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*All information in this handbook is correct at the time of going to press
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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 access 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 or Housemistress and a team of House Tutors. This 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 or more 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

You will have already received a letter from the Headmaster telling you what boarding House you will be living in for the year. If you are on Campus – Hurtwood House or the Lodge – you should come to the main car park. If you are living in a House off campus then please use the large car park on the lower level, leaving your luggage and other belongings in the car. Having arrived, 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 stationery 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 or Housemistress. 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 the Deputy Head (Students) 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 academic programme in the week preceding the start of term.

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

Lessons will begin in earnest on Tuesday!

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INFORMATION ABOUT YOUR HOUSE

There are nine boarding houses at Hurtwood House, two on-campus and seven off-campus. They are:

Hurtwood House	On-campus	Girls
The Lodge	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
Spindles 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 Housemistress 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 a tutor group and your tutor will support your academic and personal progress in the school, as well as distributing your weekly subject 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 few 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 snacks and drinks 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 or Housemistress 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 or Housemistress. (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 and use your locker if necessary. It is therefore a good idea to bring a weatherproof book bag with you, big enough to hold A4 files.) 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 or Housemistress, 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 or Housemistress 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 or Housemistress 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, ACTIVITIES AND EXAMS

During your 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 stationery shop 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 often 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.

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 a whole year-group Enigma session. You will be sent a separate booklet about Enigma – it is part of Hurtwood's Life Skills programme and 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, cookery, 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.

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 can access these grades weekly through the online MyGrade portal. Full subject-by-subject reports are provided for your parents/guardians at the end of each term. Hopefully, with this careful monitoring you will improve your study techniques and learn to take greater responsibility for your own studies.

You will be shown how to use the student 'hub' where you can access information on many aspects of your life at Hurtwood: timetable, music lessons, your Enigma course choices, weekly grades, and examination results.

All schools have examinations and Hurtwood House is no exception. No matter what you are studying this year you will be involved in examinations. We offer a fully linear A Level curriculum, where all A Level courses are studied over a two-year period with final assessment in the summer term of your second year. You will not be sitting any free-standing AS examinations at the end of the first year, although you will be formally examined internally in both November and April of the first year in order to develop your examination skills and ascertain progress.

Students typically study three A Level courses, although some students do select four A level subjects in the first instance in order to allow them some flexibility as they decide on their three confirmed courses in the first few weeks of the term.

Monday		Tuesday		Wednesday 8:50 to 9:25 Staff Team Meetings		Thursday		Friday	
8:50 to 10:00		8:50 to 10:00		9:30 to 10:30		8:50 to 10:00		8:50 to 10:00	
Break		Break		Break		Break		Break	
10:20 to 11:30		10:20 to 11:30		10:45 to 11:45		10:20 to 11:30		10:20 to 11:30	
Break		Break		Break		Break		Break	
11:50 to 1:00 (1:10)		11:50 to 1:00 (1:10)		12:00 to 1:00 (1:10)		11:50 to 1:00 (1:10)		11:50 to 1:00 (1:10)	
Lunch		Lunch		Lunch		Lunch		Lunch	
1:50 to 3:25	Activities	1:50 to 3:00		2:00 to 3:30	Wednesday programme	1:50 to 3:00		1:50 to 3:00	Enigma
3:30 to 4:25	Staff Meeting	3:10 to 4:55	Activities	3:30 to 5:00	free time	3:10 to 4:55	Activities	3:20 to 4:30	Break
4:30 to 5:40 (5:50)		5:00 to 6:10 (6:20)	Enigma	5:00 to 6:10 (6:20)		5:00 to 6:10 (6:20)	Enigma		
5:40 (5:50)	Supper	6:10 (6:20)	Supper	6:10 (6:20)	Supper	6:10 (6:20)	Supper		

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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 – you, the school and your parents – 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		I/GCSE
A	Highest pass grade	a
B		
C	Middle pass grade	b
D	Lowest pass grade	c
E		
U	Fail grades	d
		e
		f

The attainment grades are in line with the national grading system at A level, 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.

Our attainment grades for our small number of Foundation students also reflect the I/GCSE grading system, but lower case letters are used so as not to confuse parents/guardians of students studying both A-levels and I/GCSEs. Hence, a, b, and c represent pass grades whereas d, e and f are fail grades. To aid simplicity for parents, we continue to grade I/GCSE subjects internally using letters and we use the following equivalents to represent the new 9-1 numbering system for GCSE subjects: (a = 9, 8, 7; b/c = 6, 5 (strong pass), 4 (standard pass); d, e, f, g = 3, 2, 1).

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 Deputy Head - Students and the House staff. 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 £1.00 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 Receptionist.

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!)

Mobile Telephones

Reception up in the hills is variable (check with your Housemaster or Housemistress 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'; 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 £1.00 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 House staff to distribute in your House in the evening. Your mail should be addressed to you at the main school for sorting.

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 stationery 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 E-Safety and 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. Your teachers, the school nurses or the receptionists may send you messages via your school email account so get into the habit of checking it on a daily basis.

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.

Data Protection

We take our students' privacy very seriously. It is important that you understand what we do with your data and your rights to your data. The School's Privacy Notice can be found in Section 11 of this handbook. Please ensure you have read it and you understand it.

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.

Noticeboards and messages

The main noticeboards are in the corridor outside the stationery 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 all noticeboards 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 receptionist 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 her 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 or email 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 or Housemistress 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
Five Sixes Taxis:	01483 565656
Steve's Taxis:	0759 2310045

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 or Housemistress 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, tablets/ipads, 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. The school can suggest instructors who have in the past taught our students, although we cannot accept responsibility for the services they offer. Please ask at Reception for further details. Remember, you should not arrange to 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.

Higher Education and Careers

In an increasingly competitive market for university places we are keen to do everything we can to give our students the very best chance of achieving their goal.

All through your time at Hurtwood as part of the Life Skills programme you will receive advice and support from the University Advice and Applications department. In your first year this will involve meetings, interviews and visits from outside speakers, culminating in focussed Careers sessions in the summer term. 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. Alongside academic enrichment opportunities to stretch students applying to elite universities, students who are called for interview have the opportunity to have a mock interview with one of the team or an outside subject specialist. Students are given verbal and written feedback which helps them to extend their subject knowledge and interview technique.

The University Advice and Applications department is open from 9.00 am to 6.00 pm on weekdays (4.30 pm on Fridays), 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 University Advice and Applications department has a large team 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 A1 students in the first week back, followed by individual interviews and diagnostic testing with the University Advice and Applications department. You start deciding on possible courses and universities, helped by the UAA staff. Your parents will receive a letter from the Head of University Advice and Applications 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 University Advice and Applications Department (01483 279186) or e-mail them on careers@hurtwood.net to make an appointment.

Term 3 – Individual interviews continue and after the Internal Assessments there are careers sessions for all A1 students which include speakers from universities, seminars on the UCAS application system and visits to universities.

Term 4 – 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 November 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 University Advice and Applications department. Students are prepared for interviews where this is necessary.

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 University Advice and Applications department will be open when the results are published, and staff are here to help and advise you through the entire Clearing process. All students are asked to grant permission for the school to request any photocopies of examination scripts in the period following the release of results.

NB With over 300 students, all at different stages of their applications, there can still be a fair amount of paper correspondence from universities (although much of this is now done by e-mail). 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 University Advice and Applications 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 or Housemistress. 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.

The Stationery 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 Stationery Room is open Monday to Friday during the lunch break and between 3:30 pm and 5:00 pm 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 in the UK. Please seek advice from the School Secretary if you would like further information on this or if you would like to consider some of the Guardianship agencies with which we are familiar.

Excursions

During the year there are several excursions organised by Houses and 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.

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.

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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 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 at the beginning of the year (see below for 'permissions') – permission will roll over from the first year unless specifically modified for the second year - and provided your Housemaster or Housemistress is happy and there have been no untoward problems during the week. Your Housemaster or Housemistress will ask you what your weekend plans are, and give you a form to fill in, by Wednesday evening each week. If you want to be away from school at any time over the weekend, he/she 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 ACT/SAT preparation, open studio sessions for Art and Textiles or extra-curricular activities such as Theatre rehearsals, filming or outdoor education events.

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 or Housemistress. You can obtain a blue card from Reception. 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 or Housemistress, as early in the week as possible, either by telephone or e-mail. (It must be by Wednesday evening).
- 2 Fill in the House weekend leave-out form by Wednesday night at the latest and give it to your Housemaster or Housemistress. If there are any problems with your arrangements he/she 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 or Housemistress's signature, and leave the card with him or her.

'Permissions' for Leave

There are three types of Leave that your parents/guardians need to understand and give permissions for (or otherwise) on the online InForm system before you start at Hurtwood:

Local Leave means that a student who is staying in school for the weekend may visit a local town such as Cranleigh or Guildford but must return to the boarding house by 10.30pm; all students are normally allowed this Leave unless you inform the Housemaster or Housemistress otherwise.

London Leave means that students may travel to London but must return to the boarding house by 10.30pm.

Weekend Leave means that a student may stay out overnight on a Friday or a Saturday. Parents/guardians can give permission for the student to stay overnight at specified addresses (**Specific Weekend Leave**) without having to contact the Housemaster or Housemistress on a weekly basis. These addresses need to be given in advance to the Housemaster or Housemistress and will normally include the registered home address(es). In addition, you can choose whether the student needs particular permission on each and every occasion (**Restricted Weekend Leave**).

Half-term holidays

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.

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 an online medical questionnaire as part of the online InForm process. If this is not fully completed 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 three 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 Housemistress 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 or Housemistress 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 away from school. In that event, having consulted your parents, we will make all the necessary arrangements to get you home or to your guardian (or one arranged by the school).

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 or Housemistress 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

Alcoholic drinks may only be consumed at authorised School occasions. Alcoholic drinks may not be brought onto the school premises or sites. Drinking to excess under any circumstances is unacceptable. All pubs are out of bounds. Students found drinking, or in possession of, alcohol may be suspended in the first instance. On repetition the school will have no option other than to consider asking the student to leave the school.

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 or the school office.

Your Housemaster or Housemistress 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 or Housemistress, 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. We would also recommend that having passed your driving test you enrol on a driving 'Pass Plus' course before taking on the narrow lanes and tracks around the school. Pass Plus is a scheme designed by the Driving Standards Agency and helps new drivers to learn how to reduce the risk of accidents. Statistics show that new drivers are around 10 times more likely to be involved in an accident, and regrettably, two drivers under the age of 25 die every day in crashes in the UK. As part of the Life Skills programme, all students attend the national 'Safe Drive, Stay Alive' initiative.

Conduct

You will be expected to act with consideration and respect at all times towards members of staff and fellow students alike. The school reserves the right to exclude 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 drugs test to establish usership, and if you are discovered - either on or off the school premises - to be using or possessing illegal substances (including de-criminalised substances or substances formally known as 'legal highs') you will be instantly excluded. *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.

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

In order to respect the privacy and personal space of our students, boys are not permitted in girls' rooms or corridors and girls are not permitted in boys' rooms or corridors. Breaches of this agreement are viewed most seriously.

The road between Hurtwood and the Art studios is out of bounds for safety reasons. 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 (including the use of e-cigarettes/vaping devices) 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. Continuous abuse of the no smoking policy will be regarded as an habitual breaking of a major school rule which could result in a further suspension or even permanent expulsion.

Visitors

Hurtwood is a friendly and welcoming community, but because our most important responsibility is the safety of all of our students we have to take precautions with visitors to the school. Students must seek permission from the Deputy Head- Students before inviting a visitor to the campus. Visitors to boarding houses should notify the duty staff and must be accompanied by staff in student social areas and bedrooms.

Searching and Confiscation

In the general course of School life, given Hurtwood students' good conduct overall and taking into account the very good relationships between students and staff, it is unlikely that searching students and confiscation of their property will be necessary. There are however some occasions when it might be necessary, for example for items that are dangerous, illegal or detrimental to school discipline. These include:

- knives or weapons;
- alcohol, illegal drugs and items associated with them;
- stolen items;
- tobacco and cigarette papers, including items associated with smoking such as cigarettes, tobacco, vaping devices, lighters, matches and other smoking paraphernalia;
- fireworks;
- pornographic images;
- any article that the member of staff reasonably suspects has been, or is likely to be, used to commit an offence, or to cause personal injury, or damage to property; and
- any other item or associated paraphernalia banned by the school rules.

10

WHAT TO DO IF YOU HAVE A WORRY OR COMPLAINT

Students' Complaints Policy

Here at Hurtwood House, we want everyone to feel part of a safe and happy community. From time to time, you may be worried or upset about something. This policy tells you about various people available to help you, so that you can choose someone you feel you can trust. The experience of students in this and other schools is that, no matter how bad the problem may seem to be, it is almost always a great help to talk about it. You can talk to any member of staff if you have a concern.

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 or Housemistress and the Deputy Head - Students are also available if needed.

Concerns about your living conditions

Problems relating to your accommodation are best discussed with your Housemaster or Housemistress, 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 or Housemistress, tell your friends and enlist their help. They can discreetly alert your Housemaster or Housemistress 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 and is printed in your Student Diary. Do be assured, any student who is found to be bullying is liable to be asked to leave the school.

Other personal problems

If you have problems, whatever they are, your House Tutor, Housemaster or Housemistress, the Deputy Heads 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/Housemistress

The Deputy Heads

The Headmaster

The School Nurses

The School Doctor
(01483 782478)

An independent listener (Mrs Turner – 01483 277387)

Office of the Children’s Commissioner

Tel: 020 7783 8330

Email: help.team@childrenscommissioner.gsi.gov.uk

Childline – 0800 1111

If you have a problem, don’t worry, don’t panic – but do something!

Seek help.

Who else needs to know?

The School understands that you may wish to talk about a problem only if it is kept secret. In many cases, this is possible, but there are two exceptions you should be aware of:

- the Headmaster is required to make sure he is aware of all issues affecting the safety and welfare of students at the School. This means that the Headmaster will need to be kept informed by school staff of the broad nature (but not usually the details) of any serious health, safety or welfare issue of which they are aware. If your problem or complaint involves the Headmaster, then Social Services will be informed instead;
- the School has a legal duty to keep your parents/guardians informed about your welfare and progress at school. However, if you do not wish them to be informed, please say so, so that the options can be discussed with you.

However, please do not let this stop you from raising complaints or saying when you are worried or upset. Most young people who speak up, say afterwards that it helped them enormously and that the problem did not seem quite as bad once they had a chance to talk it through with someone experienced and helpful.

Making a formal complaint

If you feel that you have not been able to sort out a complaint on an informal basis you have the right to make a formal complaint. You may wish to involve your parents at this stage if you have not already done so. You or your parents should write to the Headmaster setting out the complaint and what you want to be done about it. The Headmaster may suggest a meeting to discuss the complaint but will in any case give you a written answer explaining what he has decided to do about the complaint. You will not get into trouble for making a complaint if you believe that you have a good reason for doing so.

The Headmaster will keep a record of serious complaints from students and what happened to those complaints and will review them from time to time.

Your parents can also use the School's formal complaints procedure which is available on the School's website and in the regulatory section of this handbook.

11

PARENTS' SECTION

There is a wealth of information which you will have already seen in our prospectus and on our website and in our terms and conditions. This section is specifically designed to provide parents with the practical details which, in conjunction with the rest of this handbook, will help you and your son or daughter to understand how Hurtwood works and how to get the most out of the experience.

1. Keeping in touch with the school

It is very important to us that you should be able to enjoy the closest possible relationship with the school. It is our wish that you are kept right up to date, week by week, with academic progress, and that you can share any pastoral concerns about your son or daughter promptly and easily. The contact list below will help you to get in touch with the most appropriate person when you have something to discuss, but we would like to emphasise that the Housemaster/Housemistress is the key person, and that most things can be channelled through them in the first instance. We would like you to be on first-name terms with them and to feel that you can phone or e-mail at any time, or arrange to meet for a more detailed discussion.

Because we want to share as much information as possible with you, we make academic grades available to you on a weekly basis via the internet. In addition, we send you detailed subject-by-subject and Housemaster reports every term; and in preference to the clumsy and inefficient conventional school parents' evening, we facilitate, on request, in-depth and more meaningful private meetings between parents, teachers and the Deputy Head- Students, Dave Fonseca, whose contact details are listed below.

2. Weekly grading/the importance of the parent portal – 'MyGrade'

Weekly grades

Weekly grades (details in Section 5) are the cornerstone of our unique system for monitoring academic progress and make a huge contribution to the outstanding examination results we achieve every year. They are also the most immediate way of sharing information with you and you can access them every week via the internet using the parent portal ('MyGrade').

It cannot be stressed enough how important the parent portal, 'MyGrade', is to you and your relationship with the school. You will be using it not only to access the weekly subject grades and the weekend leave arrangements, but also the termly reports and, ultimately, the all-important A-level results.

In order to access 'MyGrade', you will need to use a set of credentials – your e-mail address, a username and a password – that will be sent by the school's ICT department in the middle of September.

A similar system, 'InForm', is the school's on-line system for collecting and checking all the personal details we hold for your son or daughter in the weeks before they join us (see 'InForm' below). Using 'InForm', it is possible set up more than one parent or guardian to be associated with a student's 'MyGrade' page, hence allowing other members of the family to monitor progress.

If this all sounds a bit complicated, you will be pleased to know that the ICT department will be on hand when you arrive on the first day, and is always available to help and advise, should you experience any difficulties accessing grades or reports.

Reports

We issue full subject-by-subject and Housemaster reports on a termly basis. These reports can only be accessed through 'MyGrade'. We have moved completely away from producing paper copies of reports and we therefore strongly recommend that you download a copy of each report for safekeeping as a permanent record. 'MyGrade' will no longer be accessible to you once your son or daughter has left us.

Examination results

All the A-level results can be accessed by you through 'MyGrade' on the day they are made available by the examination boards. Students can also collect their own results on their own dedicated portal (MyResults). The school will be open throughout this period and the University Advice and Applications staff will be here to help parents and students if any advice is needed at this time.

3. Parents' evenings

There are very many ways in which the traditional parents' evening as they are usually arranged in schools is highly unsatisfactory, not least because of the time when they occur. This may well be the most convenient time for the school, but it is very often far from convenient for busy parents who have no option but to fit in with what the school has arranged. Add to that the fact that when parents do arrive, they have very little private, in-depth, face-to-face time with the teachers, who unfortunately have to divide their time between all the parents whom they have to see on the night.

At Hurtwood we have what we believe to be a much better arrangement. We think that it is very important that all parents should be given much more convenient and much better quality access to their child's teachers. Therefore we will arrange, at your request, a *mutually* convenient time for you to come in and have a private and personal in-depth meeting with the Deputy Head - Students and each teacher. This can be arranged through your Housemaster or Housemistress or directly with the Deputy Head- Students, who is responsible for the academic progress and well-being of all the students in the school (see contact details below).

Please note that these meetings are arranged at parents' request.

4. 'InForm' - personal information you supply electronically to the school

In the Spring prior to your son or daughter joining the school you will be sent a personal Username and Password which will allow you access to our 'InForm' system. The 'InForm' system contains a medical form, a leave-out form, a subject choice form and extra-curricular activities authorisation forms, together with all the personal contact details which we hold for you. The forms are all completed electronically so that all information can be entered onto the school's database. Medical information is kept separately on confidential database records.

The 'InForm' system will be closed during the first week of August, so please ensure that you have entered all the necessary information by then. After this time you can, of course, alter information by sending an e-mail to us at info@hurtwood.net

5. Insurance and safe-keeping of student belongings

We enjoy an open-door policy and we are pleased to say that our students are respectful of other people's property and we do not generally suffer from theft. However, with the best will in the world, things do go missing from time to time – lost, mislaid or possibly stolen – and although we take all reasonable measures to make sure that students' belongings are safe, we do not accept any responsibility for belongings and you are strongly advised:

(a) to make sure that your household insurance covers your son or daughter's belongings while they are living here. This should include items such as mobile phones, tablets, watches, laptops etc;

(b) to make sure that they do *not* bring very valuable items or expensive clothing to school.

Students should deposit spare cash, important documents, passports, airline tickets with either the Housemaster or Housemistress or the School Secretary for safe-keeping. Students may bring a lockable 'tuck box' to keep in their bedrooms, because bedroom doors are not locked. However, they are all equipped with electronic safes for small items. These are shared between room-mates and are accessible by a unique security code.

Belongings can be boxed up and left over the summer holidays, but again the school cannot accept responsibility for them. Any belongings left behind after a student has left the school will be disposed of.

6. Higher Education and Careers

As you can see from Section 6, we provide your son or daughter with a thorough and comprehensive University Advice and Applications service. As parents you can be relaxed in the knowledge that we will help them through the entire process of applying for higher education, from finding the right course and university to filling out each and every section of their UCAS form. We detail the exact process in our 'Life after Hurtwood' documents under the 'Careers' tab of the Hurtwood House website and strongly advise that you look at this. You will see that we hold seminars on UCAS and personal statements, take students to conferences and open days, provide visiting speakers for the top universities and call on our specialists from different departments to make sure their personal statements are second to none.

The University Advice and Applications department is open in the holidays when the results are published and we are here to help you through the entire clearing process if required. However you will be pleased to know that a high percentage of our students secure their 'firm' choice university.

Although we are more than happy to supervise the entire process ourselves, we encourage parents to be actively involved and we would be delighted to meet with you at any stage of the process. We will in any case write to you regularly to keep you up to date with your son or daughter's progress in this matter and it would be helpful if you could encourage your son or daughter to research courses and visit university open days. We welcome your visit and look forward to discussing your son or daughter's future together. You can book an appointment or contact us on 01483 279186 or e-mail careers@hurtwood.net.

7. Important rules and sanctions (See Section 9)

We are not keen on having a myriad of petty rules and regulations, but we do believe very strongly in having clearly delineated 'boundaries'. We have kept our rules to a minimum, but those we do have are well defined and rigorously enforced. They are detailed in Section 9, but the important thing for you to be aware of and, we hope, to be reassured by, is that there are three 'red line' offences – drug abuse, stealing and bullying – which result in automatic exclusion. (Please refer to the school's Discipline and Behaviour Policy and the Expulsion, Removal and Review Policy for further details – available on request). We also take a firm but less draconian line on smoking and alcohol. All school events, trips and visits are smoke free occasions. Students are not allowed to bring alcoholic beverages on to campus or into the boarding houses. At certain school social events, alcoholic drinks are made available under close staff supervision. Please contact the school if you do not want your son or daughter to be served alcohol under these circumstances.

In the main, our over-riding concern is that students should act with consideration and respect at all times towards all members of our community – staff and students alike.

8. Medical matters (See Section 8)

The School's health centre is run by our three qualified nurses. They offer a safe and confidential service to our students. Should students become unwell during the day they are admitted to the health centre where the nurses care for them. They are not allowed to stay in their boarding house for obvious safety reasons.

All the boarding students are registered with Cranleigh Medical Centre to ensure medical help is available at all times. The school doctors hold clinics at the school every Monday and Friday morning, and students wishing to see the doctor book appointments through our nurses. If students are unwell during the week, the nurses arrange for them to be seen at the doctor's surgery in Cranleigh.

Emergency dental services can be arranged, but a charge will occur as this will not be covered by the National Health Service.

It is hoped that all students will have received their routine vaccinations in their previous schools, but if not, they can be arranged here. Travel vaccinations can also be arranged, but you should give at least six weeks' notice, because the travel clinic is extremely busy, especially at peak times.

Counselling can be provided on a private basis with Alison Colvile at her home just down the road in Holmbury St Mary. Alison is extremely well qualified and offers a safe haven to those who seek help.

If students arrive at Hurtwood with prescribed medication it is important that the nurses are alerted to this, so that they can then arrange an appointment with the doctor to ensure further supplies are available. Housemasters/Housemistresses should also be notified of any medications brought into school. The students are responsible for their medications and a safe is provided in each bedroom for the keeping of any such medication. If your child has been prescribed a controlled drug, this **MUST** be handed over to the Housemaster or Housemistress for safe-keeping and administration.

The nurses encourage communication between home and school, so please do not hesitate to call should you have any questions or concerns.

School nurses: Collette Parsons, Ros Steel, Maria Young
E-mail: nurses@hurtwood.net
Contact number: 01483 279188

School doctor: Dr Diane Christie

Counsellor: Alison Colvile

9. Leave Out

The procedure for leave-out is fully explained in Section 7.

The important thing to understand about weekend leave from a parent's point of view is that you have full control over the whole system. It is *you* who decides whether your son or daughter can go out at the weekend and where they can go to, and you provide the school with your instructions in advance prior to joining us on InForm. These instructions can be varied at any time and, in practice, parents will liaise very closely with Housemasters or Housemistresses about what is appropriate and advisable.

Housemasters or Housemistress will always check that students have appropriate parental permission before they leave for the weekend, and you should note that they may detain students if they feel that they need to spend more time on their work.

There are three types of Leave:

Local Leave means that a student who is staying in school for the weekend may visit a local town such as Cranleigh or Guildford but must return to the boarding house by 10.30pm; all students are normally allowed this Leave unless you inform the Housemaster or Housemistress otherwise.

London Leave means that students may travel to London but must return to the boarding house by 10.30pm.

Weekend Leave means that a student may stay out overnight on a Friday or a Saturday. You can give permission for the student to stay overnight at specified addresses (**Specific Weekend Leave**) without having to contact the Housemaster or Housemistress on a weekly basis. These addresses need to be given in advance to the Housemaster or Housemistress and will normally include the registered home address(es). In addition, you can choose whether the student needs particular permission on each and every occasion (**Restricted Weekend Leave**).

10. Guardianship

If your son or daughter is coming from abroad and you have no relatives or family friends who can act 'in loco parentis' in case of emergency or ill-health, we strongly recommend that you should appoint an educational guardian with legal authority to act on your behalf (see Terms & Conditions). Please seek advice from the School Secretary if you would like further information on this or if you would like to consider some of the Guardianship agencies that we are familiar with.

11. Promotion to Year 2

Having enrolled your son or daughter at Hurtwood he or she will normally progress through the two years without any problems. However, in a limited number of cases it may be necessary to review the

progress of your son or daughter and a decision about whether they may continue to the final year may well depend on their performance in the Internal Assessments (which take place after the Easter holidays) and whether they are deemed to be working hard enough to benefit from continuing. The Deputy Head (Students) or your son or daughter's Housemaster or Housemistress 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 Deputy Head (Students) on 01483 279116 or by e-mail at dave.fonseka@hurtwood.net.

12. 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.

An Art 'tool box' or investigative coursework or field trips or visits to the theatre are compulsory for students studying either Art (including Photography and Textiles) Science, Geography or Drama & Theatre and English, 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. Drama & Theatre and several other subjects, such as Music Technology, Photography and Media Studies require some practical coursework which incurs associated technology costs or 'input' from outside agencies and professionals, and likewise these are charged at cost on the account. It is also possible that activities such as the Hurtwood Film Academy may incur an additional cost.

Students who wish to study A Level Mathematics (including A Level Further Mathematics) must have a calculator capable of iterative functions and that can access probabilities from standard statistical distributions. The model which will be used in our A Level Mathematics classes is the Casio fx-991 EX 'Classwiz'. Once students begin the course, a model will be provided for them and charged at cost on account. In the case where a student arrives with their own calculator of the same model, no charge will be made, however, it is essential that the model be the Casio fx-991 EX 'Classwiz'.

Students who wish to study A Level French must have their own laptop.

13. Mail

Regardless of which house your son or daughter is in, it is simplest and safest to address all mail to the main school, where it is sorted and then distributed by House staff in the evening. Certainly, all items requiring a signature such as Recorded Delivery, Special Delivery and courier deliveries MUST be sent to the main school, where they will be signed for at reception. There is one mail delivery and two collections every day at the main school.

14. E-mail

You can contact your son or daughter on the school network at first name.surname@hurtwood.net, e.g. mary.king@hurtwood.net. The school can be contacted at info@hurtwood.net and contact details for individual members of staff are published below; if you have not had an acknowledgement of your email within 72 hours please assume that the message has been filtered out by a server somewhere in the world and make contact by phone.

15. Cars

Students are not allowed to keep or use cars or motorbikes while they 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.

Day students may be permitted to drive a car to school with prior permission from their Housemaster or Housemistress, but if they are seen to be driving irresponsibly, giving lifts to other students, or parking elsewhere than at Radnor House, this privilege may be withdrawn.

16. Transport

The school arranges transport at cost with the local coach company to Guildford station after lessons on Friday, but although much requested, we are sorry to say that there are many practical reasons why we cannot provide transport to return to the various houses late on Sunday evening. Students are therefore advised to arrange to share a taxi.

17. Taxis

Taxis to and from airports can be arranged with the school Receptionist. Flight details should be sent well in advance and, as the school office is not open during Christmas, Easter or half-term holidays, you should book return taxis at the end of the previous term. These taxis will be charged on the school account, but we will need your authorisation to put any other taxis on the bill.

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

Cranleigh Cabs:	01483 277223
Five Sixes Taxis:	01483 565656
Steve's Taxis:	07592310045

18. Cash

There is an automated cash machine (ATM) in the main building at Hurtwood. There is a £1.00 charge per transaction.

If funds are lodged with the school in advance, we can issue it on a weekly basis as pocket money or on request with your authorisation.

19. Telephones

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, prep times or after 'lights out').

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

20. Published Policies

There are several key school policies published on the school website for reference.

21. Places to stay and places to eat

When you visit the school we are pleased to recommend accommodation:

The Hurtwood Hotel
Walking Bottom
Peaslake, Surrey
GU5 9RR
Tel: + 44 1306 730514
E-mail: hurtwoodhotel@mail.com
Website: www.hurtwoodhotel.co.uk

Bulmer Farm Bed and Breakfast (Mr & Mrs Sue and Graham Walker)
Pasturewood Road
Holmbury St Mary
Dorking, Surrey
RH5 6LG
Tel: + 44 1306 731871
Email: enquiries@bulmerfarm.co.uk
Website: www.bulmerfarm.co.uk

Restaurants:

The William Bray (local pub with good food, open all day)
Shere Lane
Shere, Surrey
GU5 9HS
Tel: 01483 202044
Website: www.thewilliambray.co.uk

The Parrot Inn (local pub with good food, open all day)
Forest Green, Surrey
RH5 5RZ
United Kingdom
Tel: 01306 621 339
Email: drinks@theparrot.co.uk
Website: www.theparrot.co.uk

The Richard Onslow (Restaurant and hotel rooms)
Cranleigh Village
Surrey, GU6 8AU
Tel: 01483 274922
Email: hello@therichardonslow.co.uk
Website: www.therichardonslow.co.uk

22. Contact list

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 & Pastoral progress, grades and timetable changes:

Your son or daughter's Housemaster/Housemistress
or Dave Fonseca, Deputy Head (Students)
Direct line + voicemail: 01483 279116
E-mail: dave.fonseka@hurtwood.net

Accounts queries:

Annie Booker/Julie Ferrison, Finance Department
Direct line: 01483 271283
E-mail: bursar@hurtwood.net

Administration:

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

Careers & UCAS forms:

Jane Collier, Head of University Advice and Applications
Direct line + voicemail: 01483 279186
E-mail: careers@hurtwood.net

Exams

Stella Sharma, Exams Officer
Direct line + voicemail: 01483 279159
E-mail: stella.sharma@hurtwood.net

Educational Reports & Access Arrangements

James Early, SEN Co-ordinator
Direct line + voicemail: 01483 279174
E-mail: james.early@hurtwood.net

General Queries/Concerns:

Your son or daughter's Housemaster/Housemistress
or James Baker, Deputy Head (Personnel)
Direct line + voicemail: 01483 279106
E-mail: james.baker@hurtwood.net

Leave-out:

Your son or daughter's Housemaster/Housemistress
Contact details are listed in Section 13

Medical:

Collette Parsons , Ros Steel and Maria Young (School Nurses)
Direct line + voicemail: 01483 279188
E-mail: nurses@hurtwood.net

Taxi authorisations and Cash:

School office - Reception

Direct line: 01483 279000

E-mail: info@hurtwood.net

Please remember to inform the school **immediately** if **any** of your contact details change at any point during the school year.

REGULATORY INFORMATION

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

1. 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

Hurtwood House is an LLP and the partners of the LLP are Cosmo Jackson, Richard Jackson and Linda Jackson. The registered office address is Radnor House, Holmbury St Mary, Dorking, Surrey, RH5 6NX.

2. About Hurtwood

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 (90% of our students are boarders). 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 340 students comprise one of the largest and strongest sixth-forms in England. 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 achieve the best possible examination results and, often, to succeed beyond their dreams.

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, Dance and Acting Academies and our concerts and our drama productions.

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. The Life Skills programme and the Enigma component in particular 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.

3. Our Mission statement

We strive to create a structured, safe environment, which is focussed on the needs of today's Sixth Form student, is less formal and institutional than traditional independent schools but characterised by high expectations of academic performance and personal growth.

School and Boarding Ethos

Students are encouraged to develop independence in their learning, supported by a system of weekly monitoring, grading and feedback. We believe in providing a broad education in which A level teaching is carried out by specialist teachers, an exciting enrichment programme is offered as part of the weekly timetable and a wide range of extra-curricular activities is provided for those who wish to take advantage. We encourage our students to make choices for themselves, to respond positively to challenge and to find the right balance between work and leisure time. A culture of creativity, originality and professionalism permeates the school, reinforced through the curriculum and our extra-curricular programme; this is a community of young people who know what they want to achieve and who are working with confidence and enthusiasm towards their ambitions.

School and Boarding aims

- To provide a caring, safe environment for students and staff which is personal rather than institutional
- To foster academic and personal development through a focus on a few key rules, a structured daily routine and close weekly monitoring
- To provide a balanced curriculum which values academic, creative and practical knowledge and skills equally
- To encourage each student to reach their potential through small, mixed ability classes, an awareness of individual learning needs and an emphasis on study skills and support

- To develop independence, self-discipline and good behaviour by guiding students to take responsibility for their own learning and development in and out of school time.
- To develop students' confidence and their ability to make sound moral judgments by integrating them in our community, providing a rich mixture of extra-curricular activities and fostering pride in themselves and their school
- To encourage a sense of community through trust, respect and integration of all races, cultures, religions, abilities, gender and status.

4. 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.

5. Rules and Regulations

All communities 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. (Please refer to the school's Discipline and Behaviour Policy and the Expulsion, Removal and Review Policy for further details – available on request).

6. Students with Learning Difficulties

Students with learning needs are supported in various ways at Hurtwood House. Small classes mean that individual needs may be catered for. All teachers understand the need to use a variety of teaching approaches and are available to offer one-to-one support. IEPs are designed for each individual student with specific learning needs and realistic targets are set. Two members of staff hold the Certificate of Competence in Educational Testing, which enables them to administer psychometric tests on site and identify whether a student is entitled to access arrangements. Post 16 Specialist Teachers and Educational Psychologists reports can also be arranged. The school will apply to the Examining Boards for the appropriate access arrangements and complete Form 8 where necessary.

7. Overseas Students

Once students have had an opportunity to settle, the school tests all students who require an English qualification. 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.

8. Staff List

There is a list in Section 14 of the teaching and support staff.

9. Examination Results

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

10. Anti-Bullying Policy – please refer to the school’s website for details.

11. Complaints Policy

1 Introduction

- 1.1 **Circulation:** this policy is addressed to the Senior Management Team; to all members of the teaching and pastoral staff, including school medical staff and nursing staff; and, on request, to parents. A copy can be downloaded from the School's website and it is included in the Student and Parent Handbook.
- 1.2 **Policy status:** the policy has been approved by the Headmaster and the Partners of Hurtwood House (**School**). It provides guidelines for handling complaints and it takes account of Part 7 of the Education (Independent School Standards) (England) Regulations 2014 and the National Minimum Standards for Boarding Schools. The policy applies to all sections of the school. The procedures set out below may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain of the procedures can only be carried out during term time.
- 1.3 **Application:** separate procedures apply in the event of a child protection issue or if the Headmaster expels or asks a student to leave and the parents seek a review of that decision.
- 1.4 **Parent/s / You** includes a current or prospective parent or legal guardian or education guardian, and may at our discretion include a parent whose child has recently left the School. Complaints directly from students are dealt with under a separate procedure, a copy of which is published in the termly Student Diary.
- 1.5 **Definition of complaint:** any matter about which a parent of a student is unhappy and seeks action by the school.
- 1.6 **Three stages:** this policy describes a three stage complaints procedure:
 - **Stage 1:** informal raising of a complaint notified orally or in writing to a member of staff
 - **Stage 2:** a formal complaint in writing to the Headmaster
 - **Stage 3:** a reference to the Complaints Panel

Timescales : We aim to resolve any complaints in a timely manner. Timescales for each stage are set out below in the relevant paragraphs. When we refer to "working days" we mean Monday to Friday, when school is open during term time. The dates of terms are published in the Student and Parent Handbook.

- 1.7 **A concern about the safety of your son/daughter should be notified immediately to the person you believe is best placed to take urgent action and should be confirmed in writing to the Headmaster.**

2 Policy aim and statement

- 2.1 **Aim:** the aim of this policy is to ensure that a complaint is managed sympathetically, efficiently and at the appropriate level, and resolved as soon as possible. Doing so is good practice, it is fair to those concerned and it helps to promote parents' and students' confidence in our ability to safeguard and promote welfare. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing our systems and procedures in light of the circumstances.
- 2.2 **Policy statement:** we need to know as soon as possible if there is any cause for dissatisfaction. We recognise that a difficulty which is not resolved quickly and fairly can soon become a cause of resentment, which would be damaging to relationships and also to our school culture. Parents and students should never feel - or be made to feel - that a complaint will be taken amiss or will adversely affect a student or his/her opportunities at this school.

3 Management of complaints

- 3.1 **Complaints Co-ordinator:** the Headmaster has appointed the Deputy Head - Personnel (DHP) as the **Complaints Co-ordinator** to be responsible for the co-ordination and administration of the Complaints Procedure. If the Complaints Co-ordinator is unavailable or is the subject of the complaint, his duties will be carried out by the Headmaster or another senior member of staff. The main responsibilities of the Complaints Co-ordinator are to:
- be the first point of contact while the matter remains unresolved and keep records;
 - co-ordinate the complaints procedures in school;
 - ensure that all School employees are aware and familiar with this procedure and arrange training where appropriate;
 - monitor the keeping, confidentiality and storage of records in relation to complaints;
 - report regularly to the Headmaster with respect to complaints.
- 3.2 **Complaints Form:** every Stage 2 complaint notified to a member of staff will be noted, together with the action taken, on a standard form. A sample of the form is available on request from the Complaints Co-ordinator (the Deputy Head - Personnel).

4 Stage 1: Informal complaint

- 4.1 **Informal complaint:** we expect that most complaints, where a parent or student seeks intervention, reconsideration or some other action to be taken, can be resolved informally. Examples might include a dissatisfaction about some aspect of teaching or pastoral care, or about allocation of privileges or responsibilities, or about a timetable clash or some other aspect of the School's systems or equipment, or a billing error.
- 4.2 **Notification:** please raise the complaint initially as follows:

- 4.2.1 educational issues - if the matter relates to the classroom, the curriculum or special educational needs, please speak or write to the student's Housemaster/Housemistress or the Deputy Head - Students, as appropriate;
 - 4.2.2 pastoral care and welfare of students - for complaints relating to matters outside the classroom or in the House, please speak or write to the student's Housemaster/Housemistress, the Deputy Head - Students or the school's Senior Management Team (SMT);
 - 4.2.3 disciplinary matters - a problem over any disciplinary action taken or a sanction imposed should be raised first of all with the student's Housemaster/Housemistress or the Deputy Head - Students;
 - 4.2.4 financial matters - a query relating to fees or extras should be stated in writing to the Financial Bursar.
- 4.3 **Acknowledgement:** we will acknowledge a written notification by telephone, fax, e-mail or letter within three working days of receipt during term time and as soon as practicable in the holidays. A matter raised orally will not necessarily be acknowledged in writing but parental contact will be noted on a Student Record form which will be filed.
- 4.4 **Unresolved informal complaints:** a complaint which has not been resolved by informal means within 15 working days should be notified in writing as a formal complaint which will be dealt with in accordance with Stage 2 below.

5 **Stage 2: formal complaint**

- 5.1 **Notification:** an unresolved complaint under Stage 1, or a complaint which needs investigation, or dissatisfaction with some aspect of the School's policies, procedures, management or administration should be set out in writing with full details and sent with all relevant documents and your full contact details in an envelope addressed to the Headmaster or to the Complaints Co-ordinator. Your complaint will be acknowledged by telephone or in writing within three working days during term time, indicating the action that is being taken and the likely time scale. A Complaints Form will be completed and sent to the Complaints Co-ordinator.
- 5.2 **Investigation:** the Headmaster may ask a senior member of staff to act as "investigator". The investigator/s may request additional information from you and will probably wish to speak to you personally and to others who have knowledge of the circumstances. The outcome of the investigation will be reported to the Headmaster who will then notify you in writing of his decision and the reasons for it. Written records will be kept of all meetings and interviews held in relation to your complaint.
- 5.3 **Outcome:** The Headmaster's aim would be to inform any complainant of the outcome of an investigation and the resolution to the complaint within 28 working days from the receipt of the complaint. Please note that any complaint received within one month of the end of term or half term is likely to take longer to resolve owing to the presence of school holidays and the unavailability of personnel.

6 Stage 3: reference to the Complaints Panel

- 6.1 If you are dissatisfied with the response under Stage 2, the matter can be referred to the Complaints Panel. A Panel hearing is a review of the decisions taken by the Headmaster. The Panel will not consider any new areas of complaint which have not been previously raised as part of the complaints procedure. If parents seek to invoke Stage 3 they will be referred to Ms Susan Teal, a person independent of the running and management of the School, who has been appointed by the Partners and the Senior Management Team to call hearings of the Complaints Panel.
- 6.2 **The role of the Panel:** the Panel's task is to establish the facts surrounding the complaints that have been made by considering:
- the documents provided by both parties; and
 - any representations made by you or the Headmaster.
- 6.3 If, after establishing the facts, the Panel consider that the complaint is made out, they will uphold the complaint. If the Panel consider that the complaint is not made out, they will dismiss the complaint. They will make these decisions on the balance of probabilities.
- 6.4 It is not within the powers of the Panel to make any financial award, nor to impose sanctions on staff, students, or parents. The Panel may make recommendations on these or any other issues to the Headmaster or to the Partners as appropriate.
- 6.5 **Composition:** Ms Teal will appoint the Panel, which will include herself, who is independent of the governance, management, and running of the School and at least two other members.
- 6.6 **Notification:** to request a hearing before the Complaints Panel please write to Ms Teal (with a copy to the Complaints Co-ordinator) at Holmbury St Mary, Dorking, Surrey RH5 6NU, within five working days of the decision you wish to be reviewed. Your request will only be considered if you have completed the procedures at Stages 1 and 2. Please ensure that a copy of all relevant documents and your full contact details accompany your letter to Ms Teal. Please state in your letter the outcome that you desire and all the grounds of your complaint. Please also send Ms Teal a list of the documents which you believe to be in the School's possession and wish the Panel to see. Ms Teal will aim to acknowledge your request in writing within five working days.
- 6.7 **Convening the Panel:** Ms Teal will convene the Complaints Panel as soon as reasonably practicable but the Panel will not normally sit during school holidays. The Panel will consist normally of a minimum of three individuals who have no detailed prior knowledge of the circumstances of the complaint. One member of the Panel will be an independent member. You may ask Ms Teal to tell you who has been appointed to sit on the Panel.
- 6.8 **Notice of hearing:** Every effort will be made to enable the Panel hearing to take place as soon as possible, and in any event, within 15 working days of the receipt of your request. As soon as reasonably practical and in any event, at least five working days before the hearing, Ms Teal will send you written notification of the date, time and place of the hearing, together with brief details of the Panel members who will be present. The hearing will normally be in a prescribed format, which is available on request from the Complaints Co-ordinator.

- 6.9 **Attendance:** you will be asked to attend the hearing and may be accompanied by one other person such as a relative, teacher, or friend. It is not necessary for that person to be legally qualified but if you do wish to be accompanied by a legally qualified person, acting in their professional capacity, please notify the School at least seven working days before the hearing. Your son/daughter may attend part or all of the hearing at the discretion of Ms Teal. Copies of additional documents you wish the Panel to consider should be sent to Ms Teal at least three clear working days prior to the hearing.
- 6.10 **Chair:** the hearing will usually be chaired by Ms Teal and will be conducted in an informal manner.
- 6.11 **Hearing:** all statements made at the hearing will be unsworn. All present will be entitled, should they wish, to write their own notes for reference purposes. A member of the School's administrative staff will be asked to take handwritten minutes of the proceedings.
- 6.12 **Evidence:** the Chair will conduct the hearing in such a way as to ensure that all those present have the opportunity of asking questions and making comments in an appropriate manner. The hearing is not a legal proceeding and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account.
- 6.13 **Conduct:** all those attending the hearing are expected to show courtesy, restraint and good manners or, after due warning, the hearing may be adjourned or terminated at the discretion of the Chair. If terminated, the original decision will stand. Any person who is dissatisfied with any aspect of the way the hearing is conducted must say so before the proceedings go any further and his/her comment will be minuted.
- 6.14 **Adjournment:** the Chair may, at his/her discretion, adjourn the hearing for further investigation of any relevant issue. This may include an adjournment to take legal advice.
- 6.15 **Decision:** after due consideration of the matters discussed at the hearing, the Panel shall reach a decision unless there is an agreed position. The Panel's decision, findings and any recommendations may be notified orally at the hearing or subsequently and shall be confirmed in writing to you by electronic mail where appropriate within seven working days. If you do not wish to receive the decision by electronic mail, a copy will be given or posted to you. The decisions, findings and any recommendations will be made available for inspection on the school premises by the Partners and the Headmaster. Reasons for the decision will be given. The decision may include recommendations and will be sent to you, the Partners, the Headmaster and, where relevant, any person about whom the complaint has been made.
- 6.16 **Private proceeding:** a hearing before the Complaints Panel is a private proceeding. No notes or other records or oral statements about any matter discussed in or arising from the proceeding shall be made available directly or indirectly to the press or other media.
- 6.17 **Confidentiality:** a written record will be kept of all complaints, and of whether they are resolved at Stage 2 or proceed to a panel hearing. This written record will include the action taken by the School as a result of these complaints (regardless of whether or not they are upheld). The number of complaints registered under the formal procedure during the preceding school year will be supplied to parents on request. Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by the Education (Independent School Standards) (England) Regulations 2014, that is where access is

requested by the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008. In accordance with data protection principles, details of individual complaints will normally be destroyed following each school inspection. In exceptional circumstances some details will be retained for a further period as necessary.

- 6.18 **If you are unhappy with the school's response:** you can raise concerns by writing to ISI, CAP House, 9-12 Long Lane, London EC1A 9HA, or to concerns@isi.net. You can also contact the Department for Education [online](#) or on 0370 000 2288.
- 7 The number of complaints made against Hurtwood House registered under the formal procedure in the academic year 2017 – 2018 was 5.

12. **Privacy Notice - Applicable to all members of the school community (past and present)**

Introduction

This privacy notice discloses the privacy practices of Hurtwood House. It is written to help you understand how and why we collect personal information about you and what we do with that information. It also explains the decisions you can make about your own information. This notice is aimed at its **staff** (current, past and prospective); its **current, past and prospective students; and their parents, carers or guardians** (referred to in this notice as "parents").

This Privacy Notice applies alongside any other information the school may provide about a particular use of personal information, for example when collecting data via an online or paper form.

This Privacy Notice also applies in addition to the school's other relevant terms and conditions and policies, including:

- any contract between the school and its staff or the parents of students;
- the school's policy on taking, storing and using images of students;
- the school's CCTV policy;
- the school's safeguarding, pastoral, or health and safety policies, including as to how concerns or incidents are recorded; and
- the school's IT policies, including its E-safety & Acceptable Use policy.

Anyone who works for, or acts on behalf of, the school (including staff, volunteers and service providers) should also be aware of and comply with this Privacy Notice.

Responsibility for Data Protection

The School has appointed the Data Manager who will deal with all requests and enquiries concerning the School's use of personal information (see section on Your Rights below) and endeavour to ensure that all personal information is processed in compliance with this notice and Data Protection Law.

Why the School needs to process personal information

In order to carry out its ordinary duties to staff, students and parents, the School needs to process a wide range of personal information about individuals (including current, past and prospective staff, students or parents) as part of its daily operation.

Some of this activity the School will need to carry out in order to fulfil its **legal rights, duties or obligations** – including those under a contract with its staff, or parents of its students.

The school may also rely on **vital interest** to use personal information, for example, to prevent someone from being seriously harmed or killed.

Other uses of personal information will be made in accordance with the School's **legitimate interests**, or the legitimate interests of another, provided that these are not outweighed by the impact on individuals, and provided it does not involve special or sensitive types of data.

The School expects that the following uses will fall within that category of its "**legitimate interests**":

- For the purposes of student selection and admission (and to confirm the identity of prospective students and their parents);
- To provide education services, including musical education, physical training or spiritual development, career services, and extra-curricular activities to students, and monitoring students' progress and educational needs;
- Maintaining relationships with alumni and the school community, including direct marketing or fundraising activity;
- For the purposes of management planning and forecasting, research and statistical analysis, including that imposed or provided for by law (such as tax, diversity or gender pay gap analysis);
- To enable relevant authorities to monitor the School's performance and to intervene or assist with incidents as appropriate;
- To give and receive information and references about past, current and prospective students, including relating to outstanding fees or payment history, to/from any educational institution that the student attended or where it is proposed they attend; and to provide references to potential employers of past students;
- To enable students to take part in national or other assessments, and to publish the results of public examinations or other achievements of students of the School;
- To safeguard students' welfare and provide appropriate pastoral care;
- To monitor (as appropriate) use of the School's IT and communications systems in accordance with the School's Acceptable Use Agreement and Safeguarding: Staff Code of Conduct;
- To make use of photographic images of students in school publications, on the School website and (where appropriate) on the School's social media channels in accordance with the School's policy on taking, storing and using images of students;
- For security purposes, including CCTV in accordance with the School's CCTV policy;
- To carry out or cooperate with any school or external complaints, disciplinary or investigation process;
- For the purposes of staff employment including identity confirmation, giving and receiving references and remuneration; and
- Where otherwise reasonably necessary for the School's purposes, including to obtain appropriate professional advice and insurance for the school.

In addition, the School will on occasion need to process **special category personal data** (concerning health, ethnicity, religion, biometrics or sexual orientation) or criminal records information (such as when carrying out DBS checks) in accordance with rights or duties imposed

on it by law, including as regards safeguarding and employment, or from time to time by explicit consent where required. These reasons will include:

- To safeguard students' welfare and provide appropriate pastoral (and where necessary, medical) care, and to take appropriate action in the event of an emergency, incident or accident, including by disclosing details of an individual's medical condition or other relevant information where it is in the individual's interests to do so: for example for medical advice, for social protection, safeguarding, and cooperation with police or social services, for insurance purposes or to caterers or organisers of school trips who need to be made aware of dietary or medical needs;
- To provide educational services in the context of any special educational needs of a student;
- In connection with employment of its staff, for example DBS checks, welfare, union membership or pension plans;
- As part of any school or external complaints, disciplinary or investigation process that involves such data, for example if there are SEN, health or safeguarding elements; or
- For legal and regulatory purposes (for example child protection, diversity monitoring and health and safety) and to comply with its legal obligations and duties of care.

What is personal information?

Personal information is information that identifies you as an individual and relates to you. This will include by way of example:

- names, addresses, telephone numbers, e-mail addresses and other contact details;
- car details (about those who use our car parking facilities);
- bank details and other financial information, e.g. about parents who pay fees to the School and for the purposes of staff remuneration
- past, present and prospective students' academic, disciplinary, admissions and attendance records (including information about any special needs), and examination scripts and marks;
- personnel files, including in connection with employment or safeguarding;
- where appropriate, information about individuals' health and welfare, and contact details for their next of kin;
- references given or received by the School about students, and relevant information provided by previous educational establishments and/or other professionals or organisations working with students;
- correspondence with and concerning staff, students and parents past and present;
- images of students (and occasionally other individuals) engaging in school activities, and images captured by the School's CCTV system (in accordance with the School's policy on taking, storing and using images of students);
- references given or received by the School about prospective staff; and
- past and present staff disciplinary and sickness records, and qualifications.

How the school collects data

Generally, the School receives personal information from the individual directly (including, in the case of students, from their parents). This may be via a web portal, a paper form, or direct communication (such as email or written assessments).

However in some cases personal information will be supplied by third parties (for example another school, or other professionals or authorities working with that individual).

Who has access to personal information and who the school shares it with

Occasionally, the School will need to share personal information relating to its community with third parties, such as:

- professional advisers (e.g. lawyers, insurers, PR advisers, consultants, experts and other advisors), school photographer, IT software providers, our DBS processing company (GBG Plc), payroll and pensions providers;
- relevant government authorities (HMRC, DfE, UK Visas and Immigration, police or the local authority) and appropriate regulatory bodies (e.g. Teaching Regulation Agency, the Independent Schools Inspectorate or the Information Commissioner);
- emergency services (e.g. hospitals, doctors); or
- other schools or educational establishments (e.g. if a student leaves, for safeguarding reasons, references or unpaid fees).

For the most part, personal information collected by the School will remain within the school, and will be processed by appropriate individuals only in accordance with access protocols (i.e. on a 'need to know' basis). Particularly strict rules of access apply in the context of:

- medical records (accessed only by appropriate medical staff and senior managers, or otherwise in accordance with express consent); and
- pastoral or safeguarding files.

However, a certain amount of any SEN student's relevant information will need to be provided to staff more widely in the context of providing the necessary care and education that the student requires.

Staff, students and parents are reminded that the School is under duties imposed by law and statutory guidance (including [Keeping Children Safe in Education](#)) to record or report incidents and concerns that arise or are reported to it, in some cases regardless of whether they are proven, if they meet a certain threshold of seriousness in their nature or regularity. This is likely to include file notes on personnel or safeguarding files, and in some cases referrals to relevant authorities such as the Local Authority Designated Officer (LADO) or police. For further information about this, please view the School's Child Protection and Safeguarding Policy.

Finally, in accordance with Data Protection Law, some of the School's processing activity is carried out on its behalf by third parties, such as IT systems, web developers or cloud storage providers. This is always subject to contractual assurances that personal information will be kept securely and only in accordance with the School's specific directions.

Sending information to other countries

The School may send personal information to other countries where:

- information is stored on computer servers based overseas; or
- the School communicates with parents or students when they are overseas (for example, during the summer holidays if they live in a different country).

The European Commission has produced a list of countries which have adequate data protection rules. The list can be found here: http://ec.europa.eu/justice/data-protection/international-transfers/adequacy/index_en.htm

If the country that the School is sending personal information to is not on the list or, is not a country within the EEA (which means the European Union, Liechtenstein, Norway and Iceland) then it might not have the same level of protection for personal information as there is the UK.

How long we keep information

The School will retain personal information securely and only in line with how long it is necessary to keep for a legitimate and lawful reason. The School will follow the Information Management Toolkit for Schools produced by IRMS for guidance on retention periods.

Typically, the legal recommendation for how long to keep ordinary staff personnel files is up to 7 years following departure from the School, and in relation to students, until their 25th birthday. However, incident reports and safeguarding files will need to be kept much longer, in accordance with specific legal requirements.

If you have any specific queries about our retention periods, or wish to request that personal information that you no longer believe to be relevant is considered for erasure, please contact the Data Manager. However, please bear in mind that the School will often have lawful and necessary reasons to hold on to some personal data even following such request.

A limited and reasonable amount of information will be kept for archiving purposes, for example; and even where you have requested we no longer keep in touch with you, we will need to keep a record of the fact in order to fulfil your wishes (called a "suppression record").

Keeping in touch and supporting the school

The School will use the contact details of parents, alumni and other members of the School community to keep them updated about the activities of the school, events of interest and to promote and raise funds for the school, including by sending updates and newsletters, by email and by post.

Should you wish to limit or object to any such use, or would like further information about them, please contact the Data Manager in writing. You always have the right to withdraw consent, where given, or otherwise object to direct marketing or fundraising. However, the School is nonetheless likely to retain some of your details (not least to ensure that no more communications are sent to that particular address, email or telephone number).

Decisions you can make about your information

- **Rights of access, etc.**

Individuals have various rights under Data Protection Law to **access** and **understand** personal information about them held by the School, and in some cases ask for it to be **erased** or **amended** or have it **transferred** to others, or for the School to **stop processing** it - but subject to certain exemptions and limitations.

Any individual wishing to access or amend their personal information, or wishing it to be transferred to another person or organisation, or who has some other objection to how their personal data is used, should put their request in writing to the Data Manager.

The School will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event within statutory time-limits, (which is one month in the case of

requests for access to information). The School will be better able to respond quickly to smaller, targeted requests for information. If the request for information is manifestly excessive or similar to previous requests, the School may ask you to reconsider or require a proportionate fee, (but only where Data Protection Law allows it).

- **Requests that cannot be fulfilled**

You should be aware that the right of access is limited to your own personal data, and certain data is exempt from the right of access. This will include information which identifies other individuals, (and parents need to be aware this may include their own children, in certain limited situations – please see further below), or information which is subject to legal professional privilege (for example legal advice given to or sought by the school, or documents prepared in connection with a legal action).

The School is also not required to disclose any student examination scripts (or other information consisting solely of student test answers), provide examination or other test marks ahead of any ordinary publication, nor share any confidential reference given by the School itself for the purposes of the education, training or employment of any individual.

You may have heard of the "right to be forgotten". However, we will sometimes have compelling reasons to refuse specific requests to amend, delete or stop processing your (or your child's) personal data: for example, a legal requirement, or where it falls within a legitimate interest identified in this Privacy Notice. All such requests will be considered on their own merits.

- **Student Requests**

Students can make subject access requests for their own personal information (see section Whose Rights below). A student of any age may ask a parent or other representative to make a subject access request on his/her behalf.

The law considers the information in question is always considered to be the child's. For students at Hurtwood House, the parent making the request may need to evidence their child's authority for the specific request. Students aged 13 are generally assumed to have this level of maturity, although this will depend on both the child and the personal information requested, including any relevant circumstances at home.

- **Parental requests, etc.**

It should be clearly understood that the rules on subject access are not the sole basis on which information requests are handled. Parents may not have a statutory right to information, but they and others will often have a legitimate interest or expectation in receiving certain information about students without their consent. The school may consider there are lawful grounds for sharing with or without reference to that student.

Parents will in general receive educational and pastoral updates about their children, in accordance with the Parent Contract.

All information requests from, on behalf of, or concerning students – whether made under subject access or simply as an incidental request – will therefore be considered on a case by case basis.

- **Consent**

Where the School is relying on consent as a means to process personal information, any person may withdraw this consent at any time. Examples where we do rely on consent are certain types of uses of images. Please be aware however that the School may not be relying on consent but have another lawful reason to process the personal information in question even without your consent.

That reason will usually have been asserted under this Privacy Notice or may otherwise exist under some form of contract or agreement with the individual (e.g. an employment or parent contract, or because a purchase of goods, services or membership of an organisation has been requested).

Whose rights

The rights under Data Protection Law belong to the individual to whom the data relates. However, the School will often rely on parental authority or notice for the necessary ways it processes personal data relating to students – for example, under the parent contract, or via a form. Parents and students should be aware that this is not necessarily the same as the school relying on strict consent (see section on Consent above).

Where consent is required, it may in some cases be necessary or appropriate – given the nature of the processing in question, and the student’s age and understanding, to seek the student’s consent.

Parents should be aware that in such situations they may not be consulted, depending on the interests of the child, the parents’ rights at law or under their contract, and all the circumstances.

In general, the School will assume that students’ consent is not required for ordinary disclosure of their personal information to their parents, e.g. for the purposes of keeping parents informed about the student's activities, progress and behaviour, and in the interests of the student's welfare. That is, unless, in the School's opinion, there is a good reason to do otherwise.

However, where a student seeks to raise concerns confidentially with a member of staff and expressly withholds their agreement to their personal information being disclosed to their parents, the School may be under an obligation to maintain confidentiality unless, in the School's opinion, there is a good reason to do otherwise; for example where the School believes disclosure will be in the best interests of the student or other students, or if required by law.

Students are required to respect the personal information and privacy of others, and to comply with the School's Acceptable Use Agreement and the School rules. Staff are under professional duties to do the same covered under the relevant staff policy.

Data accuracy and security

The School will endeavour to ensure that all personal data held in relation to an individual is as up to date and accurate as possible. Individuals must please notify the Data Manager of any significant changes to important information, such as contact details, held about them.

An individual has the right to request that any out-of-date, irrelevant or inaccurate or information about them is erased or corrected (subject to certain exemptions and limitations

under Data Protection Law): please see above for details of why the School may need to process your data, of who you may contact if you disagree.

The School will take appropriate technical and organisational steps to ensure the security of personal data about individuals, including policies around use of technology and devices, and access to school systems. All staff will be made aware of this notice and their duties under Data Protection Law and receive relevant training.

This Notice

The School will update this Privacy Notice from time to time. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.

Contact

Any comments or queries on this notice should be directed to the Data Manager using the following contact details:

Hurtwood House
Holmbury St Mary
Dorking
Surrey
RH5 6NU

If an individual believes that the School has not complied with this notice or acted otherwise than in accordance with Data Protection Law, they should utilise the School's Complaints procedure and should also notify the Data Manager. A complaint can also be lodged with the Information Commissioner's Office (ICO) <https://ico.org.uk/concerns/>, although the ICO recommends that steps are taken to resolve the matter with the School before involving the regulator.

May 2018

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TERM DATES

Autumn Term 2018

Commences:	Sunday 2 September 2018
Half-term:	Friday 19 October 3.05 pm Sunday 28 October 10.30 pm
Ends:	Saturday 15 December 2018 (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 15 December)

Spring Term 2019

Commences:	Sunday 6 January 2019 (Students should be in their Houses by 10.30 pm)
Half-term:	Friday 15 February 3.05 pm Sunday 24 February 10.30 pm
Ends:	Friday 29 March 2019 3.05 pm

Summer Term 2019

Commences:	Monday 22 April 2019 (Students should be in their Houses by 10.30 pm)
Ends:	Friday 28 June 2019 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 term dates and finishing times are published well in advance and you are encouraged to book flights early and in keeping with this information.

Examination candidates must remain available until **Wednesday 26th June 2019** should an awarding body need to invoke its contingency plan i.e. change the date of an exam at short notice.

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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)
Fax: 01483 267586
Housemistress: Sophie Murenu
Direct line/voicemail: 01483 279170 / 07932 714841
e-mail: sophie.murenu@hurtwood.net
- Beatrice Webb,** Pasturewood Road, Holmbury St Mary, Dorking, Surrey RH5 6LJ
Telephone: 01306 730404 (house staff)
Housemaster: James Baker
Direct daytime line/voicemail: 01483 279106 / 07932 714838
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 / 07932 714856
e-mail: ted.jackson@hurtwood.net
- Ewhurst Place,** Shere Road, Ewhurst, Surrey GU6 7NR
Telephone: 01483 277251 (House staff)
Housemaster: Ian Barter
Direct daytime line/voicemail: 01483 279117 / 07932 714825
e-mail: ian.barter@hurtwood.net
- The Lodge,** Hurtwood House, Holmbury St Mary, Dorking, Surrey RH5 6NU
Telephone: 01483 277642 (House staff)
Housemaster: Doug Quinn
Direct daytime line/voicemail: 01483 279155 / 07932 714810
e-mail: doug.quinn@hurtwood.net
- Peaslake House,** Lawbrook Lane, Peaslake, Guildford, Surrey GU5 9QW
Telephone: 01306 731481 (House staff)
Housemaster: Adam Grant
Direct daytime line/voicemail: 01483 279172 / 07932 713654
e-mail: adam.grant@hurtwood.net

The Turrets, Ewhurst Place, Shere Road, Ewhurst, Surrey GU6 7PJ
Telephone: 01483 277251
Housemaster: Ian Barter
Direct daytime line/voicemail: 01483 279117 / 07932 714825
e-mail: ian.barter@hurtwood.net

Day students:
Housemistress: Nicola Jones
Direct daytime line/voicemail: 01483 279157 / 07932 714778
e-mail: nicola.jones@hurtwood.net

Highcroft Cottage, Highcroft Drive, Church Street, Rudgwick, RH12 3DB
Telephone: 01403 823419 (House staff)
Housemistress: Nicola Jones (see Day students for contact details)
Teacher in charge: Carl Bates
Direct daytime line/voicemail: 01483 279108 / 07932 714865
e-mail: carl.bates@hurtwood.net

Spindles House, Hollow Lane, Abinger Common, Surrey. RH5 6LN
Telephone: 01306 730332 (House staff)
Housemistress: Nicola Jones (see Day students for contact details)
Teacher in charge: Ashleigh Bickenson
Direct daytime line/voicemail: 07812 073038
e-mail: ashleigh.bickenson@hurtwood.net

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STAFF

Headmasters

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

Deputy Head (Personnel)

James Baker MA PGCE

Deputy Head (Students)

Dave Fonseka BEd EDM MCMI

Deputy Head (Curriculum)

Abi Hoyle BA PGCE

TEACHING STAFF

Dawn Ainley, BA PGCE
Julia Andrew, BA Cert Ed
Jo Austwick, BA
Katie Banham, BA PGCE
Ian Barter, BA
Carl Bates, BEd BSc
Roy Bickenson, BA PGCE
Natalie Blackman, BA PGCE
Françoise Bull, MEd
Mark Collins, BA MA PGCE
Clare Crossley, BA
Clare de Wilde, BSc PGCE
Sophie di Cara, BA MSc PGCE
James Early, BSc PGCE DELTA
Peter Fromow, BEd Teacher's Certificate
Ramni Gandhi, BA CELTA
Bob Genower, BA
Luke Gilchrist, BA
Chris Gould, BA QTS
Adam Grant, CELTA
Nick Green, BSc BA PGCE
Bethan Greenhalgh, MSc PGCE
Faith Guilford, MEd BA PGCE
Louise Haile, MA PGCE
Gillian Harriman, Dip ADDA
James Hartman, BA MA
Ezra Hjalmarsson, DipTheatre Jaques Lecoq
Amy Humberstone, BSc PGCE
Zoe Hunter, BA PGCE
Peter Ions, MSc PGCE
Andy Johnson, BA
Lee Johnson, BA PGCE
Nicola Jones, BA QTS
Penny Judge, BSc GTC
Annick Lieutaud, DEUG Licence FLE PGCE

Jon Lipscombe, BA PGCE
Ann Lockwood, BSc PGCE
Maxine McAllister, BA MA PGCE
Matt Mclvor, BSc
Richard Meanwell, PhD MEng PGCE
Ali Mirmak, BA MA PGCE
Hels Morgan, BSc
Sophie Murenu, BA MA PGCE
Virginia Aguilera Navarro, BA FELE
Mike Niland, BA PGCE
Marina O'Brien, BA PGCE
Dave Parsons, Dip Sound Rec & Mus Tech
Stephen Paxton, MA PGCE
Daniel Pearson, BA PGCE
Jara Pizarro De La Calle, MA QTS
Simon Power, Cert Ed
Stuart Price, MMath PGCE
Abi Prior, BA PGCE TESOL
Doug Quinn, BA PGCE
Susie Robertson, BA PGCE
Stella Sharma, LLB PGCE
Stephen Smith, Dip Acting PGCE
Jaqueline Thomas, BA MA PGCE
Jamie Thorns, BSc MSc PGCE
Paul Thornton, BA MA
Mike Timson, BEd BA
Sam Turton, BA MA
Philip Ward, BA PGCE
Simon Watson, BA
Lynne Whitehead, BA MA PGCE RSA
Dan Whitehouse, BSc PGCE
Greg Whiteman, BA PGCE
Tom Wichelow, BA
Alison Winter, BA PGCE

ADMINISTRATIVE, SUPPORT AND PASTORAL STAFF

Cathy Ellis BSc – Administrative Bursar
Annie Booker – Finance Department
Julie Ferrison – Finance Department
Michael Fanya MA – Admissions
Tina Jackson MA - Admissions
Georgina Giacomuzzi – Domestic Bursar
Ashleigh Bickenson BSc - Assistant Domestic Bursar
Joe Giacomuzzi – Estate Manager

Jan Key – Secretary to the Headmasters
Lisa Huntley – Secretary to the SMT
Fiona Brown – Secretary to the Staff
Cathy Cannon – Receptionist
Ali Lucy - Receptionist
Jan Van der Weyden – Life Skills Administrator

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

Jeannie Baker – House tutor
Karen Barter – House tutor
Mark Bickenson – House tutor
Fiona Brown – House tutor
Brian Garner – House tutor
Ted Jackson – Housemaster
Sophie Jackson – House tutor
Peter Stevenson – House tutor

Lynda Birchwood – Lab Technician
Jane Collier BSc MEd – Head of Life Skills
Rob Cooper BSc – Data Manager
Alastair Coulton – Theatre Production Manager
Guy Davey BA – Theatre Technical Manager
Kayleigh Hand BSc – Art Technician
Patrick Jordan BA MTh PGCE – Head of ICT
Elizabeth Poulter BA – Costume Mistress
Remy Martin – Art Technician
Chris Mercer BA – Higher Ed. Advisor & Life Skills Administrator
Dave Penny BSc – ICT Technician
Lottie Stent – Dance Co-ordinator
Jiebin Zong PhD – ICT Technician