

2024-25



**TRURO  
SCHOOL  
PREP**

# PREP PARENT HANDBOOK

For 2024 - 25

NURSERY | **PREP** | SENIOR | SIXTH FORM



## Welcome



Whether a new or existing parent, it gives me great pleasure to extend a very warm welcome to the Truro School Prep.

This booklet is designed to provide a useful compendium of information about how the school operates. If, after reading this, you need further guidance, please do not hesitate to contact us.

Rob Morse  
Head of Prep

E: [prephead@truroschool.com](mailto:prephead@truroschool.com)  
T: 01872 246 008

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## Useful Contact Details

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Website: [www.truroschoo.com/prep-school](http://www.truroschoo.com/prep-school)

Email: [prepenquiries@truroschoo.com](mailto:prepenquiries@truroschoo.com)

Telephone: Prep Reception 01872 272 616  
Reception opening hours, term time: 8.00am – 4.00pm

Absence: If your son or daughter is absent due to illness, please call the Reception Office immediately on 01872 272616 to let us know by 9am, at the latest, on the first day of absence.

Uniform Shop: [truro.shop@monkhouse.com](mailto:truro.shop@monkhouse.com) 01872 271461

## Prep School Leadership Team (PSLT)

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We have a team of experienced and qualified senior staff, who each take a great deal of responsibility for the smooth running of the school.



MR ROB MORSE  
Head of Prep

[prephead@truroschoo.com](mailto:prephead@truroschoo.com)



MR JAMES FREWER  
Deputy Head of Prep

[jaf@truroschoo.com](mailto:jaf@truroschoo.com)



MRS MAGGIE ISSAKA  
Assistant Head of Prep  
(Pastoral)

[mi@truroschoo.com](mailto:mi@truroschoo.com)



MR CHRIS DOVE  
Assistant Head of Prep  
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[cld@truroschoo.com](mailto:cld@truroschoo.com)



MR LOUIS KEVEREN  
Key Stage 1 Coordinator

[lmk@truroschoo.com](mailto:lmk@truroschoo.com)



MS KATE WILLIAMS  
EYFS Coordinator

[kew@truroschoo.com](mailto:kew@truroschoo.com)



REV HELEN BYRNE  
Chaplain

[hrb@truroschoo.com](mailto:hrb@truroschoo.com)



MRS LIZZIE WADDLING-HEIGHT  
SENDCO

[prepsendco@truroschoo.com](mailto:prepsendco@truroschoo.com)



# The School Day

## TERM DATES

Term Dates can be viewed online at <https://www.truroschoo.com/parents/term-dates/>

## THE DAILY ROUTINE

Time	Lesson
7.45am - 8.15am	All pupils to report to the Dining Hall for Breakfast Club. The school will not be held responsible for pupils dropped off before 7.45am.  Breakfast Club: Breakfast available for pupils and costs from 0.70p. Menus can be viewed here > <a href="http://www.truroschoo.com/parents/catering/">www.truroschoo.com/parents/catering/</a> Children not having breakfast will move to the playground at 8.00am.
8.00am	Playground supervised by staff Pupils place their bags into their class cloakrooms
8.35am	<b>School Starts</b> Pupils report to their classrooms following the bell
8.50am	Assembly (Chapel on Thursdays)
9.10am	Lesson 1
9.45am	Lesson 2
10.20am	Break
10.40am	Lesson 3
11.15am	Lesson 4
11.50am	Lesson 5
12.25am	Lesson 6
1.00pm	<b>Lunch</b> (In the Dining Room)
1.30pm	Lunch Break
2.00pm	Reading Period
2.20pm	Lesson 7
2.55pm	Lesson 8
3.30pm	Form Time
3.40pm	<b>End of School</b> Pupils to be collected from the playground
4.00pm - 5.00pm	After School Clubs
4.00pm - 5.30pm	Homework Club (Computer Room 1). Supervision in Free.
5.30pm - 6.15pm	Supper Club. There is a supervision charge of £6 made for all children who attend for any part of this time.

# Lunch

All children eat school lunches and pupils can choose from a wide range of delicious hot and cold food. The lunches are cooked on-site by our in house catering team. Please view the website's catering pages for the menu which will rotate on a 3-week basis > <https://www.truroschoo.com/parents/catering/>

We can cater for specific dietary needs, please contact our Prep Support Services Manager on 01872 24312 or by email [smc@truroschoo.com](mailto:smc@truroschoo.com) if you have any concerns over your child's allergies.

## Breakfast Club

Breakfast Club is run from 7.45am to 8.15am daily. All pupils who arrive between 7.45am and 8.00am should report to the dining hall but there is no charge for those who do not wish to eat. Charges for breakfast start from £0.70.

Children not eating breakfast will move to the playground at 8.00am.

## Prep Homework Club

Prep Homework Club is offered daily from 4.00pm to 5.30pm and is located in the Computer Room. Supervision is free.

A cold supper box is available from 5.00pm for £3.20 for the journey home. This must be ordered before 10.30am on the day by emailing [prepoffice@truroschoo.com](mailto:prepoffice@truroschoo.com) or by telephone: 01872 272 616.

The Homework Club can be contacted by parents on: 01872 243 129.

## Supper Club

Supper Club starts at 5.30pm and continues until 6.15pm. There is a supervision charge of £6 made for all children who attend for any part of this time.

Parents may opt for their child to have a small, hot or cold supper at this time (at no extra charge), but this must be ordered before 10.30am on the day by emailing [prepoffice@truroschoo.com](mailto:prepoffice@truroschoo.com) or by telephone: 01872 272616.

At 5.30pm, all pupils still at either the Homework Club or Pre-Prep Wraparound Care will be brought across to Treliske House (T3 – cookery room) to join the Supper Club, from where they should be collected.

*Breakfast, Wraparound Care and Supper Club menus are all published on the website: <https://www.truroschoo.com/parents/catering/>*



# Prep Activity Clubs

The school aims to offer as wide a variety of activities as possible with clubs running before school, at lunchtimes and after school. The majority of clubs are run by the teaching staff and are free of charge.

For a small number of clubs, an outside provider comes into school and a charge is made (see below for details). A full list of clubs can be viewed in the Parent Section on the website (link below). View clubs > <https://www.truroschool.com/prep-school/beyond-the-classroom/clubs-and-activities/>

## How does my child sign up?

### Lunchtime Clubs

Children may choose to attend a club if they wish. For some activities such as Choir or the Leonardo Art Club, a level of regular commitment is required.

### After School Clubs

The pupils simply inform their form teacher at morning registration on the day of the club which club they would like to attend.

Children should not change their choice once registered unless under exceptional circumstances, e.g. injury prior to a sports activity.

### Weekly/Half Termly/Termly Sign Up Clubs

Lists are held in the Reception Office for your child to sign up. For weekly sign ups, please sign up each Monday, for half term sign-ups, please sign up at the start of each half term and for termly sign-ups, please sign up at the start of term.

### Charged Clubs

These clubs are run on a 'first come, first served' basis. Please contact the Reception Office to note your interest. See below for current charges:

- Bushcraft £55 per term
- Fencing £55 per term
- Judo £55 per term
- Monday Cricket Coaching £30 per term – advised to book breakfast

### Invitational Clubs

For clubs such as Choir, selected swimming or Leonardo Art Club, your child will be invited by the teacher to join.

### Private Tuition – LAMDA

Optional LAMDA (London Academy of Music and Dramatic Art) lessons are available to all pupils from our peripatetic LAMDA teacher, Claire Rawlinson. Fees are payable to the LAMDA teacher, who will bill parents direct. Please enquire at the Reception Office for further details.

### Private Tuition – Music Lessons

All children in Years 3 – 6 receive two lessons of class music per week. In Year 4, all children learn an instrument as part of these music lessons. In addition, optional individual tuition is available to all pupils in brass, singing, harp, cello, French horn, double bass, guitar, percussion, piano, violin and woodwind. Individual lessons are run on a rota basis and are taken during normal lesson times. These are charged separately. For further details please contact Mrs Angela Renshaw using the form on the next page.

# Individual Instrumental Music Lessons

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Tuition is given in piano, violin, cello, double bass, percussion, guitar, brass, woodwind, singing and harp.

- Current fees for tuition in any instrument are published by the school in the general list of charges, copies of which are available from the Bursary.
- Fees are payable to the instrumental teacher concerned, who will bill parents direct. These should be paid within 14 days of receiving the teachers' bill.
- Shared lessons (two pupils taught together) can be arranged at the discretion of the teacher, but these are intended for beginners or those pupils who are at an elementary stage on an instrument. They are not available to piano pupils.
- Normally, 10 lessons of 35 minutes are given each term.
- A half-term's notice is required in writing to the teacher if a pupil wishes to discontinue tuition. Failure to give notice will result in the payment of half the fees (five lessons) for the following term.
- Tuition is given during the school day and is organised on a rota basis. Some pupils may be accommodated outside normal school lesson times, but this is by special arrangement with the instrumental teacher.
- Teachers are under no obligation to make up lessons missed by pupils.
- Timetables are posted on the Millennium notice board and in the front office.
- It is essential for pupils to consult the timetables on a regular basis and abide by the instructions given.

Please complete the tear-off slip below in capital letters and return it to Mrs Angela Renshaw. Tuition will only be arranged after this authorisation has been received by parents or guardians.

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**To: Mrs Angela Renshaw, Truro School Prep, Highertown, Truro TR1 3QN**

NAME OF PUPIL: ..... FORM: .....

INSTRUMENT ..... Individual /shared lessons (please delete as applicable)

I wish my son/daughter to receive Music tuition in accordance with the current regulations, a copy of which I have received.

SIGNATURE OF PARENT/GUARDIAN: .....

ADDRESS: .....



# School Uniform



School Uniform is available from the Uniform Shop which is situated at the bottom of the Senior School drive (TR1 1TH).

The Uniform Shop is operated by Monkhouse Schoolwear Specialists. There are a number of ways to purchase uniform:

- **Order Online for Home Delivery**

<https://www.monkhouse.com/c/4499/Truro-School>

Your items will be parcelled and sent to you at home.

- **Order Online for Click and Collect**

<https://www.monkhouse.com/c/4499/Truro-School>

Your items will be parcelled and sent to the School Uniform shop for you or your child to collect.

- **Shop in Person**

Appointments are essential for new parents or existing parents needing to equip a student with a large amount of new uniform or games kit. Appointments can be made via:

- Online <https://www.monkhouse.com/appointments>

- Email [truro.shop@monkhouse.com](mailto:truro.shop@monkhouse.com)

- Telephone 01872 271461 (please note, phonelines will only be manned during opening hours)

## UNIFORM LISTS AND OPENING TIMES

Uniform Lists and Shop Opening Times can be viewed at > <https://www.truroschoo.com/parents/uniform/>

## SECOND-HAND UNIFORM

A selection of second-hand uniform is available to buy from the Uniform Shop. All second-hand sales are non-returnable.

If supplying second-hand uniform, any garments deemed unsellable will need to be collected. Please do not send any white school shirts. All items must be thoroughly washed and ironed prior to being brought to the store.

*For any problems making appointments, or with online orders, please telephone the Monkhouse customer service line on 0161 476 7216.*

*The Truro Uniform Shop direct line is 01872 271461 (manned during opening hours).*



# School Uniform and Appearance

Personal appearance is extremely important, especially when representing a school.

Full uniform must be worn at all times when on the school grounds. Summer uniform is only permitted during specific periods of time by permission of the Head of Prep.

## GUIDELINES ON DRESS AND APPEARANCE

Please note that the general rule is that eccentricities of dress and appearance are not allowed, and staff reserve the right to make a judgement on this.

**Hair:** This should be neat and conventional. Eccentric styles that draw attention are not acceptable, and only plain hair accessories may be worn. It is recommended for health and safety reasons that long hair is tied back.

**Jewellery:** Pupils may not wear any visible jewellery other than one pair of small sleeper earrings or studs worn in the lobe of the ears.

**Trousers/Shorts:** Trousers/shorts should be medium-grey in worsted flannel, formal and hold a crease.

**Kilts and Skirts:** The school kilt should be worn just above the knee and not shorter than 3 inches (7cm) above the knee.

**Shirts:** Shirts must be tucked in at all times, buttoned at the neck and the tie tied properly. Coloured or other visible t-shirts may not be worn under shirts.

**Blazers:** Blazers must be worn to and from school, and during the school day. During lessons staff may allow students to remove blazers while they are being taught, but they must put them on again to move about the school between lessons.

**Shoes:** Black school shoes made from a strong material like leather should be worn. The shoes must be able to be polished. Canvas shoes are not acceptable.

## Summer Dress

- All pupils will need to wear their blazer to school until the Head of Prep announces otherwise.
- Shirts must continue to be tucked in and worn smartly.
- School sweaters should not be worn without a blazer, nor carried around the waist.
- Girls may wear white ankle socks which must be visible above the shoe with their skirts instead of blue tights/socks.

Summer dress is only permitted if the weather is appropriate and when announced by the Head of Prep.



# Motto, Values and Ambition

## Our Motto

Our motto is *Esse Quam Videri*, meaning 'to be, rather than to seem to be.'

Founded by Methodists in Cornwall in 1880 our School is a welcoming community in which children and adults can flourish, thrive and be happy. They enjoy being and becoming the very best of themselves.

## Our Values

From Nursery through to Sixth Form, the values our community nurtures are:

- Curiosity to always want to discover and learn more, academically and more widely too.
- Confidence to build resilience by learning from both successes and failures alike.
- Compassion to understand and champion the needs of others, in our community and beyond.
- Creativity to be imaginative in how we express ourselves and approach new challenges.
- Courage to enjoy becoming the very best of who we are, with integrity and ambition.



## Our Ambition

To be a community of inclusion and excellence delivering the best educational journey in the South-West.

Our community and its culture reflect our Methodist foundation and our ongoing evolution in an inspiring Cornish setting. In an ever-changing world, we support and challenge young people to thrive – personally, spiritually, academically, socially, and physically. We value our pupils in the diversity of their identities, beliefs, abilities, talents, interests, backgrounds, and needs.

The happiness, energy and wellbeing of our community shapes and inspires who we are and who we can become.

# Competition Houses

The concept of houses had originally been established at Truro School in 1904 with East, Hall, Tower and Town (for day boys) with the idea of creating fairer competitions in sport. The houses were reformed in 1921 to incorporate all aspects of school life, not just sport. The new names reflected the early life and origins of the school as well as honouring prominent figures in the school's history.

All pupils and staff belong to one of four competition houses:

Smith (Blue)

School (Green)

Vinter (Yellow)

Wickett (Red).

Pupils can win points for their House through academic commendations, music competitions, inter-house sporting competitions, quizzes, sports day, swimming galas and much more.



# House Points and Commendations

Pupils are awarded House Points for good work on a scale of 1 to 5. Each class has a house point chart, upon which the house points are recorded. They also have a chart in their Prep Diaries if they wish to keep a personal record.

House points are totalled at the end of each week and a House Point Champion from each class is announced in the weekly Celebration Assembly and awarded a certificate. At the end of each term the house points are totalled to determine the winning House for the House Academic Cup.

If a child completes an individual piece of work that is outstanding in nature, they may be presented with either a Gold Commendation (presented by their teacher) or a Head's Commendation (presented at the Celebration Assembly).

# Prep (Homework)

We believe that homework is important for a number of reasons:

- It establishes, and continues to embed, the understanding that learning is not just confined to the classroom.
  - It develops the self-discipline necessary to study effectively.
  - It helps to build good strategies for self-organisation.
  - It gives extra time to learn tables and spellings.
  - It provides extra time to develop reading skills.
  - It extends the time allocated for numeracy and literacy.
  - It allows time for a broader range of subjects and activities on the curriculum, to provide pupils with a wider range of educational experiences.
  - It provides time for thinking and planning activities.
  - When linked directly to lesson content, it is valuable in assisting to embed new concepts.
  - It allows lesson time to become more interactive.
  - It helps children develop strategies to approach revision in an organised and purposeful manner.
- In Years 5 and 6 it also prepares children for the discipline of regular homework experiences in secondary school and allows children to follow their individual interest and enthusiasm toward specific topics.

## PARENTAL SUPPORT

This is another area which emphasises the importance of an effective partnership between teachers and parents. Parental encouragement and support will help to develop a child's positive attitude to learning.

A homework diary is provided for each child. Children are encouraged to take responsibility for recording the requirements of the homework for that evening, and it is the parents' responsibility to check that homework has been completed by signing the diary. A brief comment about how the child tackled the task would be helpful, particularly if there was any significant difficulty. Please do not correct or mark your child's work. However, if you are not satisfied with the standard of work achieved, please note this in the diary.

Parents should use their discretion if they think a particular homework activity is taking too long and stop their child accordingly, with a note of explanation stating the time already spent on the work and some indication of the difficulties experienced. The diary is checked each morning by the form teacher, immediate feedback given to the subject teacher and a note may be written in reply.

### Parents can also help by:

- Nominating somewhere at home as a working area, with a good light source, a flat surface and a minimum of distractions.
- Displaying a homework timetable in the working area.
- Making sure the working area has pens, pencils, rubbers, rulers, scissors, glue and paper available.
- Setting up a routine for working, by establishing a particular time for homework, and ensuring the

child has a break and something to eat and drink before starting.

- Helping the child become an independent learner by avoiding giving answers or teaching methods contrary to those taught in school and discouraging copying and pasting information from the internet.
- Being positive about the child's efforts and, if there is a problem, contacting the form teacher immediately.

## HOMEWORK CLUB

This runs each evening from 4.00pm. Here, the children are supervised by a member of staff, who provides the kind of low-level encouragement and support necessary to make homework an effective part of their educational experience.

Each day pupils should write down the work they are to complete. Tasks will also be recorded on the school's digital portal system – Everest. Children will be provided with their individual log-in details.

The following are our recommended timings for homework:

Year	Written Work	Reading	Tables/Spelling
3	15 minutes (Two English, Two maths, One science per week)	10 minutes	5 minutes
4	20 minutes (Two English, Two maths, One science per week)	10 minutes	5 minutes
5	30 minutes (Weekly: English, maths, science, humanities, MFL (10 minutes) (Fortnightly: Bigger Picture)	10 minutes min.	5 minutes
6	30 minutes (Weekly: English, maths, science, humanities, MFL (10 minutes) (Fortnightly: Bigger Picture)	10 minutes min.	5 minutes

Pupils will be given a homework timetable at the beginning of the year



## Pastoral Care

We want the children in our school to be happy and to enjoy their time at school, because happy children will learn.

Therefore, we aim to:

- Create and maintain an ethos that is warm, friendly and reflective of positive family life, which values each pupil as an individual with particular needs and talents to be nurtured.
- Encourage each pupil to take an active part in the life of the school and to recognise their responsibilities within that community.
- Create an environment that is caring, safe and supportive, where each child feels able to talk to the adult staff with confidence about their needs and any difficulties they may be having, sharing success and seeking advice where needed.
- Establish clear rules and boundaries for the pupils through the consistent application of the behaviour policy. We acknowledge the need for clear guidance on bullying and assert that under no circumstances will bullying behaviours be tolerated or deemed acceptable.
- Make every effort to ensure the pupils' welfare is protected through robust Child Protection and Safeguarding policies.
- Promote positive attitudes in all pupils and staff, making every effort to foster respect towards others regardless of differences of gender, race, cultural background and abilities that may be encountered within and outside of school.
- Help pupils prepare to face the challenges of growing up in this modern world with confidence, enthusiasm and understanding, in a way that reflects the school's Methodist, Christian ethos and values. These aims will be delivered as part of the whole school curriculum, primarily through a well-developed programme of Personal, Social, Health and Economic Education (PSHEE) disseminated through lessons, assemblies and form time.

## Pupils' Rights and Responsibilities

### Pupils' Rights:

- To receive the best education we can offer.
- To be treated fairly and with respect.
- To be kept safe.

### Pupils' Responsibilities:

- To be an active learner.
- To not impede anyone else's learning.
- To be honest and respectful towards everyone.
- To listen to and respect the rules and instructions given by the staff.

The Behaviour Policy can be viewed in full on the Policy page of our website:

<https://www.truroschool.com/https://www.truroschool.com/parents/policies-nursery-pre-prep-and-prep/>

## Spiritual Mission Statement

Truro School Prep is proud of its Methodist foundation and ethos. The Chaplain, Rev Helen Byrne, (pictured) offers a kind welcome to all pupils and is always available to pupils.



We aim to:

- Uphold Christian principles in the daily life of the school, in the interaction between pupils, staff, parents and the wider community. Pupils and staff participate in weekly services and celebrate the important Christian festivals. The Prep shares the services and pastoral care of a chaplain with the senior school.
- Deepen the understanding and experience of a loving God and encourage a love and concern for fellow pupils and colleagues within the school and throughout the community and world at large.

The school welcomes pupils from other religious traditions and backgrounds. The humanities curriculum includes the study of major world religions. Key festivals and holy days in other faith communities are acknowledged and respected.



TRURO SCHOOL  
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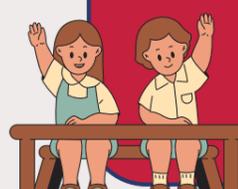
# GOLDEN RULES



**WE ARE GENTLE**



**WE ARE KIND AND HELPFUL**



**WE LISTEN**



**WE ARE HONEST**



**WE WORK HARD**



**WE LOOK AFTER EACH OTHER & OUR SCHOOL**

*To Be and Not to Seem to Be*



TRURO SCHOOL  
PREP

# REWARDS & CONSEQUENCES

*To Be and Not to Seem to Be*

## 1 TEAMWORK MAKES THE DREAMWORK

**CLASS REWARD:** Everyone is playing their part by demonstrating our values, learning habits and routines.



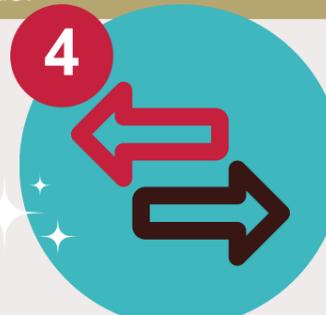
2

## I CAN AND I WILL

**INDIVIDUAL REWARD:** You are exceeding expectations by demonstrating our values, learning habits and routines consistently.

## 3 IT'S OKAY TO ASK FOR HELP

**HELP ME:** You might be feeling stuck or unsure of what to do next. Your teachers can give you some choices to help you move forwards.



4

## WILL YOU GO LEFT OR RIGHT?

**WARNING:** You're not on track and moving away from our values, learning habits and routines. Take a moment to correct your choices, ask for help and turn this warning into a positive.

## 5 ACTIONS HAVE CONSEQUENCES

**CONSEQUENCE:** Your choice of behaviour was under expectation. Remember! The consequence is a chance to learn from your mistake, reflect and avoid making the same mistake again.



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# Code of Conduct

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- Pupils are expected to show respect to their teachers, school staff, other adults and fellow pupils through the use of good manners.
- Pupils are expected to maintain a smart appearance by wearing the school uniform tidily and correctly.
- Pupils are expected to take responsibility for their own property and to treat the property of others with respect.
- Pupils should make every effort to resolve their own grievances or disputes, but should refer the matter to a member of staff if this proves impossible.
- Pupils should be punctual in their arrival both at school and to lessons.
- Pupils are expected to arrive at their lessons with the correct equipment.
- At lunch time pupils are expected to show good table manners.
- Pupils are expected to keep their own cloakroom and locker areas tidy.
- Pupils are expected to take their homework diary to each lesson and be responsible for the neat recording of homework set each evening. They should also ensure that the diary is kept in a neat and tidy condition.
- Pupils are expected to adhere to excellent behaviour. Major breaches of discipline such as physical assault, deliberate damage to property, theft, walking out of bounds without permission or supervision, verbal abuse, refusal to follow instructions and being disruptive in class are not acceptable.
- The school provides equipment for sports and playtime; there is therefore no need for pupils to bring their own equipment, such as cricket bats or footballs for normal games lessons or playtimes.
- Pupils are expected to maintain the same high standards of behaviour and manners when attending after-school clubs, school visits, activities or workshops.

# Reading

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Reading is essential to learning and in developing social, communication, research, critical thinking and problem-solving skills. In Years 3 - 6:

- Dedicated time for reading is set aside in form groups a number of times during the week.
- Reading aloud takes place regularly in English lessons as well as in many other subject areas.
- Reading groups are set up for children who have been identified as requiring additional support.
- Reading for a minimum of 10 minutes each night is specified as part of homework.

Each child's reading will be assessed on entry. Class teachers and English teachers will suggest books of an appropriate difficulty to ensure progress.

## PARENTAL SUPPORT

Progress with reading can be achieved most effectively with parental support. Therefore, a partnership between parents and school is valuable in developing reading skills, not only during term time, but also during holiday periods. Parents can help in a number of ways:

- By encouraging reading.
- By providing valuable additional time to practise reading skills.
- By encouraging use of the reading records.
- By providing feedback on progress in the reading record.

There are a number of ways that parents can work with the school to encourage their child's progress in this area:

- Making the time to read with their child, at a time when neither are too tired and can enjoy the experience.
- Reading with their child every day, for short periods.
- Keeping reading time quiet, relaxed and comfortable.
- Being positive, encouraging and praising their child for their efforts.
- Not rushing into the text but talking about what the story might be about or what has happened so far.
- Choosing a variety of texts, not only books, based on what interests their child.
- Concentrating on enjoyment and grasping the meaning rather than absolute accuracy.
- Not correcting too quickly or telling the child a word without giving them time to work it out. (Firstly, encourage your child to break the word down and 'sound out' every syllable of the word – especially the ending. If the word doesn't sound correct, encourage your child to try different ways of pronouncing the vowel sounds using phonetic and spelling skills, until they read the word correctly. Then, re-read the sentence to see if your child's word would make sense in context. Next – if necessary - check if they've read the word before elsewhere in the text.)
- Re-reading favourite stories as it helps them notice more about the words on the page, recognise patterns in new words and encourages fluency.
- Reading aloud to the child, as this helps build an understanding of the importance of punctuation.
- By taking over the reading if the child is really struggling.
- By reporting to the English teacher on progress or difficulties, using the Homework Diary.



# Routine Matters

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**ABSENCE FROM SCHOOL:**

If your son or daughter is absent due to illness, please call the Reception Office immediately to let us know by 9am on the first day, at the latest. Please continue to update us on their progress each day. On return to school, please send a letter or an email with your child to the class teacher, giving a brief explanation for your child's absence to place on file for our records.

Permission for other absences can only be given under exceptional circumstances (such as for medical appointments) and with at least 24 hours' notice.

All requests for absence must be made to the Head. School holidays are very generous and requests for absence during term time can only be granted in very special circumstances; requests for absence for holidays will not be authorised. Please check the term dates carefully before booking flights or making travel arrangements.

**GUARDIANS:**

If as parents you are away from home during term time, please let the school know well in advance where you can be contacted and who is caring for your child during your absence with all the appropriate contact numbers.

**CHANGE OF ADDRESS AND EMERGENCY CONTACT NUMBERS:**

We only find out that these are wrong when we need them. PLEASE let us know immediately if contact numbers change or your address changes. It is a very good idea to write your contact details in the front of your child's homework diary.

**SECOND-HAND CLOTHING:**

For further information, please contact the Monkhouse Uniform Shop Manager on 01872 271461.

**ITEMS OF VALUE:**

Please discourage your child from bringing money or any items other than those required for school into school. On the rare occasions when pupils are asked to bring money into school, please ensure that they have a named purse to put it in.

**GAMES:**

Games form an important part of the life of the school and are timetabled accordingly. A detailed reason is required for a child who is unable to take part in Games or Physical Education. This should be written in a letter or an email to the form teacher.

**TEAM SELECTION:**

Staff selecting teams will consider both the ability level and attitude of all players. Selection of players and their positions within teams will be the responsibility of the member of staff in charge

of that team. Staff will decide any necessary team amendments to cover players who are absent on the day of the fixture. Players will be selected by merit for school teams, and where appropriate pupils may be selected to play up one age group. All players must participate fairly during school matches. Players may be required to move between teams, at the discretion of the staff involved, based on pupil progress within the season. Currently, sports colours are awarded to pupils who have regularly represented the school U11 'A' team.

## FIXTURES

Pupils must wear their tracksuit bottoms for all away matches and off-site sporting activities. Pupils will be informed whether to change in the Sports Hall at lunchtime or morning break prior to fixtures. Uniform and blazers must be worn for match teas at other schools. No electrical equipment or additional food is permitted for sports fixtures.

All match information will be published on the sports notice board in the Millennium Building. Staff will provide the school office with a copy of all home and away lists / match information. Pick up timings will include time required for match teas. All pupils are expected to stay for match teas. Ideally children leave the school in full uniform having changed after sporting fixtures and activities. This can be at the discretion of the teacher providing that pupils leave school in either full school uniform or full school tracksuit.

## Traffic Flow and Parking

Access to and parking within the school is limited and can become congested. At the beginning and end of the school day a one-way system operates, whereby parents dropping off or collecting their children enter via the main gate from the A390 (Tresawls Road) and exit via the back lane on to Treliske Lane.

In the morning a 'drop and go' system operates. Pre-Prep children are dropped off in front of Treliske House and should approach school down the right side of the drive. Prep School children are dropped off by the swimming pool and should approach school down the left side of the drive. Please note there is a 15mph speed limit within the school grounds. In the afternoon, pupils can be collected from 3:20pm. Parents may park on the drive, in front of Treliske House, by the roundabout and behind the sports hall. Please do not park in the staff car park by the assembly hall. For the system to flow, parents should aim to remain parked for the minimum time required to drop off or collect their children, so that their spaces can be vacated for others to use.

Between 8.40am and 3.10pm the wooden gate is shut to prevent access to the school roundabout from both the main drive and back lane; allowing the children to play safely in this area. If you pick your child up between these times, please return up the main drive which becomes a two-way system and remember that there is no right turn out of the school entrance.

- Please turn off your engine when waiting to enter school and/or when parked.
- Please do not park where there are double yellow lines.
- Please park in the marked bays only.
- Please do not double park.



# Supporting Parent Communications

Clear, honest and timely communication and information sharing is vital to the wellbeing, success and efficiency of any community. As a School rooted in values, we are committed to this principle for parents, pupils and staff alike. The aim of these guidelines is to:

- endorse the benefits of direct staff, parent, and pupil communication.
- recognise the School's commitment to the positive use of clear, honest and timely communication.
- establish clear and supportive expectations regarding staff, parent, and pupil communication.

In promoting these guidelines, we aim to strengthen the values of our community, the positive partnerships between parents, pupils and the school, and thereby to enhance the awareness and wellbeing of all.

## CONTACTING SCHOOL STAFF

In a busy and successful school that supports every child to have an individual educational journey, the advice below will help parents. It will ensure dialogue is with the most appropriate staff in the first instance without being redirected as often to others, and without being slowed by being focused on a narrow selection of staff from within a wider staff body who are ready to help.

### Contacting School Staff

*Principles of triage and referral*

For absence or late arrival requests, please continue to use the email:  
Prep School: [prepoffice@truroschoo.com](mailto:prepoffice@truroschoo.com) or call 01872 272616

For communication that requires emergency action, please telephone the Prep School Office during opening hours on 01872 272 616. Staff may not view emails immediately because of existing commitments such as teaching.

If your concern of urgency is a matter of safeguarding, please state this in your call to the School Office.

If you are seeking to contact the School regarding SEND provision, please contact the Prep ([prepsendco@truroschoo.com](mailto:prepsendco@truroschoo.com)) SENDCO directly.

For communication that does not require immediate action, or to request a conversation at an agreed time, email is encouraged.

First Contact

Pastoral Query	Academic Query	Co-Curricular Query	Operational or Administrative Query
<b>Class Teacher</b>  Question, concern, or information regarding: - Wellbeing or behaviour - Learning across several subjects	<b>Subject Teacher (cc'ing Class Teacher)</b>  Question, concern, or information regarding: - Subject-specific learning or progress	<b>Class Teacher (Prep)</b>  Question, concern, or information regarding: - Clubs, activities, trips	<a href="mailto:prepenquiries@truroschoo.com">prepenquiries@truroschoo.com</a> Tel: 01872 272 616  Question, concern, or information regarding: - General School information  For finances or fees queries, please contact <a href="mailto:salesledger@truroschoo.com">salesledger@truroschoo.com</a>



If further support is required following response from your First Contact, or you feel matters remain unresolved, please do follow up with the appropriate line manager or Middle Leader who oversees the relevant aspect of School life.

Pastoral Query	Academic Query	Co-Curricular Query	Operational or Administrative Query
<b>PREP SCHOOL</b> Head of Department/ Section Asst. Head Pastoral	<b>PREP SCHOOL</b> Head of Department/ Section Asst. Head Academic	<b>PREP SCHOOL</b> Head of the relevant Co-Curricular area	If your initial Operational or Administrative enquiry is unresolved, please contact:  <b>Head of Department</b>  (If you are unsure who is the relevant Head of an Operational Department, please contact <a href="mailto:prepenquiries@truroschoo.com">prepenquiries@truroschoo.com</a> to ask)

Second Contact



If further support is required following response from your Second Contact, or you feel matters remain unresolved, please do follow up with the appropriate line manager or Senior Leader who oversees the relevant aspect of School life.

Pastoral Query	Academic Query	Co-Curricular Query	Operational or Administrative Query
<b>PREP SCHOOL</b> Deputy Head and ultimately, the Head	<b>PREP SCHOOL</b> Deputy Head and ultimately the Head	<b>PREP SCHOOL</b> Deputy Head and ultimately the Head	If your initial Operational or Administrative enquiry is unresolved, please contact:  <b>Director of Department</b>  (If you are unsure who is the relevant Director of an Operational Department, please contact <a href="mailto:prepenquiries@truroschoo.com">prepenquiries@truroschoo.com</a> to ask)

Third Contact



### FURTHER ACTION

If you have ongoing concerns following dialogue with staff as outlined above, you will be encouraged to consult our Complaints Policy that is available on the Policies page of our website.

# Communication from School to Parents

As a School, we believe in the importance of clear, honest and timely communication to and with parents. This includes prearranged or scheduled communications such as bulletins, notices, calendared events or fixtures, reports and any wider school updates, as needed. We also aim to proactively share good news or successes about your child, as well as concerns or challenges.

Scheduled communications include:

## FRIDAY BULLETIN

The Friday Bulletin contains news and images from the week, along with notices, calendar dates, sports results, details about events and more. Parents are sent an email to view the Friday Bulletin so it can only be received if we have parents' current email address(es). If they do not receive this currently or change their email address, please contact the school office: [enquiries@truroschoo.com](mailto:enquiries@truroschoo.com) (Senior School) or [prepenquiries@truroschoo.com](mailto:prepenquiries@truroschoo.com) (Prep School) so that we can update our records. The current and past Friday Bulletins are also available to view in the Parent section of the School website.

## WEEKLY YEAR GROUP EMAILS (PREP ONLY)

Important information regarding the week ahead including activities, trips, timings and equipment required. These messages are sent at the end of each week via the Clarion email system.

## SCHOOL WEBSITE - WWW.TRUROSCHOOL.COM:

The Truro School website provides an overview of life at Truro School for those within or outside our School community wishing to learn more about the School.

There is a 'Parent' tab <https://www.truroschoo.com/parents/> linking to information for parents, including Handbooks, Uniform, Menus, Transport and School Policies, along with links to the Parent Portal and School Calendars.

## PARENT PORTAL – EVEREST:

Truro School provides a Parent Portal and in the first few weeks of a child's first term at Truro School, each parent will receive an invitation via email from [everestadmin@truroschoo.com](mailto:everestadmin@truroschoo.com), which contains a link to "Start your Journey." This begins a registration process and allows parents to link their account to the School.

Once they have completed the registration process, a second email will follow, directing them to the Apple or Google Play stores where they can download the app. They can also access

Everest via a web browser on their computer, if they prefer. The Everest Home Page will take them to their child's information and gives them access to some really important information such as their timetable, homework and notifications, such as achievements, attendance and school reports. There is also a link from Everest to the Daily Bulletin (see above) as well as a shared documents area which contains useful information.

## TAPESTRY (EYFS AT PREP ONLY)

Tapestry is an easy-to-use and secure online learning Journal that helps staff and families celebrate their children's learning and development. Tapestry provides daily updates and communications specifically for parents of children in the EYFS.

## FEE BILLING PORTAL:

Truro School uses a Fee Billing Portal where parents can view their bills, make payments of those bills and view statements. It is accessible via the Parent section of the School website. This system improves security for you and the School. Truro School will never use email to request payment or payment details from parents. Parents must not engage with any email requesting this, and alert us to it.

## SCHOOL CALENDAR AND MISOCs:

MISOCs is a platform we use to manage our Co-Curricular programme. The School Calendar is published at the beginning of every term giving all the main dates for the term's activities. The School Calendar and School Sports Calendar are available online through our website [truroschoo.com](http://truroschoo.com).

Our Co-Curricular Calendar is available via the Parent Portal, where parents can follow the MiSocs link to access details of and options for booking clubs and Activities for their child's year group. Because changes can sometimes need to be made to a Calendar, even last minute, updates are ongoing through the term.

Parents should, therefore, check the online calendar regularly. It can be downloaded onto a phone or tablet — instructions for this are available on our website.

## SPORTS CALENDAR – MISOCs:

The School Sports Calendar gives details of all upcoming fixtures along with results and photographs. It is therefore password protected. The password, and detailed instructions of how to use the system, will be e-mailed to all parents at the beginning of the year.

## INFORMATION FROM SCHOOL:

Information and messages from a child's Tutor / Form Tutor / Class Teacher / Head of Year and subject teachers will normally be communicated via email, or by telephone. Text messages are only sent in circumstances where a short immediate message needs to reach all parents at once, such as in the event of an unplanned school closure. Parents must ensure, therefore, that the School has their correct email and telephone details, updating them if not. Parents are able to do this themselves in the Parent Portal.

## SCHOOL REPORTS AND PARENTS' EVENINGS:

Regular feedback is key to ensuring academic achievement is on track and nurtures strong educational partnership between School and Home.

Parents of Prep pupils will receive two full written reports and the opportunity to attend two parents' evenings during the course of the academic year (September to July). Reports include feedback slips for parental comments. Form tutors/class teachers remain the first port of call for any report based queries.

## PARENT INFORMATION EVENTS:

Across each year there are also in-person presentation or information events for parents on site. Some of these are open to all, such as the annual launch of the current year's School Action Plan each Autumn.

Some will be more year group specific in their targeting, or evenings with a particular pastoral focus.

These events will always have a Senior Leadership Team presence and provide opportunities for wider discussion amongst parents and with School staff.

## LETTERS FROM THE HEAD AND SENIOR STAFF

Truro School Prep staff will also write to parents at the beginning and/or end of each Term. These letters will include useful information about the School and/or a child's specific Year, Form, or Class Group.

In addition to our scheduled communications, our staff are encouraged to communicate good news and share success, as well as to consider communications around concerns or challenges. Depending on the nature of the news, this may be communicated via behavioural rewards or consequences in Everest, via email or through telephone dialogue.

## THE FRIENDS OF TRURO SCHOOL (FTS)

The FTS is a volunteer parent run and parent led network of support, social contact, and informal advice, always seeking to support the School and the family experience of being part of its community. Members of the FTS are often present at School events and always seek to welcome and support family inclusion in our School 'village.' Communications on behalf of the FTS are often shared by the School, who remain immensely grateful for the time and care devoted to the School by the FTS members. You can contact the FTS by email on [fts@truroschoo.com](mailto:fts@truroschoo.com).

# Communications Culture

## Our Expectations of Staff and Parents (Senior and Prep School)

In all communications and interactions between those within our School family, we expect the School's values to be upheld. In practice we consider this to mean:

### Of Parents

- Please only send non-vital messages by email, using the table on the previous page for guidance. For information that requires emergency action, please telephone the School Office during School hours on 01872 272763 (Senior) / 01872 272616 (Prep).

- Email is convenient for many parents who are working and find it difficult to catch up with school staff during regular work hours, so you may wish to send emails outside of those hours. Please do not expect automatically that our staff will reply to emails outside of the working day, or over weekends or holidays. They may well choose to, of course, but that is not an expectation or requirement of their role.

- We value interactive, face-to-face, or telephone dialogue. If your enquiry is complex or requires discussion of detail, staff may well invite you to speak with them in person or by telephone rather than to have dialogue by email. You are, likewise, warmly invited to request a chance to speak, in preference to email dialogue too. In that situation, it is helpful for staff to have an outline of the matters you wish to raise in advance so that they can gather information or thoughts to help.

- We encourage pupils to develop their own effective communication habits and see this as part of their education. If your email is being sent on behalf of your child, for example, if they are having trouble understanding or completing homework, or need to send apologies for missing an appointment or activity, please do encourage them to contact the relevant staff directly. This can be in person or, for Senior School pupils, via email (copying you in as appropriate). Pupils will receive age-appropriate guidance on communication.

- It is the responsibility of every parent to keep the school up-to-date with your current contact details. Please email [prepenquiries@truroschoo.com](mailto:prepenquiries@truroschoo.com).

- The School's expectation is always, and including in situations of concern, disagreement or complaint, that the tone of communication to School employees, and vice versa, will remain respectful and constructive. This is also a requirement of the Parental Contract. Staff are advised to cease communication and seek support from

a line manager if they feel this has ceased to be the case. Likewise, if as a parent you feel that the nature or tone of communication to you from a School employee is inappropriate, please do contact their line manager or a member of the Leadership Team for advice.

- Parental communications of thanks or recognition on behalf of themselves or their children for the work staff do are welcomed and will be acknowledged whenever possible.

### Of Staff

Staff at Truro School are a professional body and are expected to maintain clear, consistent, and professional standards of communication always. It is also acknowledged that teaching and OPS staff are busy teaching and supporting the running of the school and to support staff wellbeing alongside the effective delivery of their professional roles, they receive the following guidance:

In a scenario where a parental communication during term time raises Safeguarding concerns, the DSL or a DDSL must be informed immediately. Otherwise:

- A parental email should be acknowledged or replied to within two working days. If the matter can be addressed in that timescale, that is the response. If the matter cannot be addressed in that timescale, an acknowledgement should be sent of receipt of the email giving an indication of when and how more follow up will be provided. Depending on the query, that may be by email, by phone, or by arranging a meeting.

- Staff may choose to send or respond to work-related emails at a time of their own choosing, but there is no expectation that replies have to be sent outside of their reasonable working hours (including evenings, weekends and published school holidays, or on days when staff are not in school if they work part-time).

- When absent or on leave, staff are expected to activate an auto-reply message advising anyone seeking to reach them by email of how to pursue their enquiry elsewhere and/ or when the member of staff will be returning to work to respond in person.

- Staff will not respond to offensive, disrespectful, or abusive emails. If a member of staff considers a communication from anybody (pupil, colleague, parent or wider stakeholder) to have fallen into this category, they are not to reply and should forward the communication to their line manager or a member of the Senior Leadership Team for advice.

- Any email or Teams channel message from a member of staff to an individual child should have another relevant colleague (or the tutor by default) cc'd as a matter of routine.

- Where relevant to support the outcomes of dialogue in the best interests of the child, staff will cc in any other relevant colleague to correspondence.

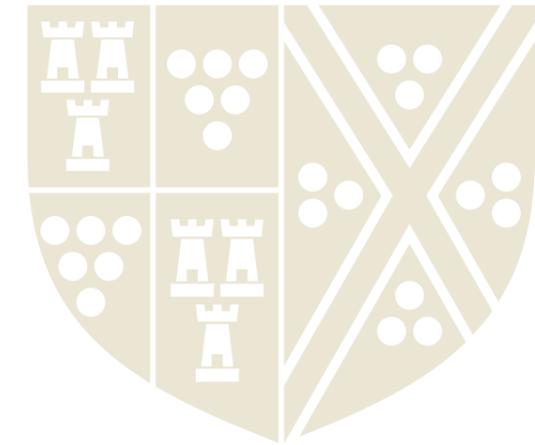
- If parental or pupil concerns have not been resolved via initial dialogue, staff are expected to seek advice from their line manager over how to continue positive and constructive dialogue in the best interests of the child.

- Staff are encouraged to acknowledge communications of thanks and recognition sent to them by parents and pupils, and to communicate their own thanks and praise similarly.

Telephone conversations/face-to-face meetings:

- Whether or not initial contact to or from School has been via email, please actively consider arranging in person or telephone dialogue as a preferred next step to more email.

- Staff are expected to follow up face-to-face meetings or telephone calls in which actions have been agreed, or in which information of future importance has been shared, by an email setting out those details. This is both to ensure agreed actions are taken and to reduce the prospect of future misunderstandings over them.



### A NOTE ON SOCIAL MEDIA USE:

Parents are reminded that whilst the School supports and understands the value of parent organised and owned social media channels, such as WhatsApp or Facebook groups, as a valuable way to share ideas, information, and knowledge, and to build community networks, the exchanges in these groups are expected to remain in keeping with the School values as in all other communications.

Parents wishing to express concerns about School process or activity are encouraged to share them directly with staff who may be able to help, or to consult our Complaints Policy and procedure (available on the website). Parents who are also members of staff should not be put in positions of difficulty based on the nature of exchanges on social media platforms about the School or its staff.

The School advises and educates the pupils that posts on social media cannot be assumed to be private to those within any group, and we encourage any parent to think likewise. Where there is a concern, please do use the communication channels outlined in this guidance document as the most appropriate means of seeking clarity.

### Feedback:

The guidance in this document is not prescriptive but is designed to support the most effective and empowering home-school partnership, in the best interests of the children educated at Truro School, their families, and the staff who dedicate time and expertise to their education. If you have feedback or suggestions over the effectiveness or ongoing evolution of these guidelines, please do share it with [CLL@truroschoo.com](mailto:CLL@truroschoo.com).

## The Friends of Truro School (FTS)

The Friends of Truro School (FTS) is designed to bring the strong and inclusive community of Truro School Senior and Prep parents, pupils and teachers together.

All parents / guardians of pupils at Truro School Senior and Prep are automatically members of the FTS.

As a collaborative team of parent volunteers, we organise regular community events at both schools. Past events include Quiz and Curry nights, wine tastings in collaboration with the Cookery School, cheese and wine evenings, the fun Triathlon at the Prep, Christmas events such as wreath making, and Christmas pudding making, and the Prep Christmas Fair, as well as the Summer Fair, the fantastic end of year Summer Ball and the cream tea and cake stall at Truro School Senior Sports Day.

Please see the weekly school newsletter, posters and the FTS page of the school website - look under the Parent's tab. The FTS also hosts individual parent-led Facebook groups for all years - please contact us if you have any difficulty accessing them.

The FTS works to enrich our children's school experience, strengthen the School community, raise funds to help enhance the facilities of the School and ensure that our children get the most out of their time here.

Thank you very much for your support and we look forward to seeing you at events around the school. If you would like to make contact, or if you would like to get involved with the FTS, please email the FTS team, at [fts@truroschoo.com](mailto:fts@truroschoo.com)

Best wishes,

*The FTS Team*  
[fts@truroschoo.com](mailto:fts@truroschoo.com)



## Policies

The following policies may be found on the Truro School website:

<https://www.truroschoo.com/parents/policies-nursery-pre-prep-and-prep/>

- Child Protection and Safeguarding
- Prep School Curriculum Policy
- PSHEE Policy
- Behaviour Policy
- Anti-Bullying Policy
- First Aid Policy
- Complaints Procedure
- Arrangements for the Supervision of Prep pupils
- Anti-Racism Policy
- Online Safety Policy
- Truro School Attendance Policy
- EAL Policy
- SEND Policy
- Relationship and Health Education
- Fire Risk Assessment and Procedures
- Health and Safety
- Use of Images Policy

### Complaints Procedure

Truro School has long prided itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a complaint, they can expect it to be treated by the school with care and in accordance with this procedure.

Truro School makes its complaints procedure available to all parents of pupils and of prospective pupils on the school's website will ensure that parents of pupils and of prospective pupils who request it are provided with a copy.

<https://www.truroschoo.com/parents/policies-nursery-pre-prep-and-prep/>

### Transport

The buses presently come from the Wadebridge, Newquay, St.Ives and Helston areas. They service both Truro Prep and Truro School. For full details of our bus timetables and prices, please visit our website at:

<https://www.truroschoo.com/parents/transport/>

There is also a Prep School – Senior School (and vice versa) shuttle bus service.



# Administration and Financial Matters

## Fees

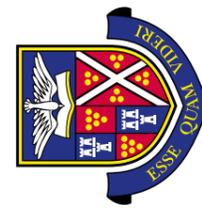
Fees are due in accordance with the School's Terms and Conditions which can be found on the School's website [www.truroschoo.com](http://www.truroschoo.com).

Parents can view the Fees and Charges using the following link > <https://www.truroschoo.com/admissions/fees/>

A letter confirming the following year's fees and charges is sent to all parents during the Easter holidays.

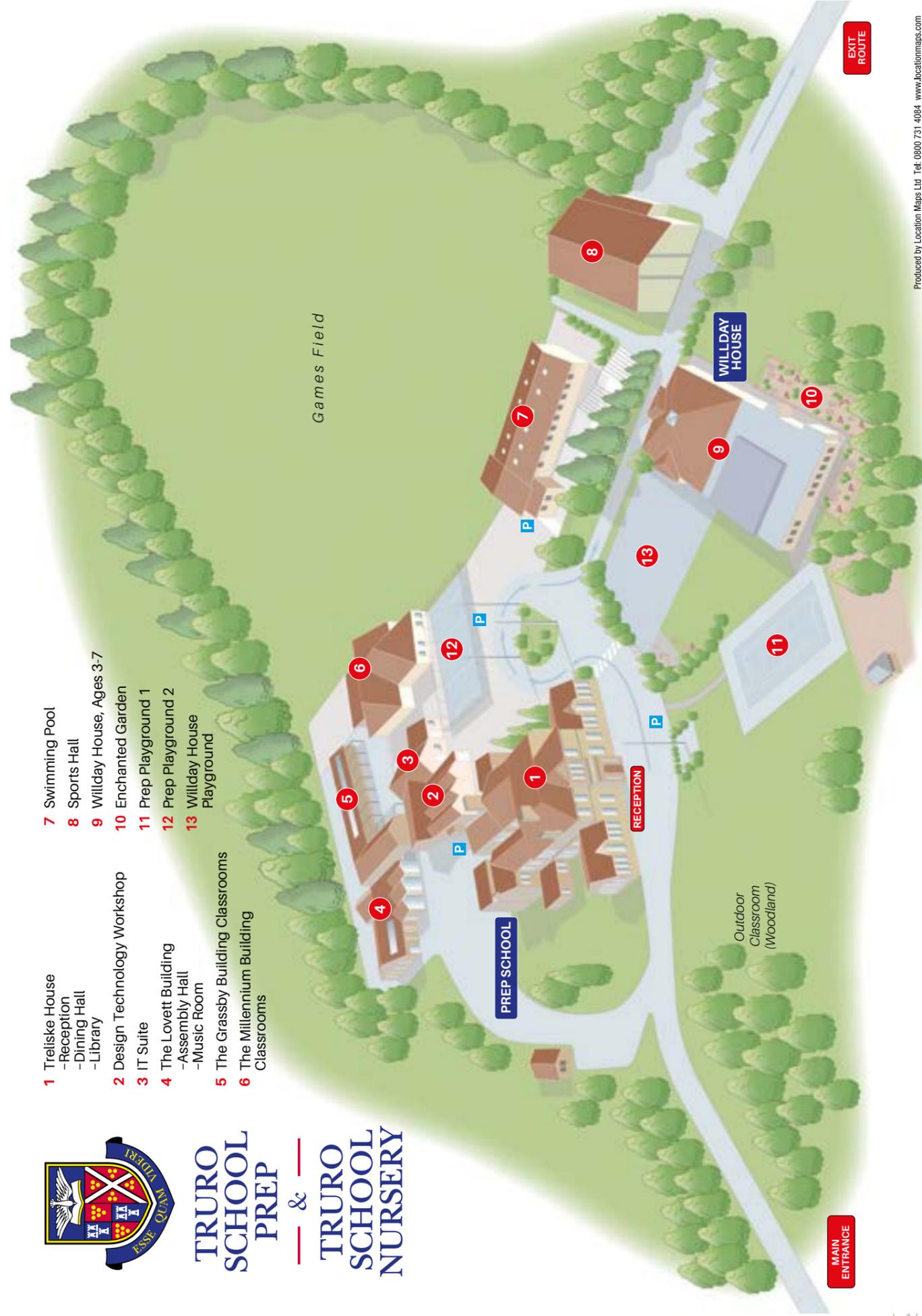
Please note that you are required to give a full term's notice of the withdrawal of a pupil.

If you have a query about any fee statement, please contact the Finance Office on 01872 246015 or [salesledger@truroschoo.com](mailto:salesledger@truroschoo.com)



**TRURO  
SCHOOL  
PREP** & **TRURO  
SCHOOL  
NURSERY**

- 1 Treliske House  
- Reception  
- Dining Hall  
- Library
- 2 Design Technology Workshop
- 3 IT Suite
- 4 The Lovett Building  
- Assembly Hall  
- Music Room
- 5 The Grassy Building Classrooms
- 6 The Millennium Building Classrooms
- 7 Swimming Pool
- 8 Sports Hall
- 9 Willday House, Ages 3-7
- 10 Enchanted Garden
- 11 Prep Playground 1
- 12 Prep Playground 2
- 13 Willday House Playground





Truro School Prep, Highertown, Truro, Cornwall TR1 3QN

<https://www.truroschool.com/prep-school/> 01872 272 616