobbies and passions that are creative and social.

A full list of clubs and activities are in the school calendar.

## Sir Ben Ainslie Sports Centre

Boarders are able to enjoy extra use of the outstanding Sir Ben Ainslie Sports Centre during evenings and weekends. Many regularly use the state-of-the-art gym and all enjoy the boarders-only sessions.

Day	Time	Activity
Mondays	8:00pm to 8:30pm	Indoor Football
	8:00pm to 9:00pm	15 years and under gym
Tuesdays	8:30pm to 9:30pm	Basketball
	8:30pm to 9:30pm	Swimming (from the 14th Sept)
	9:00pm to 9:30pm	Badminton
Wednesdays	8:00pm to 9:00pm	15 years and under gym
	9:00pm to 9:30pm	Badminton
	9:00pm to 9:30pm	Basketball
Fridays	8:00pm to 8:45pm	Badminton
	8:45pm to 9:30pm	Basketball
	8:00pm to 9:00pm	15 years and under gym
Saturdays	10.30am to 11.30am	15 years and under gym

- All boarders need to take their school wristband and sign in at reception.
- Boarders who wish to use the gym need to complete an induction.
- This can be booked at the SBA reception and is best booked in pairs.
- Seniors who have completed their induction can use the gym on week nights

## Boarders' Saturday evening

On Saturday evenings the boarders in each house come together for a social activity. Boarders are encouraged to put their phones and laptops to one side and enjoy each other's company in a variety of friendly and simple activities.



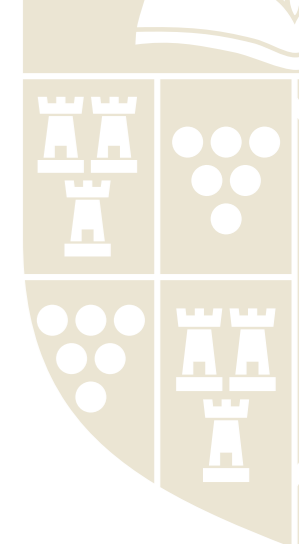
All boarders contribute to ideas for Saturday evening social activities and in the senior houses these activities tend to be led by the prefects.

Most of the activities are in house or on-site, some are in Truro and occasionally in the Summer Term boarders will go to the nearby Boscawen Park or further afield to the beach.



### TYPICAL SATURDAY EVENING SOCIAL ACTIVITIES ARE:

GENERAL KNOWLEDGE QUIZ | BBQ | MOVIE & POPCORN | POOL TOURNAMENT | CHAMPIONS LEAGUE FINAL | COOKING SPAGHETTI BOLOGNESE | CHEESE/CHOCOLATE FONDUE NIGHT | OUTDOOR LAWN GAMES | HOMEMADE PIZZAS | BOARD GAMES | CARD GAMES | TABLE-TENNIS COMPETITION | CINEMA TRIP | MAKE-UP/PAMPER EVENING | PLAYSTATION COMPETITION | TABLE FOOTBALL TOURNAMENT | ICE-CREAM AT BOSCAWEN PARK | TRIP TO THE BURRELL THEATRE OR THE HALL FOR CORNWALL



## Boarders' trips and activities

Boarders' trips and activities take place at weekends and occasionally during week day evenings. The trips are an opportunity for the boarding community to come together, to have fun, to learn something new and to give boarders the chance to visit the many attractions of Cornwall.



Cornwall is one of the top tourist destinations in the UK and is blessed with outstanding places to visit.

These include the internationally renowned Eden Project, Falmouth Maritime Museum, and the Tate Modern Art Gallery at St. Ives.

There are also many local clubs which boarders join. These include Truro Rugby Club, Truro Tennis Club, Gyllynvase Surf Life Saving Club, Truro Basketball Club, Perranporth Surf School, Truro Fencing Club, Truro Sea Scouts, Loe Beach Watersports Centre, and Truro Hockey Club.



### IN ADDITION, THERE ARE THE FOLLOWING ACTIVITIES:

- Surf lessons at Perranporth beach
- Golf at Holywell
- Tate Modern Art Gallery at St Ives
- Go-karting and Quad Biking
- Ice Skating at the Eden Project
- Dry slope skiing and snowboarding at the Plymouth Ski Centre
- Football matches at Plymouth Argyle
- Enterprise Boat trips down the River Fal
- Walking the Cornwall Coastal Path
- Concerts and plays at the Hall for Cornwall Theatre
- Concerts and plays at the clifftop outdoor Minack Theatre
- Combat Lazer (indoors outdoors)
- Horse Riding and Paintballing
- Christmas shopping in Plymouth or Exeter
- National Maritime Museum
- Kayaking and paddle-boarding
- Cookery in the Cookery School

## Complaints Process

Every pupil in our School has a voice that is valued. The school has a clear and accessible process for boarders to raise concerns or complaints about boarding. The School takes all concerns or complaints seriously. The purpose of this policy is to ensure that there is a clear and easily accessible process for boarders to raise their own complaints about boarding provision. Boarders are not penalised for raising a complaint in good faith.

In accordance with Standard 14 of the National Minimum Standards for Boarding Schools (DfE, 2022), the school's written record of complaints identifies those complaints relating to boarding provision separately from complaints relating to school practice, and any action taken by the school as a result of those complaints.

As well as their Form Tutors and Heads of Year, all boarders are allocated a Boarding Tutor who has responsibility for their pastoral and academic support. Boarders are also able and encouraged to discuss matters directly with their Housemaster/Housemistress and the Head of Boarding.

### Complaints and concerns about other boarders

Where boarders wish to raise a complaint or concern regarding other boarders, their first point of contact would be with their Boarding Tutor, who would follow up appropriately with the Housemaster/Housemistress or the Head of Boarding.

Boarders are also able to raise complaints or concerns about other boarders with their Boarding Tutor, the Head of Boarding or other members of the school pastoral team. In all cases, such concerns will be reported by staff to the Head of Boarding.

### Complaints and concerns about boarding staff

Where a boarder wishes to raise a complaint or concern about a member of boarding staff,

their point of contact would be with the Head of Boarding.

Where a boarder wishes to raise a complaint or concern about the Head of Boarding, their point of contact would be with the Deputy Head (Pastoral).

### Complaints and concerns about boarding provision

Where a boarder wishes to raise a concern or complaint about boarding provision, their point of contact would be with the Head of Boarding.

### Record keeping and follow up actions

Our boarder complaints and concerns procedures form part of our boarder pastoral support and PHSEE programme and are displayed clearly on house noticeboards.

A record of all concerns or complaints made under the provision of this process will be maintained by the Head of Boarding, together with a record of actions taken and follow up to resolution. Boarders are not penalised for raising a concern or complaint in good faith. The Head of Boarding will keep under review any emerging patterns arising from complaints.

### General boarder suggestions and house related matters

In addition to this process, boarders can raise more general suggestions, concerns and house related matters within our programme of House Meetings. Minutes from these meetings are provided and posted upon house noticeboards, together with next steps/actions. For boarders wishing to raise suggestions privately or anonymously, house suggestion boxes can be accessed which are monitored and followed up on by the Head of Boarding.

*There is a separate Complaints Policy for parents.*

## Typical Daily Routine

### Monday - Thursday

7:00am	Start waking up (earlier wake-up can be arranged if needed)
7:50am	Office open for return of 1st to 4th Year phones
8:00am	Roll-call & breakfast
8:45am	House closed – for cleaning and maintenance
1:30pm	House open for L6 & U6
3:50pm	House open for 1st to 5th Year
After lessons	School site is closed except for those in clubs or activities. Truro can be visited (1st to 4th year in pairs, twice weekly, with permission)
5:40pm	Roll-call in common-room & supper
6:30pm–8pm	Prep (independent learners in bedrooms, supported learners in library)
7:30pm	Prep finish for 1st to 4th Year
8pm-9:30pm	SBA/fitness suite. Truro can be visited by 5th Year and Sixth Form with permission
9:30pm	Roll-call 1st to 4th Year & hand phones in
9:45pm	Lights out 1st to 4th Year
10:00pm	Roll-call 5th & Sixth Form in common room
10:30pm	Lights out 5th Years
10:45pm	Lights out Lower Sixth and Upper Sixth & alarm on

### Friday

As above except; 6:30pm-7:30pm prep in bedrooms, lights out 30 mins later



## Weekend routine

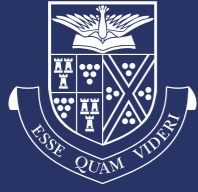
### Saturday Routine

8.00am	Alarm off
9.00am	Office open for return of 1st to 4th Year phones
10.30am	Breakfast and roll call in the Dining Hall
1.30pm	Roll call in the Common Room
5.40 pm	Roll call and Supper
Bedtimes	30 minutes later than Monday - Thursday



### Sunday Routine

8.00am	Alarm off
9.00am	Office open for return of 1st to 4th Year phones
10.30am	Breakfast and roll call in the Dining Hall
1.30pm	Roll call in the Common Room
5.40 pm	Roll call and Supper
6:30pm-7:30pm	Prep in bedrooms for independent learners or library for supported learners
Bed-times	Same as Monday - Thursday



## Other useful information

Train times and tickets to and from Truro Station  
[www.thetrainline.com](http://www.thetrainline.com)

### Truro School Policies

These can be found on the school's website. It is worth being familiar with the following policies which are particularly relevant to boarders:

- Behaviour policy—rewards and sanctions
- Guardianship policy
- Missing pupils policy
- Mobile devices policy

### Instagram

Regular updates from boarding houses are posted on an Instagram page. The Instagram page highlights some of the achievements and activities of the boarders and provide a valuable insight into their boarding experiences.

### New Pupil Handbook and New Parent Handbook

These can also be found on the school's website ([here](#)) and provide useful information about the school especially in terms of lessons and academic study, uniform and equipment, and extra-curricular opportunities.

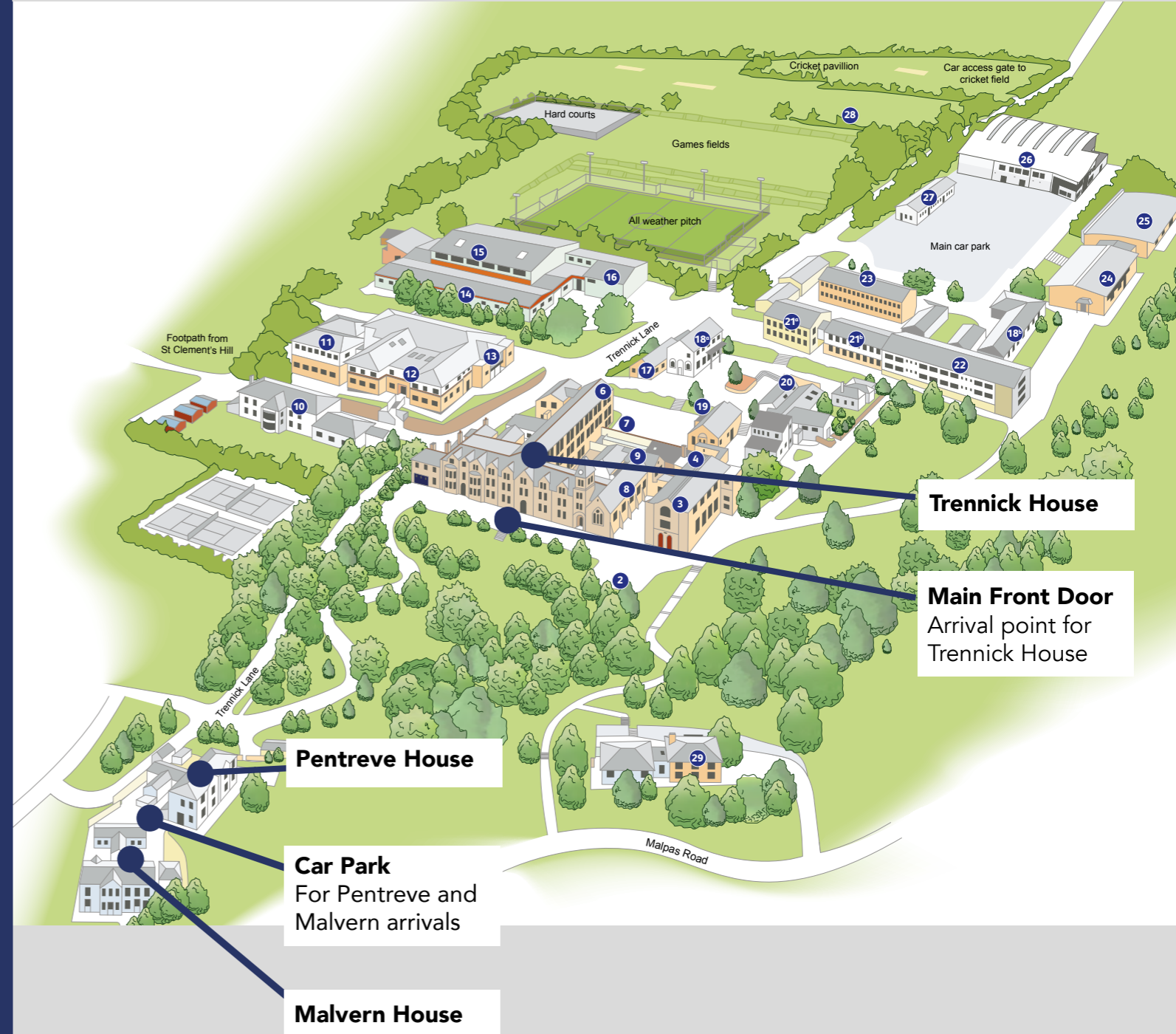
### Truro School ISI Inspection Report 2017

The Independent Schools' Inspectorate carried out a full inspection of the school in 2017 and the report can be found on the school's website. Boarding featured prominently in the report and the boarding community took great pride in the many positive findings, some of which are highlighted below.

"The close and happy boarding community enables boarding pupils to develop a sense of autonomy whilst participating fully in the life of the school."

"International boarders spoke of the carefully targeted and intensive EAL help they received when they first arrived and how this built their confidence."

## Boarding houses map



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[enquiries@truroschool.com](mailto:enquiries@truroschool.com)

*“Do all the good you can, by all  
the means you can, in all the ways  
you can, in all the places you can,  
at all the times you can, to all the  
people you can, as long as ever  
you can.” John Wesley*

