



Lasswade High School

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Dear Parent/Carer

Parents' Evenings Procedures

Parents' Evenings are important events, which enable parents and carers to discuss their child's strengths, areas for development, share concerns and take an active part in their education. We have made some necessary adaptations to be able to conduct the S4 Parents' Evening via telephone. As always, we value your feedback to help us make continuous improvements and will issue an online feedback survey in due course.

This session, Parents' Evenings will take place via telephone rather than in the school building. This allows us to adhere to safety guidelines whilst also share important information with parents and carers.

Please familiarise yourself with the following new procedures before booking appointments for your child.

S4 Parents' Evening

When is the S4 Parents' Evening?	Tuesday 24 th November 5pm – 7pm.
When does booking open and close?	Open: Monday 16th November at 9am. Close: Sunday 22 nd November at 3pm.
How do I access the booking system?	https://www.parents-booking.co.uk/lasswade
How will I be contacted during the Parents' Evening?	Staff will make a telephone call to you. When booking appointments you will be required to enter one phone number you wish to be called on for all of your appointments. Staff will use a 'No Caller ID' function when making parent/carers calls.
What happens if I miss a call from a teacher?	Due to GDPR, we are unable to leave voicemails or accept incoming calls. If a call is unanswered, our staff will make an immediate second attempt to get in touch. Please be aware that if the call is not answered first time, the consultation time will be reduced. Please be available for all of your appointments.
What appointments can I make?	You should be able to make appointments for all class teachers. Careers Advisor appointments (10 minutes each) will also be available via the normal booking system.

<p>What happens if I don't get the appointments I need?</p>	<p>Please contact your child's Student Support teacher via the House email addresses:</p> <p>Melville: MEwellbeing.lasswade@mgfl.net Mount Esk: MKwellbeing.lasswade@mgfl.net St Anne's: SAwellbeing.lasswade@mgfl.net St Leonard's: SLwellbeing.lasswade@mgfl.net</p> <p>Appointments are limited and it is not possible to arrange telephone consultations at an alternative time.</p>
<p>How long will each appointment last?</p>	<p>Each appointment is allocated a maximum of 5 minutes from start to end. In practice, this means that appointments will last around 4 minutes to allow teachers next appointments to start on time.</p> <p>We request that staff, parents and carers keep to our strict timings to avoid running late or missing appointments.</p> <p>Please be ready to receive calls at the agreed times.</p>
<p>How can I maximise the quality of my appointments?</p>	<p>Add any subject specific queries/questions in the 'Parents Section' when booking to allow staff to prepare to answer these during your appointment. Please be available for all of your allocated appointments and answer the 'No Caller ID' phone calls.</p>

Appointment Booking System

Link: <https://www.parents-booking.co.uk/lasswade>

Enter the following information:

- Your title and surname
- Your email address
- Your phone number (one contact number for all staff)
- Student's first and surname
- Student's date of birth

Top Tips for Parents/Carers

- Prepopulate the 'Parents Section' on the booking system with subject-related questions. This will allow staff to address your queries efficiently.
- Have a notepad ready to jot down teacher feedback.
- Please stick to your appointment schedule.
- Appointments must run to time. Please do not be offended if staff bring the consultation to a close at the end of your allocated appointment. This will help us ensure that we provide the best service to all parents and carers.

Communication

If you have concerns about a specific subject that you could not get an appointment for, please use the House Team email addresses to get in touch with your child's Student Support teacher who will pass on relevant concerns.

If you have any questions about our new Parents' Evenings procedures, please do not hesitate to get in touch (Lasswade_HS@midlothian.gov.uk).

Yours faithfully,



Mr Campbell Hornell
Head Teacher
Lasswade High School