



# Oxford Spires Academy

Parental Communication Guide 2019-2020

[www.oxfordspiresacademy.org](http://www.oxfordspiresacademy.org)



Please ensure your contact details are up to date.  
This is essential.



## A Parent Guide to ParentMail

Communicating with parents is an important part of what we do, making sure you get the correct information about school news, activities and things that really matter is something we care about. We use Parentmail, a service used by over 6000 schools, nurseries and children's clubs to communicate to parents. ParentMail will be beneficial to you because you can:

- Use a free mobile app on Android and iOS to pick up school messages instantly
- Have an account simply for school messages (away from your busy email inbox!)
- Connect to other schools, nurseries or clubs that use ParentMail.
- Highlight important messages or archive old messages to make life easier.
- Messages can be sent directly to mums, dads and carers – even grandparents!

Parents of new students will receive a registration email from Oxford Spires Academy.

Parents can request a registration email by contacting [spoyser@oxfordspiresacademy.org](mailto:spoyser@oxfordspiresacademy.org)

Once registered, if you have an Android or Apple smartphone, we would highly recommend you download the ParentMail App for the best user experience. To do this, simply follow the corresponding link from your mobile device.

iOS (Apple)

<https://itunes.apple.com/gb/app/parentmail-pmx/id937274547?mt=8>

Android

[https://play.google.com/store/apps/details?id=uk.co.parentmail.parentmail&hl=en\\_GB](https://play.google.com/store/apps/details?id=uk.co.parentmail.parentmail&hl=en_GB)

If you need any additional information or assistance, please visit the help site:

[www.parentmail.co.uk/help/parenthelp/](http://www.parentmail.co.uk/help/parenthelp/)

### **An easier way to book parents' evening appointments!**

You can now book your parents evening appointments on your computer or smart phone using ParentMail. Parents can opt to receive in-app notifications – alerting them instantly when they can book Parents' Evening – making it easier than ever for parents to speak to teachers at a time that works for them.

If you need any additional information or assistance, please visit the help site: <https://www.parentmail.co.uk/help/parenthelp/applications/parents-evening-manager/>

Please be assured that ParentMail is registered with the Information Commissioner and guarantees that all information you provide will be kept private and will not be passed on to any other organisation.

For assistance with ParentMail Please contact [spoyser@oxfordspiresacademy.org](mailto:spoyser@oxfordspiresacademy.org)

## Frequently Asked Questions

- ***How do I book my parents' evening appointments online?***

You can book Parents' Evening appointments through your ParentMail Account or through the free ParentMail App. When you received an invitation to book parents' evening, it will appear as a notification in your feed.

Once you open the invitation, you will be presented with the parents' evening booking form. This will tell you further information about parents' evening – such as the location, the dates and the “session status”. You will not be able to book your parents' evening appointment unless the status shows as “Accepting Bookings”.

If you are able to book Parents' Evening now, select the date you would like to book.

Once you have selected the date, please click ‘**View/Book Appointments**’; here you will be able to view the available appointments to book, with the times and teacher available. To book an appointment, simply click on the slot in question, then click on an available time to book.

You will be able to add a note for the teacher by clicking on a booked time slot then clicking ‘**Add Note**’.

- ***How do I book my parents' evening appointments through the mobile app?***

For full details how to book and view appointments via the mobile app for iOS or Android please see: - <https://www.parentmail.co.uk/help/parenthelp/applications/parents-evening-manager/>

- ***How do I email my appointment times to myself?***

Click into the evening > go to the session you have booked for > click Info > Email My Appointments.

Here will be displayed an input box where your ParentMail email address will be pre-populated already. You can click into this field to change the address: Once happy, click Send and you will receive a ‘Success’ message on iOS or ‘Appointments Sent’ message on Android. If the email address is incorrect, it will display an error.

- ***How do I know if someone else has booked the appointment I want?***

The booking process updates in real time, so as soon as an appointment is booked, it will be greyed out and you will no longer be able to select it. As with any parents' evening booking process, the sooner you view and book your appointments, the more likely you are to get the appointment you want.



## [A Parent Guide to ParentPay](#)

In an attempt to remove all cash and cheques from school we are asking all parents to only use our e-payment method to pay for dinner money, trips, music lessons etc . This can be done online using a very secure website called ParentPay or in cash at local stores where you see the PayPoint logo.

### ***Already have a ParentPay account?***

If you already have a ParentPay account, either with our school or another ParentPay school, you can simply login to that account and add your other children via the Add a child tab on your home page.

### ***New to ParentPay?***

You have a secure online account, activated using a unique activation username and password; you will be prompted to change these and to keep them safe and secure as your Username and Password for future logins.

If you have two or more children at a ParentPay school, you only need to activate one account to create your 'main account' and then add your other children via the Add a child tab on your home page. Please visit [www.parentpay.com](http://www.parentpay.com) and activate your account via the Account login area on the home page of the site.

ParentPay holds an electronic record of your payments to view at a later date. Once you have activated your account you can make online payments straight away.

You should receive communication with account activation details directly from Oxford Spires Academy. If you haven't received any, contact [ictservicedesk@oxfordspiresacademy.org](mailto:ictservicedesk@oxfordspiresacademy.org) to request ParentPay login details.

Once you have your account details you can log in online at [parentpay.com](http://parentpay.com). Look for the 'Login' button at the top right.

If you would like to use ParentPay on your smartphone, just bookmark the login page to your home screen for easy access.

ParentPay has been designed from the ground up to work great on tablets and phones as well as desktop computers, so there's no need to use up precious memory downloading extra apps.

Don't worry about compatibility either. The vast majority of Android, iOS and Windows Phone devices will be able to run ParentPay.

### ***How do I pay on ParentPay?***

You will need an active ParentPay account, if you are unsure of your details please contact Reception on 01865 428200 or [info@oxfordspiresacademy.org](mailto:info@oxfordspiresacademy.org).

1. Browse to [www.parentpay.com](http://www.parentpay.com)
2. Under Account Login, enter your ParentPay username and password
3. Select “view all items”
4. Select the blue “view” button next to the trip that you wish to pay for
5. Ensure the payment amount is correct, and select the “Add to basket” button
6. Select “view basket and pay”
7. Select your payment method (credit / debit card)
8. Follow the instructions to enter your card details and make the payment.

### ***Frequently Asked Questions***

- ***I have forgotten my username and have registered an email address with ParentPay***

<https://www.parentpay.com/public/client/security/#/login/forgotten-password> and follow the on screen instructions.

You will then be emailed a link to reset your password (if this link is not clicked within 7 days it will expire and you will need to use the forgotten password link again).

- ***Can't remember your username or haven't registered an email address with ParentPay?***

If you cannot remember your **username** (usually your email address), please contact the school directly who will be able to verify the email address linked to your account. You can then use the forgotten password feature on the login page to reset your password.

### ***How can I see my current parent account balance?***

Once you have set up *Parent Account* or if you have credit on your account due to a refund, you will see your current Parent Account balance at the top right hand corner of your home page.

Cant find what you are looking for? Further help and advice can be found at <https://www.parentpay.com/parent-account-faqs/>



## A Parent Guide to Go 4 Schools

Using GO 4 Schools, you will be able to view your child's progress online and access the following information at any time:

**Real-time progress information** – marks and target grades for all subjects.

**Timetable** – Your child's daily and weekly timetable.

**Attendance** – Shown from the start of the academic year.

**Reports** – You can see their progress 3 times a year.

**Behaviour** - Your child's behaviour log at school, this includes achievements, behaviour incidents and rewards.

Your child's page is constantly updated, providing you with the latest information.

To access the site, please [follow this link](#) or go to the Parents page on the school's website. The email address you use to enter the site must be the one we have registered in our database for you. This will be the email address that you have provided the school with. If you are unsure which email address we have for you then please contact us for clarification.

If you would like to change this email address please contact us on 01865 428200 or email [zspittle@oxfordspiresacademy.org](mailto:zspittle@oxfordspiresacademy.org)

To request a password for GO 4 Schools, please enter your email address into the **First-time User field** and click '**Please send me a password**'. A randomised password will then be generated and sent to your email address. You will then be able to log into the site and view your child's page.

Check your email inbox for a temporary password from Go4Schools. Use this to login for the first time and then change your password afterwards by clicking on **"My Settings"**



Then enter the password Go4Schools provided in the **“Current password used to login”** box and choose a new password underneath. Click the “Change” button when finished. That’s it!

**My settings**  
Your login email address is: mdixon@oxfordspiresacademy.org

**Change your password**  
Update your password in the boxes below and click the "Change" button.

Current password used to login:

New password to use to login:

Confirm new password:

## Detailed Progress

This table shows the current levels in each subject. All topics and assignments are listed here and updated marks will appear throughout the year. Where **‘View subject description’** links are available, you can click on the link to see more detailed information.

### Detailed progress

Subject	Target	Current	Projected	Breakdown
Art & Design <a href="#">View subject description</a>	A	A	A	Unit 1 Textures A Unit 2 Celebration B Unit 3 Movement - Unit 4 All about me - Mock Exam -
Biology	B	A	F	B1 Objective Tests A B2 - B3 Test - New ISA - Homework Assignments Higher A Homework Assignments Foundation -

## Attendance Data

This information is shown up to the previous day and is fed directly from the school’s registration systems. If you have any concerns about the attendance showing then please contact the school’s Attendance Officer in the first instance.

## Behaviour Data

All behaviour both positive and negative is recorded on Go4Schools. Each behaviour level is allocated a points system; + for good behaviour and – for negative behaviour.

The first table shows the last five events recorded for your child, but you can also view a full history of their behaviour for the current academic year by clicking on the **‘All events in...’** link.

You must click on the behaviour event and open it to read the full content.

The other behaviour charts show your child's behaviour over time, the bar chart shows the weekly scores and the line graph shows the cumulative scores for the year.

When your child receives behaviour points, either negative or positive, you will receive an email in the evening. You will then need to log into Go4Schools to view the behaviour event.

All detentions are issued via Go4Schools and entries will be updated with the date, time and location of any after school detention given. This update will normally happen the next school day, so please check the system regularly.

## ***Progress Reports***

Progress and reports show grades for your child as they were captured by reports and compares them against current grades.

At the bottom of each column you can access a report by clicking the '**View report**' links. You can then also download and print copies of the reports which will be available in PDF format for the whole of the year.

## ***Frequently asked questions***

### **Why do BTEC and OCR qualifications look so bad on the graphs?**

As a result of the complexities of some of these mark-books, Go 4 Schools is not always able to accurately represent the data for the above two qualifications. Therefore we would recommend that you refer only to the Detailed Progress charts to see how your child is doing in these subjects.

### **What should I do if I am concerned about my child's progress in a particular subject?**

Email addresses for all departments are available on our website. Please use this facility to email the Head of Faculty directly.

### **How do I receive reports?**

Reports are now issued via Go4Schools. When your child's report becomes live on Go4Schools you will receive an email informing you that a new report is now available. You can then view the report and print it if you require a hard copy. You will also receive an email from the school explaining how to access your child's report along with a brief description of the grades.

### **What if I change my email address?**

Don't forget that if you change your email address then you must inform the school and re-log on as a "first time user". You will then be sent a password by Go4Schools.



## A Parent Guide to Show My Homework

Show my Homework is an online tool to help you keep track of your child's homework. Show My Homework is a simple homework calendar that Oxford Spires Academy will be using to ensure homework is set and communicated to all parents/carers.

Teachers can use it to set homework quickly and ensure the learners and parents always have the information they need about homework available via the Web, Mobile and Tablet devices

### **Benefits**

- 24/7 access
- View quality and quantity of homework
- Translation into over 50 languages
- Apps available for iPhone, iPad, iPod Touch, and Android devices – available from the app store
- Receive automated notifications before homework is due
- Student-teacher comments visible to parents.
- Student account linked securely to their parents.
- A personalised homework calendar is available for all users including students and parents. Once you login, you can only see your own homework schedule

### **Getting Started**

As a parent, you will receive a login letter from Oxford Spires Academy with a code that you will need to use to create your Show My Homework parent account. Please note that the codes expires for security reasons. You can always request a new code from the school.

If you or your child misplaces their SMH PIN, please email

[ictservicedesk@oxfordspiresacademy.org](mailto:ictservicedesk@oxfordspiresacademy.org)

### **Via the website**

- Visit our login page  
<https://www.showmyhomework.co.uk/login>
- Search for your child's school
- Enter your email address and password
- Click Log in

### **On a mobile device**

- Search for your child's school
- Tap "Login with email or username"
- Enter your email address and password
- Tap login

## Viewing the To-Do list as a parent

When you log into your parental account, if you click on your child's name you will be automatically taken to their To-do-List. This will enable you to see what homework your child has been set, what they have completed, and what they have yet to complete.

The To-do List is divided into two tabs: Recent and Upcoming. On the Recent page, tasks with the nearest due dates will be displayed. On the Upcoming page, homework which is due further in the future will appear.

## Frequently Asked Questions

- **What do I do if I have forgotten my password?**

If you lose your password, don't worry! It can be recovered easily using your registered email address. To recover your password using your email address please follow the guide below.

Go to <http://showmyhomework.co.uk/login> and click Forgot Password?

Enter your email address in the box and click Reset password

A password reset email will be sent to your registered address. Follow the instructions to access your account and reset your login details. If you are unable to recover your password, please contact your school.

- **How can I print my child's homework?**

When you click on the homework task, you will be taken to a *Description* page. In the top right of this page there is a drop-down menu named *Actions*, in which you will be able to select *Print homework*.

- **What do the numbers on the homework tasks mean?**

When on the school homework calendar, you will notice that numbers appear in the top right corner of each homework task.

This simply tells you how many days are left until the task's due date. This helps you gather more information about the task at a moment's glance.

- **How do I view both my children from my parent account?**

If both children attend the same schools, then yes you can! Log in to your existing account or sign up using one of the codes you received from the school. Next, go to Edit profile and use your additional parent code to link another student to your account.

If your children attend different schools, unfortunately you will not be able to link your accounts just yet.

- **Who to contact**

Didn't find what you're looking for? Please email [rfinch@oxfordspiresacademy.org](mailto:rfinch@oxfordspiresacademy.org)

## Update Your Details

Communicating with parents is an important part of what we do. Making sure you get the correct information about activities, events and things that really matter is something we care about. You can help us to achieve this by making sure your contact details are correct. Please return this form to the school reception.

Student Name:

Tutor Group:

Parent 1  
Name:

Parent 1  
Email Address:

Parent 2  
Name:

Parent 2  
Email Address:

Other Information to update:

On occasion we will need to contact you to verify information please supply your contact number



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