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All information in this handbook is correct at the time of going to press (June 2009).

1

INTRODUCTION

This handbook is designed to give you some details about Hurtwood House and how it operates. It is written for you, the student, (although there is a section that your parents or guardian should read) and it should make life a little easier for you if you read it carefully. For example, it tells you how the school day is organised, how the grading system works (and how your parents can assess your grades!), how you sign out for weekends, and many other important “hows”.

At Hurtwood we are very keen that you should develop as an individual and, more importantly, that you should be happy while you are here. We want you to work hard and realise your academic potential; we are committed to teaching you the skills needed to achieve the best results possible.

Hurtwood is a residential community with a home structure. In each House there is a Housemaster and a team of House Tutors. The Housemaster and his team will look forward to getting to know you better and will always be there should you need them. One of them will discuss your grades with you, and what you have been doing each week and will take a special interest in your progress. They are available throughout the week and are more than happy to give you advice on any matters.

Hurtwood is a non-denominational, multi-cultural society. Although the majority of our students are from the United Kingdom, we have a number of overseas students, usually from twenty to thirty other countries. This offers you the exciting prospect of understanding more about their religions and cultures in a free and tolerant community. You are able to practise the religion of your choice. We ensure that the necessary dietary and other arrangements are part of the school structure.

Sport is voluntary at Hurtwood, as are all the extra-curricular activities which we provide. They are listed in your student diary which will be given to you at the start of each term. We would encourage you to support one of the teams, as their success depends on your participation. Even if you have not enjoyed organised sport at your previous school, why not try here and see how differently it is run?

As with all communities, there is a need for “boundaries”. In our experience, most of you will have come from a school where there was a multitude of rules and very few were followed. We have done our best to keep our rules to a sensible minimum, but we do expect you to follow them.

If you are in any doubt about anything – just ask!

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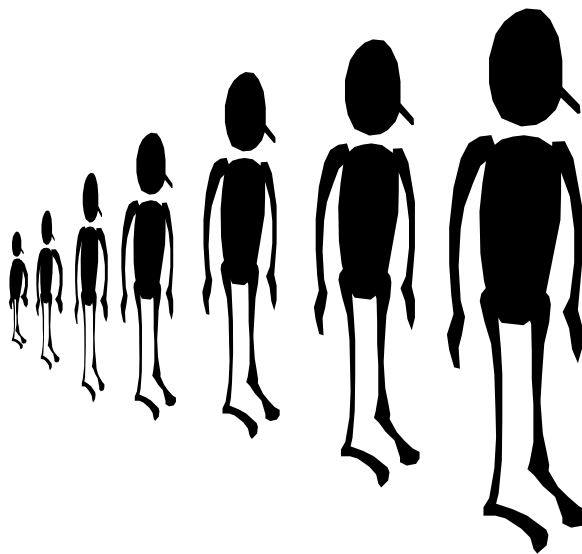
WHAT TO EXPECT ON THE FIRST DAY

When you arrive at Hurtwood on the first Sunday you should check in at the Registration Office (turn right inside the main door), where the staff will make sure that all the appropriate forms have been completed and you have an opportunity to order some basic stationary items in preparation for the following day. You will also be told, if you do not already know, which House you have been allocated to (see Section 3). If it is off-campus, you will either be given a map and directions if your parents or guardians are still with you, or transport will be arranged to enable you to go to your House to unpack and meet your Housemaster. Lunch will be between 1.00 pm and 2.00 pm if you choose to arrive in the morning. Supper is from 6.00 pm and after supper non-campus students will be taken back to their Houses in school minibuses.

The Headmaster and Director of Studies will be available all day to meet you and your parents and to discuss any queries or last-minute thoughts about your timetable, but with over 150 students arriving it is going to be a busy day with inevitable queuing and therefore it is advisable to sort out your programme in the week preceding the start of term.

We try hard to get the timetable into full operation as soon as possible. On Monday you will be given your personal timetable and there is also an orientation programme which includes meetings with the Headmaster, the Director of Studies and the House staff. The programme is well advertised around the school, so you won't miss anything.

Lessons will begin in earnest on Tuesday!



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INFORMATION ABOUT YOUR HOUSE

There are eight boarding houses at Hurtwood House, three on-campus and five off-campus, and two smaller lodgings for day students. They are:

Hurtwood House	On-campus	Girls
The Lodge	On-campus	Girls
Radnor Cottage	On-campus	Girls
Beatrice Webb House	Off-campus	Mixed
Cornhill Manor	Off-campus	Mixed
Ewhurst Place	Off-campus	Mixed
Peaslake House	Off-campus	Mixed
The Turrets	Off-campus	Boys
Highcroft Cottage	Off-campus	Girls
Warwick House	Off-campus	Girls

(Addresses and telephone numbers are published in section 13)

When you join Hurtwood as a new student, the Headmaster will allocate you to a House and to a room. You are likely to be sharing with one or two other students. At the end of your first year you will be asked if you would like to change Houses and who you would like to share with. Some single rooms will be available for second-year students.

Within each House there is a Housemaster or House Tutor who is on duty during the evenings and weekends. They are only too happy to help if you have a problem. You will be assigned to one of them for the distribution and discussion of your weekly academic grades (see Section 5).

We want you to be as comfortable as possible in your room. Pictures and posters help, so decorate it to your liking, but please put them up with drawing pins and NOT Sellotape or Blu-tak because these mark the walls. However, please avoid putting drawing pins into wooden surfaces. For Health and Safety reasons, in particular fire regulations, you are not allowed to attach anything to the ceiling of your room. You are jointly or individually liable for any damage caused to school premises or property and will be charged accordingly on your school account. Also, while on the subject of damage, should you inadvertently break something, please let someone know. We are aware that accidents do happen!

You are welcome to bring electrical equipment with you, such as a hairdryer etc, but for safety reasons you must ensure that the correct plug and fuse are fitted. The school will test all electrical items within the first two weeks of your arrival – a Health & Safety requirement.

There is a recreational area in each House where you are able to watch TV or play pool or table-tennis during your free time. There is either a shop or vending machine in each House where you can buy chocolate, drinks, sweets, etc. There is also a small

kitchen area where you can make snacks and hot drinks during the evening. For safety reasons, cooking is not allowed in bedrooms.

If you live in an off-campus House, your Housemaster will inform you of the times and arrangements for leaving in the mornings. (Cooked breakfast is available at school any time up to 8.30 am). Likewise, the times for returning to Houses after supper are organised by your Housemaster. (You cannot go back to your House during the day, so you will need to be well organised and bring everything that you need for the day with you in the morning.) In the Summer term you may be allowed to walk back to your boarding house rather than being driven back, if you have discussed it with your Housemaster, agreed to follow certain guidelines and have the agreement of your parents. (If they would prefer you not to walk back then they should inform the school.)

If you are a day student and you are ill and unable to attend, you should inform the school by 8.45 am.

Each House has laundry facilities. For fire prevention and safety consideration you must *not* iron in your room or dry clothes on the storage heaters. If you experience problems with any of the machines, let your Housemaster know or tell the Domestic Bursar directly. You may find there are times when use of the facilities is restricted because the household staff are washing the bed linen, but these times are clearly displayed in each House. Bed linen is provided – and washed for you – but you may prefer to bring your own sheets and matching duvet covers in order to make your room more “homely”. However, towels are not provided and you should bring at least two for personal use. (There is a standard charge per student per term for the laundry facilities – this does not include soap powder for your own personal washing).

There is a time set aside each weekday evening for prep and you are expected to work in quiet conditions. Times vary slightly from House to House and your Housemaster will inform you about these at the beginning of the year. However, “lights out” is at 11.00 pm during the week and on Sundays, and at 11.30 pm on Fridays and Saturdays in all Houses. You are not allowed to work after this. We recommend that if you cannot finish your work that night you set your alarm clock and get up an hour earlier the following morning.



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YOUR WORKING DAY: TIMETABLE, SPORTS AND ACTIVITIES

During the first day at Hurtwood, you will receive your timetable with the specific lesson times. In general, your working hours are between 8.50 am and 1.00 pm in the mornings, 1.50 pm and 3.00 pm in the afternoons and 5.00 pm and 6.10 pm in the evenings. During these times you are expected to be working in lessons or to be in Private Study. If you live off campus, this is held in the Naylor building. If you live on campus, you can use your study bedroom.

There are two morning breaks at 10.00 am and 11.30 am. The tuck shop is only open during the first break and the bookshop is open during the lunch break each week day. There is also a break for activities and sports every afternoon. You are encouraged to participate in one of the many sports and activities on offer, but don't forget to bring your kit with you in the morning, as you cannot go back to off-campus houses during the day.

The afternoon activities session is very important at Hurtwood. We have found that you will work harder and enjoy it more if your day is balanced between work and play! On your first day you will be told about the sports which are on offer and your student diary will tell you on which afternoons they take place. Remember, sport is an important part of Hurtwood life – you will be participating for pleasure. The other important point to remember is that you do not have to be a regular participant. You can just turn up and join in. We never forget that sports should be fun. Experience tells us that many students elect not to join in, as sport has been compulsory in their previous schools. However, by the end of the first year they readily admit that this has been an error. Don't make the same mistake!

On Wednesday afternoon the arrangement is rather different. Instead of having lessons after lunch, we provide an even more varied programme of sports. During this time some of you may be rehearsing for a theatre production and some of you may have been selected for the Hurtwood Film Academy or you may be playing in a fixture against another school. But at this time on a Wednesday everybody has to sign up for something or else attend supervised private study. After this session there is a period of "free time" before lessons start again at 5.00 pm as usual.

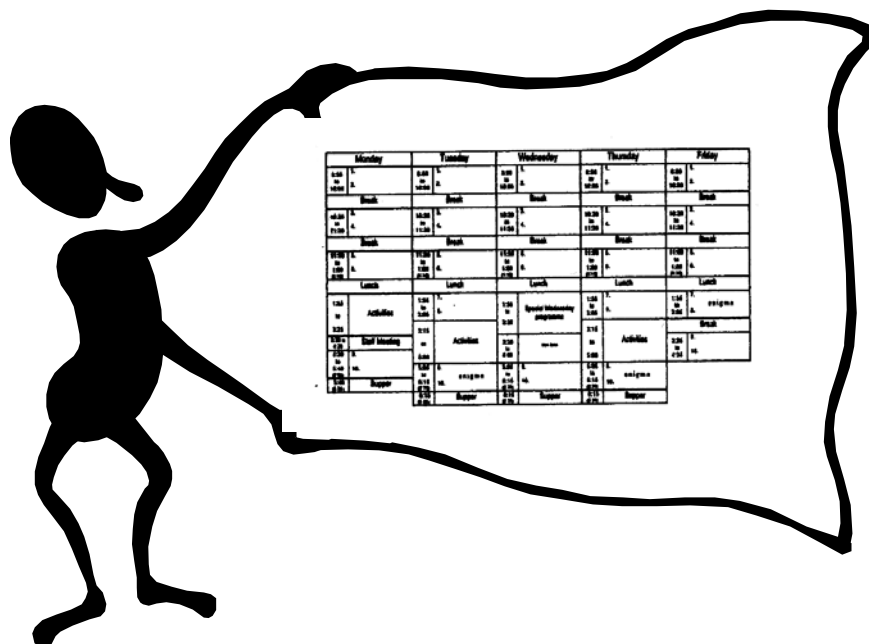
Very keen sportsmen and women will be pleased to know that Hurtwood has an extensive fixture list and puts out teams for all major sports to compete against other schools and clubs.

In addition to your lessons and the daily activities periods, there are two occasions during the week when the Enigma programme takes place and on Fridays there is the Enigma Showcase session. You will be sent a separate booklet about Enigma – it consists of short courses which are designed to broaden your outlook and teach you skills which are not normally available in the school curriculum. There are over 20

modules covering topics such as reflexology, basic car mechanics, kick-boxing etc. You will be asked to decide how many of the sessions you would like to be involved in and which modules you would like to take. We will do our best to meet your requests, and because we attach such importance to broadening your outlook, we will expect you to take at least one session per week. We would recommend you attend at least two of the more “CV” targeted courses over your two years.

Every Monday afternoon there is a full staff meeting where the weekly grades are discussed (see Section 5). You are assessed in each subject for attainment and effort and informed of your grades by your Tutor on Monday evening. At this meeting you have the opportunity to plan strategies and set targets for the coming week. It is a process designed to help you make the most of your abilities and your time at Hurtwood. Your parents/guardians are sent a copy of these grades each half-term and a full subject-by-subject report at the end of each term. They can also register with the school to access your grades via the internet on a weekly basis. Hopefully, with this careful monitoring you will improve your study techniques and learn to take greater responsibility for your own studies.

All schools have examinations and Hurtwood House is no exception. No matter what you are studying this year you will be involved in examinations for your modules. So be warned, and be prepared to work your hardest from day one!



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THE GRADING SYSTEM

The weekly grades are the cornerstone of our system of monitoring your progress. They serve several purposes. They exist so that *you* know exactly where you stand in relation to your progress in each of your subjects on a week-by-week basis. They provide us with the opportunity to help put things right swiftly if they are going wrong. The grades also give your parents or guardians valuable information about your weekly performance. They are very much a review of your achievement. In short, the grades give everyone involved with your education – the school, your parents and you – the reassurance that everything is under control.

Each grade consists of two components – the attainment grade and the effort grade. The tables below are designed to help you understand the system.

ATTAINMENT GRADES		
A-Level		GCSE
A	Highest pass grade	a
B		
C	Middle pass grade	b
D		
E	Lowest pass grade	c
U		d
		e
	f	

The attainment grades are in line with the national grading system at AS, A2 and GCSE levels, and are a very good indicator of the quality of work produced in any one week. It must be stressed that they cannot be precise in terms of eventual examination results, but if you take an “average” over a period of time you will have a reasonable indication of what you could achieve if you reproduced the same standard of work in the examination.

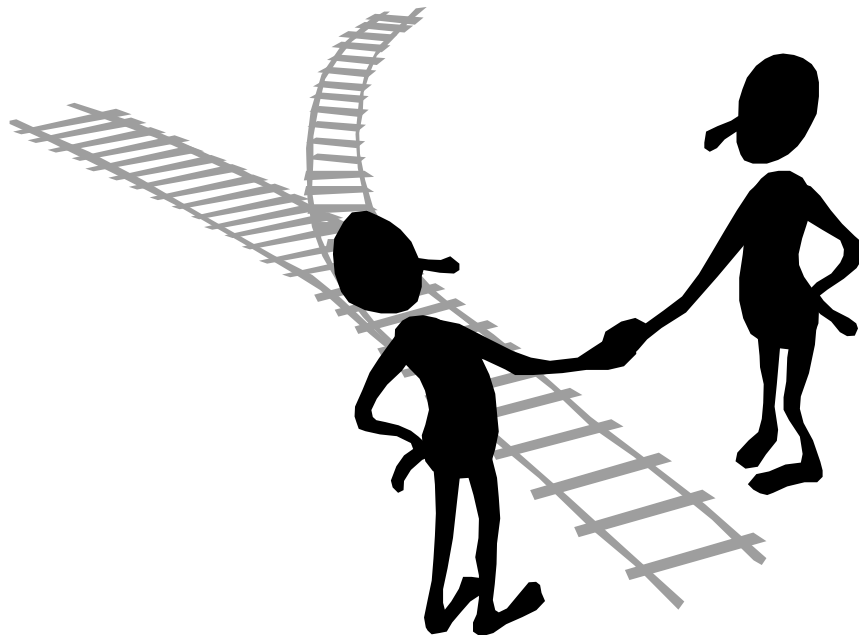
EFFORT GRADES				
1	2	3	4	5
Very good	Good	Minimum acceptable	Poor	Very Poor

The effort grades are inevitably more subjective, but your teachers have been issued guidelines to work to. They will explain their own idiosyncrasies and will be only too happy to discuss your effort and your grades with you. Remember, your teachers are working *with* you and want you to succeed and produce your best!

At the Monday staff meeting, grades are discussed and teachers explain the reasons for their grades to the Director of Studies and the Housemasters. If your grades are poor or disappointing, your tutor will be discussing with you the way forward for the following week. You should see this as a partnership and set yourself realistic objectives. If your grades are good then your tutor is likely to pass on to you congratulations from the meeting, and discussion will then centre on how to maintain or improve them!

Always remember that the system exists for *you*!

We take this whole process very seriously and you must understand that if your grades fail to improve or you elect to ignore the advice and wise counsel on offer then sanctions such as a weekend work programme will be introduced.



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GENERAL INFORMATION

Cash

An automated cash machine is installed at Hurtwood House in the main school building. Cash can be drawn at any time in multiples of £10, using a Bank Service Card, Debit Card or Credit Card. There is a nominal charge per transaction.

If you do not have a bank account, your parents/guardians may deposit cash for you with the school. You can then collect this as and when you need it from the School Secretary.

Please note that cash will *not* be issued to you until the School has received funds for that purpose. (Remember, bank transfers may take a little time so don't leave your request until the last minute!)

Payphones

There are telephones available in each House and in the main school for student use. You can receive incoming calls on these telephones, as well as making outgoing calls. If you give any of the numbers to your friends or family, don't forget to tell them when you will be available to take their call – they won't be able to speak to you if you are in the middle of a lesson! Make sure, too, that you are close to the telephone if you are expecting a call – it is very unlikely that anyone else who answers the telephone will be able, or willing, to rush around the school to find you if you are not close by.

All of the telephones are payphones.

Mobile Telephones

You are allowed to have your own mobile telephone at Hurtwood. Reception up in the hills is variable (check with your Housemaster about the best service provider) but you will find a mobile telephone very useful. However, please remember that the sound of them ringing at inappropriate times is very annoying and we ask you to make sure that parents and friends do not ring during working hours or after "lights-out", and please make sure your telephone is switched off during lessons and at night. You can "top up" your mobile telephone at school using the cash machine for a small nominal charge.

Mail

There is one mail delivery and two collections every day at the main school. Incoming mail is delivered to the office, where it is sorted and then given to your Housemaster to distribute in your House in the evening. (You should *not* collect it from the staff room). Your mail should be addressed to you either at the main school (for sorting) or directly to your boarding house (for collection in the evening). If you are a day student, but

living in one of our lodgings, you should have your mail addressed directly to the main school. The addresses are given below and also in section 13.

Hurtwood House, Holmbury St Mary, Dorking, Surrey RH5 6NU

Beatrice Webb House, Holmbury St Mary, Dorking, RH5 6LJ

Cornhill Manor, Shere Road, Ewhurst, Surrey GU6 7PJ

Ewhurst Place, Shere Road, Ewhurst, Surrey GU6 7NR

The Lodge, Hurtwood House, Holmbury St Mary, Dorking, RH5 6NU

Peaslake House, Lawbrook Lane, Peaslake, Guildford, Surrey, GU5 9QW

Radnor Cottage – please address all mail to Hurtwood House

The Turrets, Ewhurst Place, Shere Road, Ewhurst Surrey GU6 7PJ

Special items such as recorded deliveries, registered letters and courier deliveries must be signed for at reception. If you receive such a letter, a message will be put on the electronic noticeboard asking you to go to reception to collect your item. Always have these items sent to the main school address – they cannot be signed for in the empty boarding houses during the day and will not be left without a signature.

Outgoing mail should be posted in the letter box outside the back door. Postage stamps are sold in the book shop.

Computers and e-mail

There are many computers around the school and all students are given an account for using the school's computer network during their time with us. A separate document – the Acceptable Use Policy – will be sent to you to read and agree to. This is a very important document and requires your fullest attention. It also lists the minimum PC laptop requirements which can be supported by the IT department.

Each student has their own e-mail address at Hurtwood. This is of the form: firstname.familyname@hurtwood.net e.g. john.smith@hurtwood.net.

Parents can also contact the school by e-mail at info@hurtwood.net or they can e-mail direct to members of staff using the same format as for students, i.e: john.smith@hurtwood.net.

Students can send and download e-mails from any computer on campus.

Student Council

There is a Student Council and elections are held for this and the House Councils early on in the first half-term. We want to hear your thoughts about Hurtwood and we want you to be involved in helping us to make it a good and happy place to work and live in.

Notice boards and messages

The main noticeboards are in the corridor outside the book room and there are also electronic noticeboards located around the campus. Collectively, they display information about sports and activities, events in the Theatre and rehearsals, and other important day to day information. The secretaries or the school nurses or your teachers may also post messages for you via the electronic noticeboards. Be sure to check these regularly.

Taxis and other transport

Taxi fares *cannot* be put on your “extras” account, with the exception of taxis to and from airports at the beginning and end of term. The School Office can arrange for a taxi to collect you from the airport at the start of term in September. If you would like them to arrange this for you, please contact them by telephone, e-mail or fax, giving all your flight details. The School Office is not open during Christmas, Easter or half-term holidays, so you will need to book your taxis for the beginning of the Spring and Summer terms at the end of the previous term when arrangements are being made for your departure.

If you need a taxi at any other time to Guildford or Dorking train stations, i.e. for University open days etc, we advise you to obtain your parents’ permission in plenty of time. They must telephone the school office to authorise this extra expense, and the taxi cannot be booked until this authorisation has been received. Taxis to London *cannot* be charged to the extras account at *any* time, and must be paid for at the time in cash. You must also obtain a blue card and have it signed by all of your teachers and your Housemaster for any taxi trips during lesson time.

Whilst we are happy to be as helpful as possible with the booking of taxis for students, the school cannot accept responsibility for the reliability or conduct of the drivers or companies that we use, although we do ensure that all taxi companies or drivers are suitably licensed and checked by the appropriate local authority.

The following telephone numbers may be useful if you want to make your own arrangements:

Cranleigh Cabs	01483 277223
Crockfords Taxis	07973 890583
Fives & Sixes Taxis	01483 565656

There is school transport which leaves after classes on Fridays to take students to Guildford station. To reserve a seat, you should see the Receptionist who will put your name onto the list. The cost of your seat *cannot* be put onto your school bill. Once you have put your name on the list, it is up to you to make sure that you are at the departure venue at the correct time. Refunds cannot be given if you have missed the bus, so make sure that you are waiting in the lower car park in plenty of time.

Personal belongings and insurance

The school cannot accept any responsibility for your personal belongings, so you are advised not to bring valuables to school. Your Housemaster will look after any spare cash or important documents if necessary, however, we do ask you to deposit any passports, airline tickets etc with the School Secretary for safe-keeping. Although the School has an “open door” policy and thefts are usually rare, in a residential community where facilities are shared it is all too easy for things to get lost, mistakenly removed or put away by the wrong person. We therefore strongly advise you to check that your parents’ household insurance covers your belongings while you are away at school, especially personal computers, mp3 players, and mobile telephones. Although many items may be retrieved, sometimes this is not possible and it is best to make sure that your belongings are insured in case you are unlucky. You may like to bring a lockable “tuck box” with you for your bedroom. Individual lockers are available for “off campus” students and you will be issued with a combination lock for it in September. Use your locker for all valuables. In addition to these facilities, each study bedroom has an electronic safe for use by the students for small valuables. These are shared between room-mates and are accessible by security code. Make sure that you use these safes for all of your valuable belongings and do not reveal your security code to anyone apart from your room-mate.

You should also be aware that we will not tolerate stealing. Any student caught doing so will be asked to leave immediately.

You may leave some of your belongings over the Summer holiday if you are returning in September, but they must be securely boxed up and each item must be clearly labelled with your name. The school cannot accept responsibility for items that are left behind, so do check that your parents’ insurance policy will cover their replacement if they go missing. Any belongings left in your room at the end of the year after you have left will be disposed of unless you have clearly marked them “for storage”. If you are leaving the school, you must take all of your belongings with you.

Driving Lessons

You may wish to learn to drive whilst at Hurtwood. The local driving schools are not able to accept school account bookings, so you are advised to contact them directly and arrange for them to be paid in advance by your parents. Local driving instructors/schools who have in the past taught our students are:

Frances Hart
Tel: 01306 631274

Matthew Rollason
Tel: 07795 212180

a2om Academy
Tel: 07836 535102

Remember, you may not take driving lessons during working hours!

Before you can take driving lessons, you will need a provisional driving licence. This can be obtained by filling in the appropriate form which you can get from a Post Office. The School can issue a cheque to accompany the form, and the cost can be charged to your “extras” account, but you must first ask your parents to telephone the school to authorise this expenditure. (The school accepts no responsibility for the services offered by the above driving instructors).

Library

The Library is open for borrowing books from 8.30 am to 6.30 pm Mondays to Thursdays and from 8.30 am to 4.30 pm on Fridays. There is a full catalogue with “search” facilities on the school intranet. All items borrowed must be signed out with the Librarians and signed in when they are returned. Please do not take books without permission. You should be aware that if the termly stock-take establishes that books are missing and unaccounted for, the total cost of replacing them will be divided amongst *all* students and charged to your “extras” account.

Careers

All through your time at Hurtwood you will receive advice and support from the Careers department. In your first year this will involve meetings, interviews and visits from outside speakers, culminating in focussed Careers sessions held after the AS examinations. You will be given help in preparing to complete your on-line UCAS application and during the first few weeks of your final year you will be putting the finishing touches to your UCAS form under the guidance of House and Careers staff. Your applications will be closely monitored at every stage and the Careers department will let you know of open days at universities. If needed, they can also offer you a mock interview to help you prepare for that all-important meeting.

In an increasingly cut-throat market for university places we are keen to do everything we can to give our students the very best chance of achieving their goal. The Careers Department already works very hard with students on an individual basis, with particular emphasis on interview technique, but as some of the more competitive universities begin to make wider use of interviews as an integral part of their selection process we have formed a link with a company, Oxbridge Applications, who can give a different angle on this crucial area. We feel that the opportunity for students to have *extra guidance from specialists in the subject area for which they are applying and to be interviewed by people unknown to them, in an effort to replicate as closely as possible a real interview situation*, is a useful addition to the well-prepared student’s armoury.

We have arranged for Oxbridge Applications to visit Hurtwood in the autumn term to spend a day conducting mock interviews and giving feedback on student performance. The service is particularly recommended for Oxbridge candidates, potential medical, dental and veterinary students and to a lesser extent all those applying for academically based courses at top universities. (Those students applying for performing arts and media courses will receive their own specialist preparation and the service provided by Oxbridge Applications is not appropriate to their needs.)

Please note that the service provided by Oxbridge Applications is an optional extra, over and above the advice and support the school Careers Department already offers. The school has negotiated a discounted price of £90 per student.

You may be interested to know that Oxbridge Applications, and their companion company Ascend, provide a range of services designed to improve a student’s chances of obtaining one of these few precious places and you can gain more information by visiting their websites - www.ascenduk.org and www.oxbridgeapplications.com.

The Careers department is open from 8.30 am to 6.30 pm on weekdays, and you are welcome to come and browse or make an appointment to discuss your future plans in detail with a member of staff. The Careers department has a large team of teachers who provide specialist advice in a wide range of subject areas. They also offer support for those intending to apply to universities outside the UK and work in close contact with the Art and Drama and Theatre Studies departments to help students who apply for courses outside the UCAS system. Shown below is a step-by-step guide to the university applications process, so that you know what is planned throughout the year:

Term 2 – There is a meeting for all AS students in the first week back, followed by individual interviews with the Careers department. You start deciding on possible courses and universities, helped by the Careers staff and all the resources of the Careers room. If you are not sure about what you want to do then the Careers department has some diagnostic tests which may help. Your parents will receive a letter from the Head of Careers towards the end of term which will summarise your discussions with the department. Your family are more than welcome to come in and discuss any aspects of the process at any time. Just call the Careers Department (01483 279104/279186) or e-mail them on sue.teal@hurtwood.net or niki.gilford@hurtwood.net to make an appointment.

Term 3 – Individual interviews continue and after the AS examinations there are careers sessions for all AS students which include speakers from universities, seminars on the UCAS application system and visits to universities, art colleges and drama schools.

Term 4 – The application process starts in earnest. Choices are finalised and you complete your on-line application form, which is despatched to UCAS. It is school policy not to show students the confidential references written in support of applications. Please note that our experience has shown that those who submit their forms by early October tend to receive their offers more quickly, which helps them plan the rest of the year.

Term 5 – You receive replies to your applications, and offers are monitored by the Careers department. Students are prepared for interviews where this is necessary. Visits to universities are also arranged.

Term 6 – It is now time to make a final decision on all the offers you have received. You must choose one - your “firm” offer - and select a second which is known as your “insurance”.

After the A-level examinations – the Careers department will be open when the results are published, and staff are here to help and advise you through the entire Clearing process. It is school policy to request from the examining bodies photocopies of any examination scripts where the school considers the awarded mark is not consistent with a student’s anticipated performance. (This enables individual teachers to review the actual examination paper in order to request a re-mark if thought appropriate). All students are asked to grant permission for this before the end of the Summer term.

NB With over 300 students, all at different stages of their applications, there is a huge mailbag of correspondence from universities. It is vital that there are no delays or procedural mistakes, so *all* university mail, even though it is addressed to you personally, is directed straight to the Careers department, who record all offers and conditions on your file. Only in this way can we guarantee that your application is processed swiftly and efficiently. Once the details have been checked the correspondence is re-sealed and passed immediately to you via your Housemaster. If you object to this procedure, you can let the department know, but you must appreciate that if you handle your university correspondence yourself we cannot be responsible for the outcome.

Visitors

You are not allowed to have visitors at the school, but permission from the Headmaster or one of the Deputy Headmasters, may be granted in special circumstances. Parents and guardians are, of course, always welcome.

Examination certificates

Examination certificates are issued by the Awarding Bodies several months after the results are published. The school will keep them safely for you until you ask for them. NB: If certificates are lost, the examination boards will not issue duplicates, although proof of results can be supplied.

The Book Room

At the beginning of the academic year, all of your textbooks can be obtained from the school and will be charged to your extras account. The Book Room is open Monday to Friday during the lunch break for textbooks and basic stationery items.

Guardianship

If you are coming to Hurtwood House from abroad it is possible that you will already have someone in the UK who can support and help you if you experience any difficulties or who can help you with holiday or weekend arrangements. This is usually a relative or close family friend. However, if you do not, then we would strongly recommend that your parents appoint a guardian in the UK.

We can suggest the services of a well-established guardianship organisation which specialises in providing all the support you may need whilst at Hurtwood House. We have worked with this organisation for many years and they are very familiar with Hurtwood House and the needs of students who come here. If you would like further information, their contact details are:

Sutherland Education Ltd
392-394 Ewell Road, Surbiton, Surrey, KT6 7HD
Tel: 020 8390 8810 Fax: 020 8390 4775
e-mail: contact@sutherland-education.com
website: www.sutherland-education.com

They will be pleased to send you a package giving you more details about their services.

Excursions

During the year there are several excursions organised by various departments, some of which involve travel abroad. We would encourage as many of you as possible to participate in such trips, but we would point out that this is by invitation of the member of staff leading the group and you will be expected to behave appropriately at all times.

7

LEAVE OUT

Outside working hours you are free to go anywhere in the grounds that are not deemed to be out of bounds, but boys are not allowed in the Lodge, Radnor Cottage or girls' rooms in the main House at any time.

You may not return to off-campus Houses during the day.

The weekend at Hurtwood House begins after lessons on Friday at 4.30 pm. You are allowed to go out locally or further afield or home, provided your parents/guardians have given permission on the leave-out form (handed in at the beginning of the year) and provided your Housemaster is happy and there have been no untoward problems during the week. Your Housemaster will ask you what your weekend arrangements are, or give you a form to fill in, by Thursday evening each week. If you want to be away from school at any time over the weekend, he will then check that you have the appropriate parental permission and that you can "afford the time". If everything is OK, then permission is granted.

This is probably a good time to remind you that although we do not have Saturday school, there are times during the year when you may be needed to stay at school for the weekend, or part of the weekend, for Theatre rehearsals or filming or possibly attending extra revision classes.

If you need to be away from school at any time during working hours, you must complete a "blue card", which involves seeing **all** your teachers and then your Housemaster. You can obtain a blue card from Reception or from the School Office. You should only miss lessons if it is essential and you should be aware that teachers may feel so strongly about your proposed absence that they refuse to sign your card.

To summarise and help you get things right, a step-by-step procedure is given below:

Leave out (weekends)

- 1 If your weekend plans require your parents' permission you must ask them to contact your Housemaster, as early in the week as possible, either by telephone, fax or e-mail. (It must be by Thursday evening).
- 2 Fill in the House weekend leave-out form by Thursday night at the latest and give it to your Housemaster. If there are any problems with your arrangements he will let you know at this stage.
- 3 Make appropriate arrangements to return to your House by **10.30 pm** on Sunday.

Leave-out (special)

- 1 Obtain a blue card from Reception or the School Office.
- 2 Complete the top section (address etc) yourself.
- 3 Obtain the signature of **all** your teachers.
- 4 Obtain your Housemaster's signature, and leave the card with him.

Half-term holidays/long weekends

The dates for the half-term break in the Autumn and Spring terms can be found in Section 12. The school is closed during these periods and all the Houses are locked. There is no half-term break during the Summer term, but there is a long weekend, usually towards the beginning of the term immediately after the mock examinations. The school will remain open during this weekend for students who wish to stay.

The school does not observe public holidays which occur during term time.



8

YOUR HEALTH

Before starting at Hurtwood you and your parents should have completed and returned a medical form, which will have been sent to you in advance. If this is not returned before the first day of the new school year then you will be required to see the school doctor to ensure that you are in good health.

As a boarding student at Hurtwood you are registered with the school doctor (day students may choose to stay registered with their existing doctor). This entitles you to medical attention under the National Health Service during your time at Hurtwood House. There are two school nurses who are available in the Health Centre every morning between 8.30 am and 8.50 am, 10.00 am and 10.20 am and 11.30 am and 11.50 am to deal with routine aches and pains, coughs, colds, headaches etc. The doctor holds a surgery in the Health Centre twice a week – Mondays and Fridays in the morning. If you need to see a doctor you *must* make an appointment through the school nurses. If you are taken ill during the night, send a room-mate to your Housemaster or the Tutor on duty. They will give you treatment or contact the doctor as necessary. If you wake up in the morning feeling ill, ask your room-mate to fetch your Housemaster who will assess the situation and inform the school nurses. You will be brought into school where you can be cared for properly.

We have full health day centre facilities at the school and we can take care of you there whilst you are ill. However, in the case of any lengthy or particularly contagious illness the doctor or nurses may feel that it would be best both for you and the school if you were able to rest and recuperate at home. In that event, having naturally consulted your parents, we will make all the necessary arrangements to get you home.

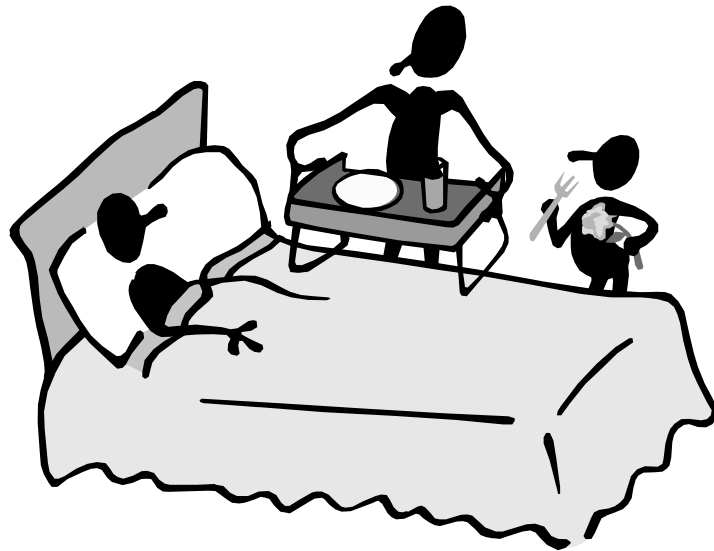
Should you need dental treatment or some other specialist treatment – physiotherapy, for example, - the school nurses will be happy to make appointments for you. They will always consult with parents or guardians before making any appointments of this nature as these treatments are often not covered by the National Health Service. Your parents may well have taken out some medical insurance for you and may wish to deal with dentists and specialists directly. If you have any medical problems or queries, please do go and discuss them with the nurses.

There are many displays and presentations during the school year on themes related to health education. The school doctor is retained to advise the school on such matters, to hold twice-weekly surgeries in the Health Centre and to see students at other times at the surgery. The doctor is paid a retainer per student, per term, as recommended by the Medical Officers for Schools Association and this is charged to your “extras” account.

Always remember to follow the doctor’s or nurses’ instructions carefully. For Health and Safety reasons, it is school policy that you, and your parents, inform your Housemaster when any medication – either bought over the counter or prescribed by a doctor or practitioner other than the school doctor, is brought into the House. You

will be required to sign an agreement regarding the self-administration of the medication which acknowledges that you will adhere to certain rules and regulations whilst the medication is in your possession.

Never accept pills or medications from other students and always keep any medicines or tablets which the doctor prescribes to you in a safe place, such as your locked “tuck box” or safe. Do not leave medications on view and please do not keep large quantities of medication in your room. The nurses can keep any excess locked away for you until you require it.



9

IMPORTANT RULES

In the introduction, mention was made of having only a few rules. These are the ones we feel most strongly about.

Alcohol

Consumption of alcohol, either on or off the school premises, is forbidden. All pubs are out of bounds. Students found drinking, or in possession of, alcohol may be grounded in the first instance, but on repetition may be suspended or expelled.

Appearance

Dress and appearance can be a major source of concern. Although there is no school uniform, we do attach great importance to how you look.

You should aim to be presentable and appropriately dressed at all times whilst either at school or back in your boarding House, with clean clothes free of holes and tears.

Hair should be neither too long nor too short. All students should have “manageable” hair and extremes of colour and fashion are not acceptable.

The school is happy for boys to wear small, discreet ear studs at any time and girls may also wear a small, discreet, unobtrusive nose stud.

No other facial jewellery is allowed.

Caps and hats may be worn around the campus, but not in classrooms, private study, the Library or the school office.

Your Housemaster will quickly advise you if you are not appropriately dressed. We do not want your appearance to be a source of conflict.

Cars

You are not allowed to keep or use cars or motorbikes (including hire vehicles) while you are at school. However, students who have rehearsals at weekends are allowed to drive a car to school on those occasions, provided that prior permission has been granted. Any student found in possession of a motor vehicle without permission may be suspended.

If you are a day student you may be permitted to drive a car to school with prior permission from your Housemaster, but if you are seen to be driving irresponsibly, giving lifts to other students, or parking elsewhere than at Radnor House, this privilege will be withdrawn.

Conduct

You will be expected to act with consideration and respect at all times towards the staff and fellow students alike. The school reserves the right to dismiss any student whose behaviour, either inside or outside of school on an excursion, is unsatisfactory. You should be aware that if the school feels that your continued attendance here would benefit neither the school nor you, it reserves the right to terminate your registration.

Drugs

Drug and solvent abuse is a national problem. We will continue to take positive steps to ensure *you* are not at risk. We reserve the right to use a medical test to establish usership, and if you are found to be using (either on or off the school premises) or possessing illegal (including de-criminalised) substances you will be instantly dismissed. *There are no second chances for offenders.* You are liable, along with all other students, to be tested during the academic year and the cost of the test is charged to your “extras” account. A copy of the school’s policy on the use of illegal substances, which includes details of the testing procedure, is available on request.

Remember – all you have to do is say “no” to drugs.

There are substances that mimic the effects of illegal drugs, often referred to as ‘Legal Highs’ which are not controlled by the Misuse of Drugs Act. They can generally be split into two groups, herbal and laboratory produced. Many of these stimulants can be obtained over the internet, and are often freely available at music concerts, festivals and clubs. Thought of as harmless initially, new evidence has shown they can be just as powerful and damaging as their illegal counterparts and therefore the School regards the use or ownership of these substances in the same way as they regard other drug and solvent abuse.

Firearms and knives

Firearms, airguns, knives of any description or any other weapons, including replicas, are not allowed on school premises.

Gambling

Gambling for money is not allowed.

Out of Bounds

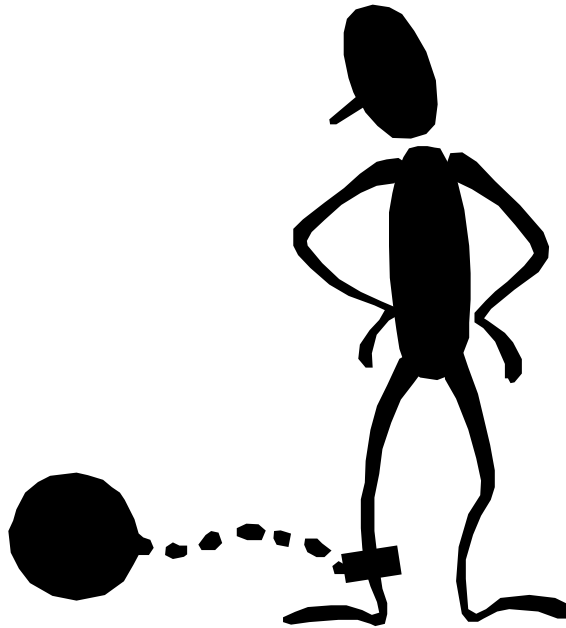
The road between Hurtwood and Radnor Cottage and the Art studios is out of bounds for safety reasons on Ofsted’s instructions. You must use the paths within the campus.

Pets

Pets are not allowed on school premises.

Smoking

Hurtwood House does not condone smoking and in keeping with current legislation, smoking is not allowed anywhere on the main school campus or at the Houses by anyone – staff, students or visitors. If you are found breaking the school's smoking ban a tariff of sanctions will be applied, which includes informing your parents, attendance at an anti-smoking course and weekends in school. Anyone who repeatedly offends will be suspended.



10

PERSONAL PROBLEMS PROCEDURE

In accordance with the Children Act 1989, all residential schools are required to have a clear procedure for dealing with the personal problems of students. These procedures are widely publicised within the school and are set out below.

Concerns about your studies

These should be discussed firstly with the teacher concerned or your House Tutor. Your Tutor will discuss the matter with the relevant teacher if you find it difficult to do so yourself. Your Housemaster and the Director of Studies are also available if needed.

Concerns about your living conditions

Problems relating to your accommodation are best discussed with your Housemaster, who will liaise with the Estate Manager as necessary. Any question about the food or the vending machines should be directed to the Domestic Bursar.

Concerns about bullying

Bullying can take various direct and indirect forms, but most bullying incidents will have three things in common: it is deliberately hurtful behaviour; it is repeated over a period of time; it is difficult for those being bullied to defend themselves.

We are determined that bullying should not happen at Hurtwood and it is important that you know what to do if it does. If you are being bullied and you find it difficult to tell a teacher or your Housemaster, tell your friends and enlist their help. They can discreetly alert your Housemaster on your behalf. It is essential that an adult is told. The school has an anti-bullying policy which can be found on the intranet, printed in your Student Diary and reproduced in the Parents' section of this handbook. Do be assured, any student who is found to be bullying is liable to be asked to leave the school.

Complaints

If you have a complaint about any aspect of the school you should follow the Complaints Procedure, which is published on both the intranet and in your Student Diary (and in the Parents' section of this handbook).

Other personal problems

If you have problems, whatever they are, your House Tutor, Housemaster, the Deputies and the School Nurses may be able to help with useful advice. They are all good listeners and will be able to point you in the direction of specialist advice if needed. If you would prefer to talk to an independent listener, we have enlisted the help of Mrs Turner, who knows something about Hurtwood, but has nothing to do with us in any formal way. Her telephone number is 01483 277387. Mrs Turner has

three grown-up children and lives in the local village of Ewhurst. Alternatively, Childline, the free national helpline for young people, provides a telephone counselling service 24 hours a day every day. The number (freephone) is 0800 1111.

Most importantly, do not bottle problems up. If you do they will only seem to get worse.

Remember – there are lots of people who may be able to help.

Your subject teacher

Any teacher

Your House Tutor

Your Housemaster

The Deputy Headmasters

The Headmaster

The School Nurses

The School Doctor (01483 782478)

Ofsted Contact Centre

(The National Business Unit, Royal Exchange Buildings, St Ann's Square, Manchester.
Tel: 08456 404040)

An independent listener (Mrs Turner – 01483 277387)

If you have a problem, don't worry, don't panic – but do something! Seek help.



11

PARENTS' SECTION

Whenever a student changes school it is inevitable that the parents and guardians receive a mass of paperwork. For your benefit, we have selected those points which we regard as most relevant and included in this section the information that we are legally obliged to provide parents and guardians with. If you don't have time to read anything else, please take note of the following:

1. Cash/taxis (see Section 6)
2. Insurance of students' belongings (see Section 6)
3. Telephones (see Section 6)

Most students now have their own mobile phones. We would ask, however, that you observe "mobile phone etiquette" and do not try to contact your son or daughter at inappropriate times (i.e. during lessons and prep times or after "lights out").

There are also payphones for the students' use in the main school and in all of the boarding houses.

A list of all important phone numbers can be found in Section 13.

4. E-mail

There are e-mail facilities on campus and in each of the major boarding houses. Your son or daughter will be given an address which you can use for contacting him or her (see Section 6).

5. Important rules (see Section 9)

We do not want to labour this point unduly, because we are fortunate enough to enjoy a large measure of co-operation and goodwill from our students and disciplinary issues do not often arise, but it is important that we all know exactly where we stand, particularly over the issue of drugs, stealing and bullying. Other schools may choose to adopt a more lenient policy, but we are committed to a policy of "zero tolerance" and to keeping Hurtwood a safe and drug-free community. Our policy about drugs is clearly stated in Section 9 and we will not under any circumstances negotiate or compromise our objective. Likewise, we will not tolerate bullying or stealing and will ask students who do not comply with this to leave the school.

6. Extras on the account

Every term a deposit of at least £400 is paid in advance to cover the cost of extras such as stationery, text books, medicines, outings, exam fees etc. A reconciliation is made at the end of each term and a summary of expenses is sent with the following term's account. A detailed statement is available on request.

Field trips and visits to the theatre are compulsory for students studying Science and Theatre Studies respectively and are charged at cost on the extras account. Whenever possible we commission visiting theatre companies to perform in our own theatre, which is considerably cheaper than travelling to the West End. Theatre Studies and one or two other subjects, such as Music Technology and Media Studies require some practical coursework and "input" from outside agencies and likewise these are charged at cost on the account. It is also possible that such activities as the Hurtwood Film Academy may incur an additional cost.

There are also laundry and medical charges.

7. Guardianship

If your child is joining us from abroad and you have not been able to appoint a relative or close family friend as guardian, then we strongly suggest you see Section 6.

8. Conditions of acceptance

In keeping with all other independent schools, we have been advised that we should introduce a more detailed Parents' Contract. This will be phased in during this academic year and is available now on the school website. In the meantime, the main existing terms and conditions of acceptance, from your signed application form, are reproduced for your reference below:

- a. Fees must be paid in full at least one month before the start of the Autumn Term and 14 days before the start of the Spring and Summer terms. The school will not guarantee to hold places for students who have not paid in advance.
- b. Interest will be charged on any outstanding account at the rate of 2% per month or part thereof.
- c. To withdraw a student, a full term's notice is required in writing or a term's fees paid in full. Once a prospective student's registration payment has been accepted this condition comes into effect.
- d. Fees are not refundable in any circumstances. The school operates an insurance scheme for reimbursement in the event of a student's absence through illness or accident. Further details are available from the Bursar's office (01483 271283). The premium is payable termly in advance, and is included on the account. (If you do not wish to have this cover, please delete it).

- e. Students with fees outstanding will not be allowed to stay at school and will be automatically debarred from entering for their exams.
 - f. The school reserves the right to dismiss any student whose standard of conduct is unsatisfactory, at the discretion of the Headmaster, whose decision shall be final.
9. Promotion to Year 2
- Having enrolled your son or daughter at Hurtwood he/she will normally sail through the two years without too many problems. However, in a limited number of cases it may be necessary to review the progress of your son/daughter and a final decision about whether they may continue to the final year may well depend on their performance in the mock examinations (which take place after the Easter holidays) and whether they are deemed to be working hard enough to benefit from continuing. The Director of Studies or your son/daughter's Housemaster will have let you know of their concerns during the Spring Term and it is possible that you may wish to come in and discuss the situation in more detail. We would welcome this, and an appointment can be made by contacting the Director of Studies on 01483 279101 or by e-mail at david.broome@hurtwood.net.
10. Transport
- Students from off-campus houses are transported between the main campus and their house by school minibus. However, in the Summer term, assuming that certain procedures are followed, students are permitted to walk back to their boarding houses. If you are not in agreement with this, you should contact your child's housemaster.
11. Medical matters
- It is a Health & Safety requirement that your son or daughter's housemaster is aware of any medication in their possession (whether bought over the counter or prescribed by their home doctor). It is a requirement that you keep the Housemaster fully informed at all times in this respect, especially following school holidays.
12. Grades
- The weekly grades can be accessed via the internet using MyGrade. In September, parents/guardians are invited to register to use this service. Details will be sent to you separately, or can be found at www.hurtwood.net. We would encourage **all** parents to register with MyGrade. Reports are also available via this service.
13. Who to contact about what

In order to help you to contact the most appropriate member/s of staff when you have something to discuss, we have compiled the following list:

Academic progress, grades and timetable changes:

Your son or daughter's Housemaster
or David Broome, Director of Studies
Direct line + voicemail: 01483 279101
E-mail: david.broome@hurtwood.net

Accounts queries:

Linda Jackson, (Bursar), Liz Smillie or Julie Ferrison (Assistant Bursars)
Direct line: 01483 271283

Careers & UCAS forms:

Sue Teal, Head of Careers
Direct line + voicemail: 01483 279104
E-mail: sue.teal@hurtwood.net
or Niki Gilford, Careers Secretary
Direct line + voicemail: 01483 279186

Cash and taxi authorisations:

School office
Direct line: 01483 279000
E-mail: info@hurtwood.net

General and administration:

Jan Key, School Secretary
Direct line + voicemail: 01483 279000
E-mail: info@hurtwood.net

Leave-out:

Your son or daughter's Housemaster
Numbers are listed in Section 13

Social welfare and examinations:

Your son or daughter's Housemaster
or Steve Crowley, Deputy Headmaster
Direct line + voicemail: 01483 279102
E-mail: steve.crowley@hurtwood.net



REGULATORY INFORMATION

There is a statutory requirement to provide parents with the following information:

14. Name and address of Headmasters

C.M.Jackson B.Ed, and K.R.B. Jackson MA
Hurtwood House
Holmbury St.Mary
Dorking,
Surrey RH5 6NU

+44 [0]1483 279000

15. Ethos and Aims

Hurtwood House was founded in 1970 with the clear vision that the needs of the modern sixth-former have changed, and that after GCSE many students are ready for the challenge and the fresh impetus which can best be provided by a more mature community specialising exclusively in their own age range. To this end, everything we do at Hurtwood is specifically geared to the academic, personal and cultural needs of the sixth-former. One of the main characteristics of Hurtwood is its strong boarding ethos (95% boarding). We believe strongly that sixth-form students need the care and attention that we provide in our well-supervised, closely-knit boarding community. Hurtwood House is structured and safe, but less formal and institutional than the traditional public schools. We believe that by being smaller and friendlier and more personal we are more capable of responding to the needs of each individual.

Hurtwood House has a strong work ethic. Its 300 students comprise one of the largest and strongest sixth-forms in England - top of the independent boarding schools' league table for two of the last five years. Uniquely, all the staff are specialist A-level teachers and Hurtwood provides a very broad range of academic, creative and vocational subjects to choose from. It provides closer monitoring and support than is usually found in public schools through an exceptionally rigorous weekly system of assessment, grading and feedback. We are committed to teaching students all the skills they need to realise their true academic potential, to stimulating their intellectual curiosity, and to helping them to achieve the best possible examination results and, often, to succeed beyond their dreams. This is a community of young people who know what they want to achieve and who are working with confidence and enthusiasm towards it.

The defining feature of the school is its creativity. Hurtwood House is a centre of excellence for the Performing and Creative Arts. We aim to provide outstanding opportunities for the aspiring actor, singer, artist, fashion designer, composer, and film-maker both in the A-level courses we provide and more importantly in specially-arranged and professionally organised activities such as our Film Academy and our concerts and our drama productions. A culture

of creativity and originality and professionalism permeates the school, and about half the students are taking one or more creative subjects at A-level.

It is important to us that we provide a “complete” and “broad” education and we put a great deal of emphasis on personal development. We encourage students to develop their talents and skills in a wide range of extra-curricular activities, and we encourage them to respond to challenge, to think for themselves, and to find the right balance between work and play. The Enigma programme provides access to a rich variety of stimulating experiences and all of this helps to provide a realistic preparation for life beyond school. Major sports are encouraged on a voluntary basis and there is a full range of different activities organised for every weekday afternoon.

Hurtwood House is a non-denominational, multi-cultural society. Although the majority of our students are from the United Kingdom, we have a number of overseas students, usually from twenty to thirty other countries. This offers the exciting prospect of understanding more about other religions and cultures in a free and tolerant community. Students are able to practise the religion of their choice. We ensure that the necessary dietary and other arrangements are part of the school structure.

Hurtwood House is one of England’s most exciting and successful schools and we are very proud of what we have achieved. We have retained traditional values, but have broken new ground educationally and we have filled a need by creating a stepping-stone between public school and university.

16. Aims and objectives of boarding

We pride ourselves on providing a complete and rounded education in a community which enjoys a busy cultural, social and sporting life. We believe that our students should work hard, that the work should be enjoyable and that they should ultimately experience the satisfaction that comes from achievement and from the sense of a job well done.

We provide an environment which is:

- a. Caring – through Housemaster, House Tutor, School Nurse (counselling), and through weekly meetings re pastoral and social issues.
- b. Safe – through House structure as above, through attention to sensible regulations.
- c. Home-like – through being personal rather than institutional.
- d. Structured – through provision of clearly-stated rules, enforced through discussion or loss of privileges.

Objectives

- To further personal development through an awareness of each individual's needs and providing a proper balance between work and play.
- To develop sound moral judgment through listening and advising.
- To develop self-worth through "taking part" and through achievement and through the development of the individual.
- To provide a rich mixture of extra-curricular activities.
- To develop independence. Importantly, Hurtwood is positioned as a bridge between school and university and the world outside. Students are guided towards taking responsibility for themselves.

Hurtwood is a non-denominational, multi-cultural society. Although the majority of our students are from the United Kingdom, we have a number of overseas students. This offers all students the exciting prospect of understanding more about each others' religions and cultures in a free and tolerant community. We ensure that the necessary dietary and other arrangements are part of the School structure.

17. Admission

Selection is based largely on the impressions formed at interview and on the reference provided by the previous school. In general we want to be sure that the students have a clear idea of what they want to achieve, that they are hardworking, mature and ready to take full advantage of the opportunities that Hurtwood House provides.

Obviously their academic record is important and we have high academic standards to maintain, but this is certainly not the only criterion for selection. Above all we need to feel that students are going to make a positive contribution to our community. Character, willingness, cheerfulness, creativity and enthusiasm are all qualities we are looking for.

18. Rules and Regulations

All communities whether they are aircraft carriers or schools need structure and we are no different. However, we have deliberately kept our rules to a minimum and they are based on common sense. Those we do have are well-defined and rigorously enforced. There are no prefects and all supervision is carried out by members of staff. There are three "red line" offences – stealing, bullying and drug abuse which result in automatic exclusion.

19. Students with Learning Difficulties

The school does not have a Special Needs Department but students with Special Needs are supported in various ways. Small classes mean that individual needs may be catered for. All teachers understand the need to use a variety of teaching approaches. IEP's are designed for each individual student

and realistic targets are set. Testing and updating of reports can be arranged with an Educational Psychologist. The school will apply to the Examining Boards for the appropriate access arrangements.

20. Overseas Students

The school tests all students who require an English qualification on the first day of term. The results of the test determine the English class they join and the number of hours of English tuition needed each week. Specialist ESOL teachers tutor small classes and additional English support is available outside formal classes if required. Further details are available on the website.

21. Complaints Policy

In accordance with The Education (Independent School Standards) Regulations 2003, which came into force on 1st September 2003, independent schools are required by law to adopt, make available and apply a complaints procedure in order to comply with the new Standards against which Ofsted/ISI inspections are carried out.

The following Procedure is written in order to:

- encourage resolution of problems by informal means wherever possible;
- be easily accessible;
- be simple to understand and use;
- be impartial;
- be non-adversarial;
- allow swift handling with established time-limits for action and keeping people informed of the progress;
- ensure a full and fair investigation by an independent person where necessary;
- respect people's desire for confidentiality.

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

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's Housemaster. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Housemaster cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department or a Deputy Headmaster.

- Complaints made directly to a Head of Department, a Deputy Headmaster or the Headmaster will usually be referred to the relevant Housemaster unless the Head of Department, a Deputy Headmaster or the Headmaster deems it appropriate for him/her to deal with the matter personally.
- The Housemaster will keep a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 2 weeks or in the event that the Housemaster and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of the Procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster will speak to the parents concerned, normally within 5 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmaster to carry out further investigations.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to Mr Stuart Southgate – a former non-executive Director of Hurtwood House, who has been appointed by the Partners directly involved in the running of the school and the Senior Management Team to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Headmaster. Stuart Southgate, on behalf of the Panel,

will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 2 weeks.

- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 4 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 days of the Hearing. The Panel will write to the parents informing them of its decision and the reason for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Partners and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

22. Anti-bullying Policy

BULLYING OF ANY KIND IS ALWAYS UNACCEPTABLE
AND WILL NOT BE TOLERATED

Definition

There are many definitions of bullying, but most have three things in common:

- It is deliberately hurtful behaviour
- It is repeated often over a period of time
- It is difficult for those being bullied to defend themselves.

Bullying includes harassment such as racist behaviour and sexual harassment.

There are different sorts of bullying, but the three main types are:

- Physical: *eg hitting; kicking; taking, hiding or damaging belongings*
- Verbal: *eg name calling; teasing; insulting; writing* derogatory messages*

- Emotional: *eg exclusion from a group; spreading rumours; initiation ceremonies*
(*this would include electronic methods – cyber bullying)

People react differently and it is not always possible to tell if someone is hurt or upset. Apparent acceptance is never an excuse or justification for bullying.

Aims

The aim of the school's anti-bullying policy is to emphasize to all students and staff that bullying is always unacceptable.

We wish to encourage an environment and school community characterised by warmth, friendliness and tolerance, where independence is celebrated and respected, and individuals can flourish without fear.

Every student has the right to be safe and happy, to enjoy his/her learning and leisure time free of intimidation and to be protected when feeling vulnerable.

Possible Signs

Students who are bullied may show changes in behaviour, such as becoming shy and nervous or feigning illness. They may show changes in their work patterns, seek to avoid prominence or class contribution, may lack concentration, may keep to themselves in the House or stay away from certain activities or places in school.

Prevention

Prevention concentrates on the positive aim of improving relationships between students using all the resources available to the school.

All complaints of bullying are taken seriously and dealt with sympathetically. Potential or actual victims are supported. Help is given to make them aware of tactics to avoid being the victim and to avoid potential bullying situations. It is made clear to the victim that revenge is not appropriate, and to the bully that the behaviour is unacceptable and has caused distress. Every effort is made to resolve the problem through counselling of both parties and in certain circumstances sanctions may be applied, including the use of exclusion.

Encouragement to tell

It is important that we create an atmosphere in the school where students who are being bullied, or others who know about it, feel that they will be listened to and believed, and that action will be swift, effective and sensitive.

If a student is being bullied he/she should tell an adult – a teacher or tutor or Housemaster or a Deputy or a school nurse or the independent listener - or ask his/her friends to tell an adult. If a student knows of another student being bullied, he/she should tell an adult. Every member of staff at Hurtwood House who suspects any form of bullying will inform the appropriate member of senior staff immediately.

***Keeping quiet protects the bully
and implies that the harassment can continue***

23. Other Policies

The following policies are available on request:

- A. Curriculum
- B. Discipline
- C. Expulsion, removal, withdrawal and suspension
- D. Health and Safety
- E. PSHE

24. Staff List

There is a list in section 14 of the teaching staff and their qualifications in this handbook.

25. Examination Results

The latest examination results are available from the school and are posted on our website – www.hurtwoodhouse.com.

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TERM DATES

Autumn Term 2009

Commences: **Sunday 6 September 2009**

Half term Friday 23 October 4.30 pm
holiday: Sunday 1 November 10.30 pm

Ends: **Saturday 19 December 2009**

(Students may leave from their Houses on the Saturday morning or, if they are not involved in the Christmas musical, they can leave at 2.00 pm on Friday 18th December)

Spring Term 2010

Commences: **Sunday 10 January 2010**
(Student should arrive by 10.30 pm on Sunday)

Half term Friday 12 February 4.45 pm
holiday: Sunday 21 February 10.30 pm

Ends: **Thursday 27 1 April 2010 (3.00pm)**

Summer Term 2010

Commences: **Sunday 25 April 2010**
(Students should arrive by 10.30 pm on Sunday)

Long weekend: Friday 30 April 6.00 pm
to Monday 3 May 10.30 pm

Ends: **Friday 2 July 2010 (midday)**

Classes and academic arrangements are severely disrupted when students leave early at the end of term or arrive back late at the start of term. The school dates are published well in advance and you are encouraged to book flights early.

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BOARDING HOUSES: CONTACT DETAILS

Hurtwood House, Holmbury St Mary, Dorking, Surrey RH5 6NU
Telephone: 01483 279000 (main school and house staff after 7.00 pm)
01483 277497 (students)
Fax: 01483 267586
Housemaster: Graham Highfield
Direct line/voicemail: 01483 279131
e-mail: graham.highfield@hurtwood.net

Beatrice Webb House, Holmbury St Mary, Dorking, Surrey RH5 6LJ
Telephone: 01306 730404 (house staff)
Telephone: 01306 731295 (students)
Housemaster: James Baker
Direct daytime line/voicemail: 01483 279106
e-mail: james.baker@hurtwood.net

Cornhill Manor, Shere Road, Ewhurst, Surrey, GU6 7PJ
Telephone: 01483 277621 (house staff)
Housemaster: Ted Jackson
Direct daytime line/voicemail: 01483 279199
e-mail: ted.jackson@hurtwood.net

Ewhurst Place, Shere Road, Ewhurst, Surrey GU6 7NR
Telephone: 01483 277251 (House staff)
Telephone: 01483 277472 (students)
Housemaster: Ian Barter
Direct daytime line/voicemail: 01483 279117
e-mail: ian.barter@hurtwood.net

The Lodge, Hurtwood House, Holmbury St Mary, Dorking, Surrey RH5 6NU
Telephone: 01483 277642 (House staff)
Telephone: 01483 277114 (students)
Housemaster: Doug Quinn
Direct daytime line/voicemail: 01483 279112
e-mail: doug.quinn@hurtwood.net

Peaslake House, Lawbrook Lane, Peaslake, Guildford, Surrey GU5 9QW
Telephone: 01306 731481 (House staff)
Telephone: 01306 731379 (students)
Housemaster: Jason Gilford
Direct daytime line/voicemail: 01483 279123
e-mail: jason.gilford@hurtwood.net

Radnor Cottage – Please address all mail to the main house

Telephone: 01483 279000 (house staff)

Telephone: 01483 277953 (students)

Housemaster: Graham Highfield

Direct daytime line/voicemail: 01483 279131

e-mail: graham.highfield@hurtwood.net

The Turrets, Ewhurst Place, Shere Road, Ewhurst, Surrey GU6 7PJ

Telephone: 01483 273160

Telephone: 01483 277452 (students)

Teacher i/c: Adam Grant

Direct daytime line/voicemail: 01483 279172

e-mail: adam.grant@hurtwood.net

Day students:

Housemaster: Dave Fonseca

Direct daytime line/voicemail: 01483 279116

e-mail: dave.fonseka@hurtwood.net

Highcroft Cottage, Highcroft Drive, Church Street, Rudgwick, RH12 3DB

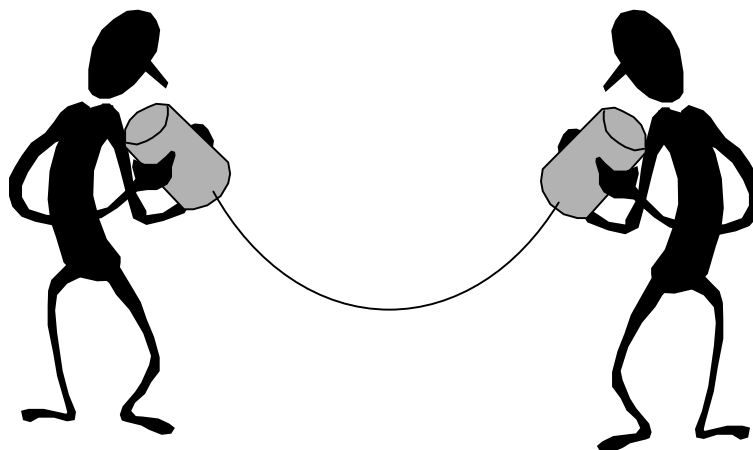
Telephone: 01403 823419 (House staff)

Housemaster: Dave Fonseca (see Day students for contact details)

Teacher in charge: Carl Bates

Direct daytime line/voicemail: 01483 279108

e-mail: carl.bates@hurtwood.net



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STAFF

Headmasters

Cosmo Jackson, BEd Bristol
Richard Jackson, MA Corpus Christi, Cambridge

Deputy Headmasters

David Broome, BEd, DipEd, UWA, MACE
Steve Crowley, BEd London

Head of Careers

Sue Teal LLB Leeds

TEACHING STAFF

Julia Andrew, BA Cert Ed
Matthew Atwell, BA
Nikki Bache, BSc PhD
James Baker, MA PGCE
Ian Barter, BA
Carl Bates BEd BSc
Roy Bickenson, BA PGCE
James Blackwell, BA PhD
Paul Bown, BA
Juan Buergo-Rodriguez, BA
Scott Carpenter BA PGCE
Bob Coates, BSc FEET CPhys MInstP
Leighton Cox, BA
Clare Crossley, BA
Clare de Wilde, BSc PGCE
Andy Duerden, LLB Law ALCM
Hugo Ellis, BA
Valentina Faedi, BPhil
Amanda Fanya, BBus
Dave Fonseka BEd EDM MCMi
Paul Fraser BA BD PGCE, MA
Peter Fromow, BEd Teacher's Certificate
Bob Genower BA
Luke Gilchrist, BA
Jason Gilford, BA TESOL
John Goddard, LLB PGCE NCTJ Cert
Adam Grant, CELTA
Steve Grantham, BEd
Stella Sharma LLB PGCE

Russell Gray, BA ATC
Nick Green, BSc BA PGCE
Louise Haile, MA PGCE
Gillian Harriman, Dip ADDA
Susan Harris, BA
Bärbel Hazeldine, BA
Graham Highfield, BA PGCE
Ezra Hjalmarsson, Dip Theatre Jaques Lecoq
Simon Hudson, BA QTS
Zara Iles BA MA DPhil
Ashleigh Jackson BSc TESOL
Andy Johnson, BA
Malika Khellaf, BA MA PGCE
Sasha Kingston BA MA
Barrie Lawrence, BSc Dip Ed
Samantha Lloyd, BA
Ann Lockwood BSc PGCE
Matt McIvor, BSc
Clare Mutzenich, BSc PGCEA
Phil Naylor, BEd
Terry Nicholls, MA PhD PGCE
Dave Parsons, Dip Sound Rec & Mus Tech
Ray Peacock, BSc Cert Ed MPhil
Simon Power, Cert Ed
Doug Quinn, BA PGCE
Jackie Quinn, MA PGCE
Adrian Rawlins, BA
David Robson, Cert TESOL
James Tunstill, BMus ALCM

Guy Stanley, BA
Peter Stimpson, BSc PGCE
Jaqueline Thomas, BA MA PGCE
Liz Tingley, RSA Dip TEFL

Simon Wallis, BA MA
Tom Wichelow, BA
Alison Winter, BA PGCE
Clive Wouters, BA PGCE Adv Dip Mgmt MA
Paul Wye BA

ADMINISTRATIVE, SUPPORT AND PASTORAL STAFF

Linda Jackson – Bursar
Liz Smillie – Assistant Bursar
Julie Ferrison – Assistant Bursar
Michael Fanya – Admissions Tutor

Jan Key – Secretary to the Headmasters
Lisa Huntley – Secretary to the Deputy Headmasters
Fiona Brown – Secretary to the Staff
Niki Gilford – Careers Secretary
Jan van der Weyden - Receptionist

Georgina Giacomuzzi – Domestic Bursar
Joe Giacomuzzi – Estate Manager

Ros Steel RN – School Nurse
Maria Young RN – School Nurse

Alison Jermyn – Librarian
Susanna Whitham – Librarian

Jeannie Baker – House tutor
Karen Barter – House tutor
Mark Bickenson – House tutor
Fiona Brown – House tutor
Brian Garner – House tutor
Niki Gilford – House tutor
Lesley-Jayne Highfield – House tutor
Ted Jackson – Housemaster
Sophie Jackson – House tutor
Peter Stevenson – House tutor

Lynda Birchwood – Lab Technician
Rob Cooper BSc –Data Manager
Alistair Coulton – Theatre Production Manager
Guy Davey – Theatre Technical Manager
Tina Jackson – Careers Advisor
Patrick Jordan BA MTh PGCE – Head of IT
Remy Martin – Art Technician
Miles Russell BA - Musical Director
Simon Watson BA - Art Technician
Jiebin Zong – ICT Technician

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