



# Welcome to Oatlands Junior School



Headteacher: Mrs Scarth  
Tel: 01423 872827  
Email: [admin@ojs.rklt.co.uk](mailto:admin@ojs.rklt.co.uk)

**Arbor Parent Portal Admissions Handbook**



## We're using Arbor's free Parent Portal and Arbor App

### **We've chosen Arbor to help us manage our school.**

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

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**Arbor**

## Reviewing and Updating Personal Information

Dear Parent/Carer

It is important that we hold up to date emergency contact details and medical information for your child. The Arbor Parent Portal app and website will allow you to review and update contact details for you and your child at your own convenience from a smartphone, tablet or PC – anytime, anywhere.

Please follow the detailed instructions on page 4 on “how to get started”. If you have more than one child at school, you will have access to information for all your children, from the same app.

It is crucial we have up to date emergency and medical details for your child. Therefore we ask your support in regularly checking the information we hold for them is up to date. We will also complete a data collection annually. In order to complete this parents need to log on and review their information to evidence their child’s data has been checked and is up to date.

A copy of Arbor’s Terms and Conditions which new users must accept can be found here:

[Terms and Conditions](#).

Please also ensure refer to our [RKLT Privacy Notice](#)

If you have any questions, or problems logging in please do not hesitate to contact us by email: [admin@ojs.rklt.co.uk](mailto:admin@ojs.rklt.co.uk) or by telephone 01423 872827.





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Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

## How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic  
W10 5BN, London, GBR

Enter your password

Log In

Forgotten password?

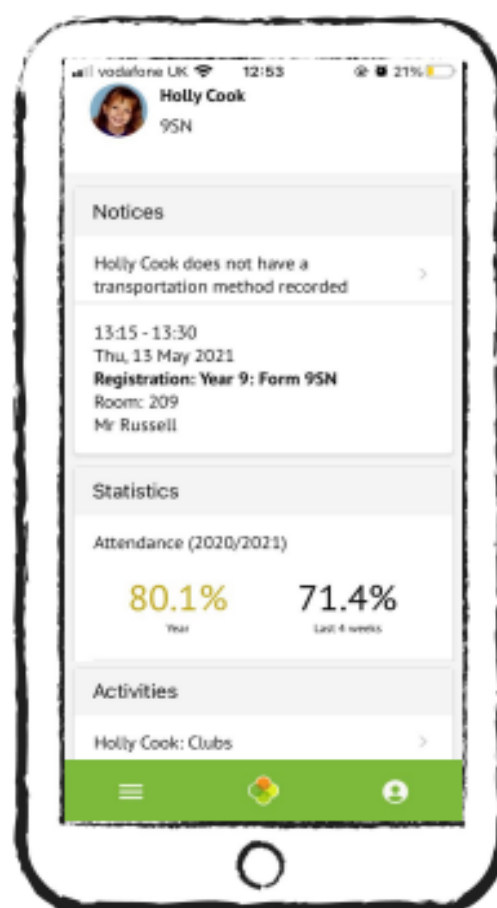
## Need help using Arbor?

**Contact the school office if you have questions about Arbor, the App or Parent Portal.** Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

### Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.



## Arbor Parent Portal

When admitting a new child to our school, please provide us with the information we need to help to make your child's transition to us as smooth as possible.

All information can be viewed/accessed by clicking on View Student Profile on the Main Dashboard of your child's profile.

You can edit your child's details by clicking on information marked by an arrow at the right hand side of the line that the information is on. Simply click anywhere in the line and an editing pane will slide out.

You can also add information by clicking on the green add Information bar. The following information needs to be provided before your child's first day.

1. Pupil Details
2. Home Contact details for adults at home responsible for the child – **Please also add the names, roles, contact details of any professionals who have contact with your child or family.**
3. Emergency Contact
4. Dietary Information
5. Medical Information (Including Special Educational Needs)
6. Ethnic/Cultural
7. Mode of Transport
8. Collection From School
9. *Consents. It is important to accept or decline the following consents: Administer First Aid, Authorisation to Walk Home, Collection from School, Safeguarding, Consent for Child to bring Mobile Phone to School, Photographs, Home School Agreement, Internet Rules, Parental Consent for a Rolling Programme or Series of Local Visits, School parent Arbor processing agreement and Use of Sunscreen Procedure.*

The screenshot shows the Arbor Parent Portal interface for a student named Sammy Adams. At the top, there is an orange bar with 'Quick Actions' and a dropdown arrow. Below this is a grey bar with the student's name 'Sammy Adams' and a dropdown arrow. Underneath is a profile card for 'Sammy Adams' with a female gender symbol, a circular photo of a young girl, and a 'Form' label with '9GU' next to it. Below the profile card is a green bar with 'View Student Profile'. This is followed by a grey bar stating 'You have no unread messages'. The bottom section is titled 'Notices' and contains four items, each with a right-pointing arrow: 'You have not consented to Internet Access for Sammy Adams - click to correct', 'You have not consented to Photograph Student for Sammy Adams - click to correct', 'You have not consented to Administer First Aid for Sammy Adams - click to correct', and 'You have not consented to Copyright Permission for Sammy Adams - click to correct'.



Arbor

## Arbor Parental Consents

<b>Administer First Aid</b>	If a child is injured whilst in school, the injury (e.g. a bump on the head) is reported to the designated first aider to be recorded. The injury will be dealt with in school and you will be informed by an 'accident letter sent home with your child.
<b>Annual Authorisation to walk home</b>	Please let us know if you provide authorisation for your Year 5 or 6 child to walk home alone or with friends at the end of the day.
<b>Collection from School</b>	If you wish for another guardian or contact to collect your child, you must ensure they have been added to Arbor and that you have ticked the authorised to collect box. If you do not wish to add the guardian or contact to Arbor (as the arrangement is a one-off) please ensure to contact the school office directly instead. Changes to collection arrangements must be communicated prior to or on the morning of the change (unless there is an exceptional circumstance).
<b>Safeguarding</b>	If there is a court order, residence order, contact order, care order, injunction that is in place to safeguard your child(ren), please ensure to consent to let us know. Once consented please: - email: <a href="mailto:admin@ojs.rklt.co.uk">admin@ojs.rklt.co.uk</a> and speak with headteacher Estelle Scarth to provide further detail.
<b>Consent for child to bring mobile phone to School</b>	My child will hand in their phone to the class teacher at the beginning of the school day. I am aware my child must collect their mobile phone from the class teacher at the end of the school day. I understand school does not accept responsibility for the loss, damage or theft of the phone whilst it is on the school premises. In line with the school safeguarding policy my child agrees to not use their phone on the school playground.
<b>Photographs, digital images &amp; recordings to use in school</b>	'I give permission for my child's photograph and recordings to be used in school communal areas for display purposes. See policies on website for further details. See page 7.
<b>Photographs, digital images &amp; recordings to use on school learning platforms</b>	'I give permission for my child's photograph and recordings to be used on school learning platforms such as Purple Mash, Showbie, Apple Classroom, Target Tracker, Tapestry and Arbor. See policies on website for further details. See page 7.
<b>Photos, digital images &amp; recordings to use on school social media</b>	'I give permission for my child's photograph and recordings to be used on the school's official social media accounts, e.g., Twitter' See page 7.
<b>Photos, digital images &amp; recordings to use out of school</b>	'I give permission for my child's photograph and recordings to be used on the school website, DVD's, Classlist, local press, and any printed publications that the school may produce such as the weekly newsletter. See policies on website for further details. See page 7.
<b>Sharing Information with Fun Club</b>	My child attends Fun Club and I give permission for the school to share any relevant information with Fun Club pertaining to the care of my child.
<b>Annual Home School Agreement</b>	See page 8
<b>Internet Rules</b>	See page 9
<b>Parental Consent for a Rolling Programme or Series of Local Visits</b>	See page 10
<b>School Arbor Processing Agreement Consent</b>	See page 11
<b>Use of Sunscreen Procedure</b>	See page 13



**Arbor**

## Arbor Photograph/Media/Twitter Consent

### Photograph/Video Policy - September 2021

#### Parent/Pupil Consent

Within the Academy's Management Information System (MIS) consent for digital images and filming will be captured by the parent/carers/pupil (if pupil is aged above 12 years) will be recorded and kept. In line with Red Kite Learning Trust's Safeguarding Policy, on a pupil's entry to a RKL Academy, all parents/carers are asked to give their consent for the Academy to use their child's photographs, digital images, and video in the following ways:

1. Photographs, digital images & recordings to use in school – 'I give permission for my child's photograph and recordings to be used in school communal areas for display purposes. See policies on website for further details'

2. Photographs, digital images & recordings to use on school learning platforms – 'I give permission for my child's photograph and recordings to be used on school learning platforms such as Purple Mash, Showbie, Apple Classroom, Target Tracker, Tapestry and Arbor. See policies on website for further details'

3. Photos, digital images & recordings to use out of school – 'I give permission for my child's photograph and recordings to be used on the school website, DVD's, Classlist, local press, and any printed publications that the school may produce such as the weekly newsletter. See policies on website for further details'

4. Photos, digital images & recordings to use on school social media – 'I give permission for my child's photograph and recordings to be used on the school's official social media accounts, e.g., Twitter' See policies on website for further details'

This consent is considered valid for the entire period that the child attends each school unless there is a change in the child's circumstances where consent could be an issue, e.g., divorce of parents, custody issues, etc.

Parents/carers may withdraw permission, in writing, at any time.

Consent must be given by all interested parties for it to be deemed valid.

Pupils' full names will not be published alongside their image by the school and vice versa.

E-mail and postal addresses of students will not be published.



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## Home School Agreement Arbor Consent (Annual)

### **The School:**

- encourage parents to become involved in the daily life of the school;
- work towards every child achieving his or her full potential as a valued member of the school community;
- promote high standards of work and behaviour through building good relationships and developing a sense of responsibility;
- ensure each child's entitlement to a broad and balanced curriculum;
- inform families of the broad curriculum areas to be covered each term;
- hold regular consultation evenings to discuss each child's progress;
- let families know of concerns or problems that affect their child's work or behaviour;
- contact the family if there is a problem concerning a child's attendance, health, punctuality or equipment; arrange a mutually convenient appointment should families wish to discuss their child;
- teach children how to use the Internet safely and give rules for how to use it in a responsible way;
- encourage children to care for the environment;
- arrange homework where this offers the appropriate opportunities for home learning;
- provide a safe learning environment.

### **The Family -I/We will:**

- ensure my child attends school each day, on time and properly equipped;
- inform the school of the reasons for any absence;
- support the school in maintaining good behaviour and discipline;
- ensure my child arrives at school, and knows the arrangements for collection;
- attend all Parental Consultations Evenings and discussions about my child's progress;
- notify the school of any change in circumstances which may affect my child's learning;
- support the school and its policies and rules;
- help my child understand the importance of Internet safety and the rules to follow when selecting, sharing and exploring information and media;
- support my child in homework and other opportunities for home learning.
- Call the school to report their child's absence before 8.50 a.m. on the day of the absence and subsequent days and advise when they are expected to return
- Provide the school with more than 1 emergency contact number for their child
- Ensure that, where possible, appointments for their child are made outside of the school day

### **The Pupil -I will:**

- follow the school's expectations and keep the class and playground rules;
- attend school regularly and on time;
- bring all the equipment I need everyday;
- take responsibility for my own possessions;
- keep myself clean and tidy;
- do all my class work and homework as well as I can;
- treat others with respect and be polite and helpful;
- follow the school rules on use of the internet. I will use it in a responsible way and observe all the restrictions explained to me by the school;
- care for the school environment;
- take newsletters and other communications home promptly.



Arbor



## Oatlands Junior School Internet Rules Arbor Consent (Annual)

School agreement	Parents/Carers agreement	Pupils agreement
<ul style="list-style-type: none"> <li>• We will teach the children how to use the Internet.</li> <li>• We will teach the children about online safety.</li> <li>• We will share the internet rules with each pupil.</li> <li>• We will supervise the children's use of the internet.</li> <li>• We will provide alternatives (where possible) to the internet for those pupils who have informed us in writing that they do not have access to a computer with the internet from home.</li> <li>• <b>The Headteacher will</b> respond to children who have 'alerted their teacher to concerning content on internet, as appropriate.</li> <li>• We will monitor internet activity as often as possible.</li> <li>• We will encourage all pupils to be responsible users and to follow the Internet Rules.</li> </ul>	<ul style="list-style-type: none"> <li>• I will supervise my child's use of the internet.</li> <li>• I will encourage my child to be a responsible user of the internet.</li> <li>• I will encourage my child to keep their internet password private.</li> <li>• I will not use the internet on behalf of my child.</li> <li>• I will ensure that my child does not upload photographs of them self or other people onto the internet.</li> <li>• In the unlikely event of something on the internet upsetting my child, I will encourage them to inform the Headteacher.</li> <li>• I understand that school staff can monitor Internet activity, even if an e-mail is deleted.</li> <li>• I understand that access to the internet is provided by the school and that my child must adhere to the user agreement in order to retain log-in privileges.</li> </ul> <div data-bbox="462 1400 997 1769" data-label="Image"> </div> <div data-bbox="526 1881 917 1982" data-label="Image"> </div>	<ul style="list-style-type: none"> <li>• I will only use the internet when an adult has given me permission.</li> <li>• I will only write polite and friendly things on the internet.</li> <li>• I will not upload photographs or videos of me or other people.</li> <li>• I will keep my username, password and other personal details private.</li> <li>• I will let the Headteacher know about anything that upsets me or that is inappropriate.</li> <li>• I will always try to write in full sentences and not 'text speak.'</li> <li>• I won't e-mail or post about friendship / fallings-out.</li> <li>• I won't send 'pointless' e-mails to groups of people. This is called 'spam.'</li> <li>• When the Internet asks for my 'nickname,' I will only use the name I like my teacher to call me. For example, someone named Thomas may wish to be called Tom by his teacher.</li> <li>• I understand that the Headteacher and teachers can see what I have e-mailed, even if it's deleted.</li> <li>• I understand that access to the internet is a privilege and I must meet my responsibilities to be allowed to log-in.</li> </ul>

## Parental Arbor Consent for a Rolling Programme or Series of Local Visits

### **Parental Consent for a Rolling Programme or Series of Local Visits**

- I understand that my child may leave the school premises for local visits as outlined in the school prospectus and hereby give my consent for my child to participate in such visits.
- I also understand that my child may leave the school premises at other times when I will be informed separately by letter and when further consent will be required from me.
- I undertake to inform the Group Leader/Headteacher as soon as possible of any change in the medical or other circumstances.
- I agree to my son/daughter receiving emergency medical or dental treatment of any nature as considered necessary by the medical authorities present.
- I agree that if my child urgently requires medical or dental treatment and it is not possible to contact me/us, the Group leader in charge at the time is authorised on my/our behalf to give consent to such emergency treatment.
- If a request is made subsequently for the withdrawal of the consent a note or letter to that effect will be placed on the file and the consent will be withdrawn and the date on which such withdrawal takes effect.
- I undertake to inform the Group leader / Headteacher in writing as soon as possible of any change in the medical or other circumstances prior to the commencement of any visit.
- 1 copy to be held by School and Out of Hours Contact.
- 1 copy to be taken by Leader on visit.
- Please ensure the details you have provided on Arbor are up to date.



Arbor



## School Parent Arbor Processing Agreement Consent

### **School Parent Arbor Processing Agreement**

- I agree to contact the office directly regarding any urgent/high priority data amendments which relate to safeguarding my child. Or any amendments relating to my child's medical details to allow for a care plan to put in place if required.
- I am aware that the office will be notified of data amendments pending for review and I will receive a notification to advise whether my change has been accepted/rejected.
- I note that there will be a 24-hour office processing time on any amended data. In addition, that data will be reviewed for approval weekdays Monday-Friday from 3.30 pm.
- Should I wish to amend/revoke a consent, I will contact the office directly and send a follow up email /written note as confirmation of the change.
- I understand there is no option for parents to amend/revoke a consent on the Arbor App once provided, without speaking to the office directly.
- I am aware that if a request is made subsequently for the withdrawal of the consent, a note or letter to that effect will be placed on the file including the date on which such withdrawal takes effect.

### Safeguarding

If there is a court order, residence order, contact order, care order, injunction that is in place to safeguard your child, please ensure to let us know. In order to do so phone: 01423 872827 or email: Headteacher, Estelle Scarth: scarthe@ojs.rklt.co.uk and The School Admin Team: admin@ojs.rklt.co.uk

### Emergency Contact Numbers

Please also ensure that we have up to date Emergency Contact Numbers for your child and if you are not available an alternative contact. You need to include the following details

- Name
- Work/Home Mobile contact number
- Home Address

### Collection From School

As a parent/carer, it is your responsibility to ensure that your child is collected at the end of the school day. Please ensure that the school has up-to-date telephone numbers to contact you in an emergency. We will only hand over pupils to named adults or older siblings, provided they are 18 years old or above. Pupils will not be handed over to other adults unless the school has been informed by the parent that they have made this arrangement. If you wish for another guardian or contact to collect your child, you **must** ensure they have been added to Arbor and that you have ticked the authorised to collect box. If you do not wish to add the guardian or contact to Arbor (as the arrangement is a one-off). Changes to normal collection arrangements **must** be communicated prior to or on the morning of the change (unless there is an exceptional circumstance). If someone turns up to collect your child and we have not been notified, the adult will have to wait whilst we are able to verify their identity. If no one turns up to collect a child they will be kept in school and parents contacted.

Please also add the names, roles, contact details of any safeguarding professionals who have contact with your child or family e.g. Family Support or Social Worker.

[« Back](#)

**Add Guardian / Contact**

**Information**  
Please fill out as many fields as you can so that we can make contact in an emergency. Please note that guardians and contacts added from this page will by default not be considered primary or legal guardians. If you want the guardian you are adding to be set as primary or legal guardian, please contact the school.

Title

First name\*

Last name\*

Gender\*

Relationship to student\*

Mobile number\*

Home number

Email address

Options

Emergency contact

☐ Can collect

Not an emergency contact

[Cancel](#) [Add Guardian/Contact](#)

### Use of Sunscreen Procedure

Oatlands Junior School wishes to encourage children to protect themselves from the sun.

One way of doing this is to use sunscreen at the appropriate time. If your child has any allergies or skin sensitivities you may want to check with your GP before providing a sunscreen. The school will also inform you if your child has any adverse reaction that may be due to the sunscreen.

We wish to encourage children to protect themselves from the sun. During the summer months we encourage parents to apply sun cream to children before they come to school.

You are asked to consent to show that you have received the letter about the schools approach to sun safety and support the Use of Sunscreens procedure: <https://www.oatlandsjunior.co.uk/seecmsfile/?id=6076>

If a child is to use sunscreen on site, parents are asked to:

1) Provide the sunscreen product for use.

The sunscreen must be:

a) Clearly marked with the child's name.

b) Replenished by the parent as needed.

2) The sunscreen product will be stored in their classroom in a location designated by their class teacher. This should not be kept in their bag.

3) The child must be able to apply their own sunscreen.

4) Parents are asked to apply sunscreen at home before a typical day, this will be reapplied as necessary by the child.

Where necessary for staff to assist with the application of sunscreen due to a medical need, the sunscreen will only be applied to face, neck, arms, hands and lower legs. Parents are asked to provide written instruction to staff for their child's individual needs.

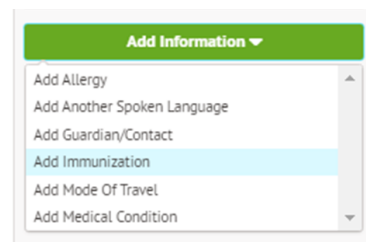


## Medical Information & Declarations

**Please ensure you update Arbor to let us know if your child suffers from any conditions or requires or is allergic to any medication . Please also provide:**

- Name, address and telephone number of family doctor
- When your child last received a tetanus injection
- Any special dietary requirements of your child

**This will enable a care plan to be put in place if required.**



## Special Education Need or Disability (SEND)

**If your child has a Special Educational Needs or Disability, please ensure you provide detail of this under the medical conditions tab in Arbor. Once you have please phone school on: 01423 872 827 or email [admin@ojs.rklt.co.uk](mailto:admin@ojs.rklt.co.uk) and [mcnerneyw@ojs.rklt.co.uk](mailto:mcnerneyw@ojs.rklt.co.uk).**

A child or young person has Special Educational Need if they have a learning difficulty or disability which calls for special educational provision to be made for them. A child of compulsory school age or a young person has a learning difficulty or disability if they:

- have a significantly greater difficulty in learning than the majority of others of the same age, or
- have a disability which prevents or hinders them from making use of facilities of a kind generally provided for others of the same age in mainstream schools

The SEND Code of Practice: 0 to 25 years; Department for Education; January 2015 SEND needs fall into four broad categories:

The profile for every child with a Special Educational Need is different and their needs may change over time. They may have difficulty with one, some or all of the different categories of SEND at different times of their lives.

## Communication and Interaction

Children and young people with speech, language and communication needs (SLCN) have difficulty in communicating with others. This may be because they have difficulty saying what they want to, understanding what is being said to them or they do not understand or use social rules of communication.

## Cognition and Learning

Some children and young people learn at a slower pace than their peers, even with appropriate differentiation. Cognition & Learning difficulties cover a wide range of needs, including difficulty in accessing and understanding parts of the curriculum; difficulty with organisation and memory skills; or having a difficulty which affects one particular part of their learning, such as displaying dyslexic, dyscalculic or dyspraxic traits.

## Social, Emotional and Mental Health Difficulties

Children and young people may experience a wide range of social and emotional difficulties which manifest themselves in many ways. These may include becoming withdrawn or isolated, as well as displaying challenging, disruptive or disturbing behaviour.

## Sensory and/or Physical Needs

Some children and young people have a disability which prevents or hinders them from making use of the educational facilities generally provided, for example visual and / or hearing impairments, or a physical disability which requires additional ongoing support and equipment to access all the opportunities available to their peers.



Arbor

**Oatlands Junior School  
Beechwood Grove  
Harrogate  
HG2 8QP**

**Tel: 01423 872 827**

**Email: [admin@ojs.rklt.co.uk](mailto:admin@ojs.rklt.co.uk)**

**Website: <https://www.oatlandsjunior.co.uk/>**