



Shetland Islands Council

Happyhansel Primary School



Information Handbook

2023 - 2024



Introduction

Welcome to Happyhansel Primary School. Happyhansel Primary is situated in the village of Walls, small rural community on the West Mainland of Shetland. We are a non-denominational school catering for pupils from Early Years to P7.

Secondary schooling for S1 to S4 is provided at Aith Junior High School with S5 & S6 education provided by Anderson High School in Lerwick.

We are currently a two teacher school with 30 pupils. A P1-4 of 14 and a P5-7 of 16. We have a Nursery which opens from 8.30a.m. - 4.00p.m. each day .

The pupils are also supported by an Additional Support Needs Teacher 1 day per week and by a Learning Support Assistant and 2 Learning Support Workers.

The pupils benefit from Visiting Specialists in Art, Music and PE. Swimming this year will take place at Aith Leisure Centre where pupils receive a 6 week block of swimming lessons together with pupils from Sandness. Active schools also provide activities for pupils and we will take this opportunity to do transition for P7 whilst in Aith.

The school also has a Clerical Assistant, Playground Supervisor, Cook in Charge and Cleaner. School meals are provided daily. These are prepared at Happyhansel Primary School kitchen.



In Happyhansel we **encourage, strive and achieve.**



This handbook provides information for parents for the school year 2023 - 234. Although the information is believed to be correct, it is possible that changes have occurred, or will occur during the course of the year, that will affect the contents for this year or for the following school years.

For further information or clarification, please contact the school and/or look at our school website.

Throughout this handbook, links to websites are provided for further information. Free access to these pages can be gained at the Shetland Library Learning Centre and at Islesburgh Community Centre. Hard copies and different formats of the handbook (for example in Braille or large print) will be made available by request to the school.

Information about all Shetland Islands Council's schools can be found on the council's website.

The direct link is:

<http://www.shetland.gov.uk/education/SchoolHandbooks.asp>

Contact Details

Address Happyhansel Primary School
Walls
Shetland
ZE2 9PG



Telephone 01595 807450

e-mail happyhansel@shetland.gov.uk

website <https://blogs.glowscotland.org.uk/sh/happyhansel/>

Head Teacher Mrs Elizabeth Garrick

P1-4 Class teacher Miss Hannah Hamilton (Probationer)/ Mrs Joanne Holden
on Fridays

Miss Catherine Hobbin is on maternity leave at present.

Principal Teacher/P5-7 Class Teacher Mrs Julie Thomson

Number on roll 30 primary plus 9 Nursery

Primary School 39 Nursery to P7 (non denominational)

The school does not provide teaching by means of the Gaelic language.

The Parent Council Chair is Mrs Sylvia Goodlad

Email : Goodlad Sylvia@Wastview <Sylvia.Goodlad@shetland.gov.uk>



Staff



Teaching Staff

Mrs E Garrick	Head Teacher
Mrs J Thomson	Principal Teacher, Class Teacher P5-7
Miss H Hamilton	Class Teacher P1-4
Mrs Joanne Holden	PT Management Teacher (Half Day)
Miss Catherine Hobbin (on maternity leave)	Class Teacher P1-4

Classroom Support Staff

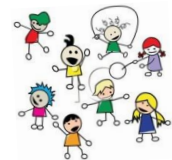
Mrs H Drakeford/ Mrs V Anderson/Mrs Fleck	Learning Support Assistant
Mrs M Walterson	Learning Support Worker
Miss C Robertson	Learning Support Worker

Nursery Staff

Miss Barbara Jack	Early Years Teacher
Miss V Cumming	Senior Early Years Practitioner
Mrs L Johnson/Mrs D Coleman	Early Years Practitioner
Post vacant	Support Worker
Miss I McDill	Student

Visiting Teachers and Instructors

Miss P Williamson	PE
Dr A Justice	Music
Mrs F Burr-Bloomer	Art
Mrs Barbara Jack	ASN Teacher
Ms D Scott	Fiddle



Support Staff

Mrs N Hudson	Clerical
Mr A Nesbit	School Cook
Mrs L Jamieson	Canteen Assistant
Mr R Johnson	Cleaner



School Transport

Transport is currently provided by A & K Transport and Wilma Nicolson.



Visiting the school

You may wish to visit the school if your child has been offered a place or if you are seeking a place for your child. Please contact the school to make arrangements as we would be delighted to show you round.

Starting school at Happyhansel

The majority of our pupils join us in the Happyhansel Nursery. The Nursery and the School work very hard to make sure that our pupils are confident and ready when they begin their education. This involves familiarisation visits for pupils starting nursery and a comprehensive transition for pupils transferring from nursery to school.

Pupils joining us at other ages and stages will be offered the opportunity to visit before starting nursery or school to help make their move as easy as possible.

Parental Involvement

We work hard to keep parents informed and involved in their child's education. Both classes have a Blog which is used to show work which is going on in the classrooms. An overview of the IDL Topic, Literacy and Numeracy for the term is sent home within the first few weeks of each term. We also have a Newsletter that is issued regularly. In Nursery the pupils have an ongoing bairn's book that parents can access from pupil trays at drop off and pick up times. These documents enable us to share a wide range of information about the experiences that we are providing for our individual pupils and their achievement. P1-7 pupils have folders of work that we refer to as Pupil Learning Profiles (PLP) which we gather, these will be shared on occasions when Parents visit the school.



In addition we have two parents' evenings where parents have the opportunity to discuss their child's progress with their class teacher. We also encourage parents to contact us if they would like to discuss their child's progress at any other times in the year.

At Happyhansel Primary we have an open door policy and would urge any parent/carer to pop in or call if they have any questions or concerns. Please do not hesitate to contact us. We aim to respond to any queries as quickly as we can. Please be mindful to contact the teacher before or after school.

Homework diaries can be used to ask any questions or if you prefer to speak either by telephone or in person please do not hesitate to do so.

Staff are usually available to speak to you at the end of the school day. Mrs Garrick is in school 3 days, (Monday, Tuesday and Thursday) a week but is available at any time via phone or email. Email: elizabeth.garrick@shetland.gov.uk

We are fortunate to have a very active and supportive Parent Council. All parents are part of the Parent Forum which the Parent Council represents. Any parents interested in becoming part of the Parent Council are encouraged to contact the Parent Council Chair. Contact details are available from the school office or on page 2 & 13 of this Handbook.

We are always delighted when we get parent/carer volunteers to pop into school and be an extra pair of hands. It might be tidying the library, helping on a school trip, watering the polycrub or with practical activities. We'd love to see you.

For further information and resources regarding getting involved with your child's learning, please contact the school and/or take a look at Parentzone on Education Scotland's website.

The direct link is: [Parentzone Scotland | Education Scotland](#)

You may wish to learn more about the role of the Parent Council in representing your views on education matters. You can contact the school's Parent Council directly and/or access information on Education Scotland's website.

The direct link is:

[What is the Parent Council? | Parent Councils | Getting involved | Parentzone Scotland | Education Scotland](#)

The Chair of the school's Parent Council is currently: Sylvia Goodlad

Email : Sylvia.Goodlad@shetland.gov.uk





School Ethos Our School Aims



- We will give your children the best possible start by working in partnership with you to develop their enthusiasm as **Confident Individuals** and **Successful Learners**.
- We will work together to ensure that your children develop core skills in Literacy, Mathematics and Numeracy with a strong focus on Health and Well-Being in the context of Scotland's Curriculum (For Excellence).
- We will support creativity, critical thinking and pupil voice in all areas of Scotland's Curriculum for Excellence to encourage all learners to become independent and motivated.
- We will prepare your children to be **Responsible Citizens** within a multi-cultural Scotland.
- We will recognise and encourage your children's wider achievements, developing skills for life and enterprise and enable them to develop skills as **Effective Contributors** both in and out of school.
- Your children will get the chance to personalise their own curriculum to enable them to follow their own interests and meet their individual educational needs and share their learning with others.
- We will nurture an ethos of inclusion, safety, equal opportunities, fun, care and compassion working in partnership with each other and with the local and wider community.
- In Happyhansel we use CIRCLE to identify and address additional learning needs. We use a Nurture and Rights based approach. Children are supported to regulate their emotions through the use of Zones of Regulation. We take a restorative approach to behaviour management through our Positive Relationships Policy.

The Curriculum

We aim to give the children a broad and general coverage of the curriculum. In order to do this we deliver the areas of the curriculum as follows.

Language & Literacy and Maths and Numeracy are taught as discrete subjects. These subject areas along with Health and Wellbeing are the responsibility of all teachers who teach your children at Happyhansel, so aspects of these are taught across the whole curriculum.

The children receive 2 hours a week of Physical Education which includes a 50 minute weekly lesson from a Specialist teacher and a six week swimming block each year. The class teacher and active schools co-ordinate to make sure the children receive 2 hours as is required by the Scottish Government. These activities can include active play, dance, warm up, play leaders, team building games and activities and outdoor education.

Sciences, technology and social studies are largely taught through IDL (interdisciplinary learning) with a wide range of contexts. However it is important that areas of social studies, technology and especially science are revisited and knowledge and understanding built on and developed in depth throughout the pupil's time in school, therefore at times it is appropriate to do some discrete teaching in these areas.



Skills for learning are developed at a level appropriate to the age and stage of the pupils throughout the school. Literacy, numeracy and health and wellbeing are integral parts of the thematic planning and are used to provide valuable and meaningful learning experiences. Progress is tracked in literacy and numeracy and health and wellbeing, staff judgements are informed by moderation activities. Through regular contact with parents there is meaningful opportunity for parents to support the development of skills.

The Curriculum for Excellence is designed to provide a coherent, flexible and enriched curriculum throughout a child's life from 3 to 18 years old.

The curriculum aims to ensure that all children and young people in Scotland develop the knowledge, skills and attributes they will need if they are to flourish in life, learning and work.

Curriculum for Excellence defines five levels of learning. The first four levels provide a broad general education, with progression to qualifications described under a fifth level, the senior phase.

Level	Stage
Early	The pre-school years and P1, or later for some.
First	To the end of P4, but earlier or later for some.
Second	To the end of P7, but earlier or later for some.
Third and Fourth	S1 to S3, but earlier for some. The fourth level broadly equates to Scottish Credit and Qualifications Framework level 4. The fourth level experiences and outcomes are intended to provide possibilities for choice and young people's programmes will not include all of the fourth level
Senior phase	S4 to S6, and college or other means of study.

Detailed information about Curriculum for Excellence can be found on Education Scotland's website. This includes:

- how the curriculum is organised
- the entitlements of every child
- how progress is assessed.

The direct link is: [Curriculum For Excellence – National Parent Forum of Scotland \(npfs.org.uk\)](https://www.npfs.org.uk)

Our curriculum map gives an overview of the content of our curriculum in the school context.



Opportunities for pupils to develop skills for learning, life & work, including literacy, numeracy and health & well-being in and out of the classroom

Enterprise activities engage children with their immediate community, local community and wider community. We grow plants to sell and food in our polycrubb to use in the canteen.

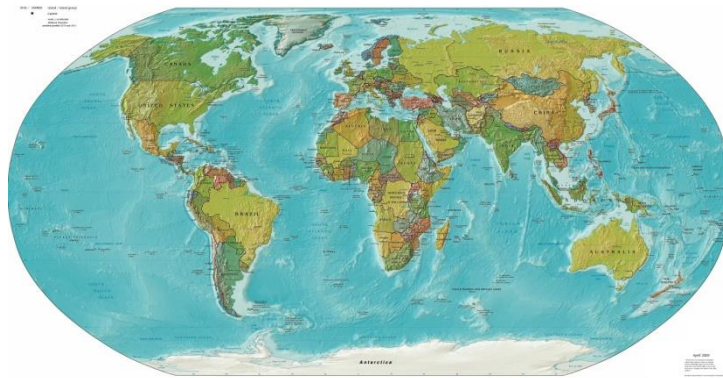
Fundraising gives pupils the opportunities to do something that benefits others, giving them a sense of global identity and compassion e.g. Children in Need, Comic Relief, Shoebox Appeal, McMillan Cancer Research.

Individualised Programmes

1. Some pupils will have an alternative and individualised curriculum that may have a higher emphasis on health and wellbeing, and skills for life. Children with complex additional support needs may be using the SCERTS approach and/or CfE milestones for foundation skills and competencies, literacy and English and numeracy and mathematics [Milestones: Supporting learners with complex additional support needs \(education.gov.scot\)](https://www.education.gov.scot/milestones).

The arrangements for how pupils will be given choices in what they learn and be involved in planning what they learn.

At the start of every topic the pupils in discussion with the class teacher and as individuals will highlight areas of a topic that they would like to find out about. This becomes part of the topic plan and is developed with the class teacher who adds experiences and outcomes. In addition discussion with visiting specialists allows for a more cross curricular approach. The children also have opportunities to lead their own learning through personal topics and opportunities for play and exploration.



How parents will be consulted

As part of the annual task of writing the school improvement plan parents are asked for their views around what the school does well and what could be improved. This gives invaluable information to help us target development. On occasion we put out a Parent questionnaire to seek parental views. Meetings with parents both formal and informal and of course Parent Council meetings also provide us with valuable feedback.



How a pupil's parent will be informed of any sensitive aspects of learning

Where sensitive material will be covered in school for example Relationships, Sexual Health and Parenthood, we will use our professional judgement to ensure that materials are age appropriate. Before starting a topic of this nature we will make materials available for parents to view. We mostly use the Education Scotland RSHP website which you can access here: [Home - RSHP](#)

The provision of religious instruction and observance for pupils and arrangements for a pupil's parent who wishes to exercise the parent's right to withdraw that pupil

As a non-denominational school we cover all major religions through our curriculum. We visit church at the end of each term.

We also have joint religious assemblies with Sandness Primary School in the Walls Kirk at Harvest, Christmas and Easter.

Any parents not wishing their child to participate in these events are entitled to withdraw their child(ren). Arrangements would be made for this following discussion with the parent.



Assessment

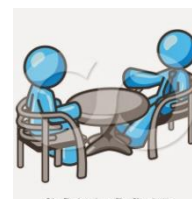
Every aspect of assessment has its place and we aim to use the most appropriate least intrusive method with each different pupil, these include;

- Continual assessment of children's work with feedback - verbal and written
- Scottish Government Standardised Assessments for P1, P4 & P7
- Observations
- Peer, self and teacher assessments
- Pupil focus groups
- Problem solving activities
- Open tasks that allow pupils to demonstrate what they can do.
- Regular discussions and feedback between staff, pupils and parents help keep a track of children's progress and their development needs.

Reporting

Good open lines of communication between staff, pupils and parents are essential when reporting on pupils' progress. With this in mind we have the following reporting methods in place throughout the school year;

- Home / school diary
- Open door policy with parents (can come and speak to class teacher at any time)
- Terms overview grid
- Pupil Profile available for Parents to see in the library whenever in school
- 2 parents evenings a year (2nd one is optional)
- 1 summer report
- Open evenings/afternoons



Transitions

These are times of change when we prepare children sensitively to moving on by introducing the changes gradually. We take into account individual needs and tailor arrangements accordingly.

Times of transition	Arrangements
Beginning Nursery	Visits with Parents, short solo visits before start date - number depending on the needs of the child.
Nursery- Primary	<p>Before beginning P1</p> <p>Whole school activities</p> <p>P1 teacher visits to nursery</p> <p>Childrens visits to P1</p> <p>Activities in different parts of the school</p> <p>Visits to playground when older children are at play</p> <p>Lunch in the dining hall</p> <p>Term 1 of P1</p> <p>Gradual change from part to whole days over the first four weeks. This can be tailored to individual needs as required.</p>
P1-4 to P5-7	Visits from new teacher

	Visits to new class
Primary to Secondary	Cluster and joint activities with Sandness Visits from Aith Staff Two day transition visit to Aith. Enhanced transitions are tailored to individual needs with additional visits for a period of up to two years before moving on.

For further transitions beyond school see page 23

Support for Pupils

The Education (Additional Support for Learning) (Scotland) Act 2004 places duties on local authorities, and other agencies, to provide additional support where needed to enable any child or young person to benefit from education.

If a child has additional support needs we will work closely with parents to ensure that these needs are met. We will note any concerns on an internal form stored securely to help us gather information and work together to support a child. This may mean involving professionals from outside the school or additional education staff. We will always involve parents fully and keep them well informed. If you think that your child has additional support needs, and particularly if you believe that these needs are not being met please contact us.

There will be times when some pupils will need additional support. This could be on a short or long-term basis with the amount of support varying according to the needs of the pupil. This may be in or out of class depending on the activity and the wishes of the child.

For longer term interventions Individualised Education Plan are compiled by the ASN teacher in consultation with the class teacher and emailed to Parents. IEPs are reviewed termly.

Information on how pupils' additional support needs are identified and addressed can be found on Shetland Islands Council's website. The website also provides information on mediation and dispute resolution services, links to the NHS and other agencies or organisations that can provide further support, information and advice about support and advocacy.

The direct link is: [Support for Pupils - Shetland Islands Council](#)

Other useful information and advice regarding additional support for learning can be found here.

<http://www.enquire.org.uk/>

Getting It Right For Every Child (GIRFEC)

In Shetland, we believe that children can be better supported by adults working closely together and sharing important information with each other. This process is known as GIRFEC: getting it right for every child.

Before GIRFEC can be used, consent from the parent of the child and/or the child (depending on the age of the child) is required. The staff asking permission will explain more about what GIRFEC means. Detailed information about the process can be found on Shetland Islands Council's website.

GIRFEC - latest information is available at <https://www.gov.scot/policies/girfec/> and locally at http://www.shetland.gov.uk/children_and_families/GIRFEC.asp

Child Protection

It is every child's right to be cared for and protected from harm. It is every person's responsibility to make sure that happens. The Shetland Child Protection Committee provides help when there is a need. Their website gives information on how to access that help.

The direct link is: <http://www.childprotectionschetland.com>

Shetland Islands Council's website also provides information on our responsibilities towards children and includes where to find help and support.

The direct link is:

http://www.shetland.gov.uk/children_and_families/child_protection.asp

Support, Pastoral Care and Pupil Support

Support for your child is provided by your child's class teacher. However it will involve all members of the school staff in ensuring that your child is happy, safe and achieving.

If you have any concerns or just want to chat about your child's progress please contact your child's class teacher.

School Improvement

Our school Improvement plan is revised on a yearly basis with new priorities being identified from Local Authority visits, school inspections, self-evaluation activities and any feedback received from Pupils, Parents and Partners. We welcome your views at any time by phone, email or messages in the suggestion box in the porch.

You can see our Standards and Quality report and School Improvement Plan on the school website.

Information about the school's performance at national level can be found on the Scottish Government's website and on the Education Scotland's Scottish Schools Online website which also includes HMIe Inspection Reports.

[Find an inspection report](#) | [Find an inspection report](#) | [Inspection and Review](#) | [Education Scotland](#)

The procedure in cases of a pupil's absence or sickness

If your child is ill or if you think it is necessary for your child to be absent from school for any other reason, please contact the school with the details, as soon as possible.

Parents are asked to contact the school before 9.30am if their child is going to be absent for the day. If a parent knows in advance that a pupil is going to be absent they are asked to let the school know. Parents are encouraged not to take pupils out of school in term time but where this is necessary there is a leave request form available from the school office. It should be noted that very few categories of absence can be authorised and therefore most absences will count as unauthorised.

For further information on school attendance, a guide for parents can be found on the Scottish Government's website.

The direct link is:

[Included, engaged and involved part 1: promoting and managing school attendance - gov.scot \(www.gov.scot\)](#)

[Parental Involvement - Shetland Islands Council](#)

[School attendance and absence statistics - gov.scot \(www.gov.scot\)](#)

Insurance of Pupils

Shetland Islands Council holds Public Liability Insurance cover, which provides indemnity to Third Parties including school children, in the event of legal liability falling on the Council.

Parents are asked to note that the Education Service does not provide insurance cover for pupils while at school. Insurance will be arranged by the school for trips which involve staying away from home for one or more nights, and for some special activity trips on a one-day-only basis.

Otherwise, insurance of pupils while at school is a private matter for parents.





Emergency Arrangements



Early Closing: From time to time it is necessary to close the school early for various reasons, such as bad weather, or because of water or power failure.

You will be called by a member of staff if school is to be closed unexpectedly.

In the event of schools not opening because of bad weather a member of staff will phone as soon as possible. Consultation with school service, bus operators and cluster schools usually results in a decision being made by 7am.

During periods of snow and ice buses cannot always operate on time, particularly in the morning, though bus operators will make every effort to keep to their schedule.

It should be noted, too that the decision to send your child to school in adverse weather conditions rests with yourself, as you will be best able to judge the weather conditions in your home area.

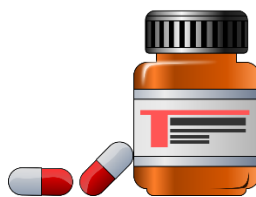
It is most important that you make emergency arrangements for your child at all times. In severe weather conditions the school may be closed at very short notice and it is essential that staff know each day what to do if there is nobody at home.



First Aid: If your child has an accident or becomes ill at school, you will be contacted and arrangements made for your child to be sent home. In the case of injury considered to require immediate medical treatment, the child will be taken directly to the doctor, and the home contacted. It is best, wherever possible, that parents collect their own children from school. Please keep the school informed of any changes to emergency contact arrangements.

If your child is suffering, even temporarily, from an injury or illness which may be affected by certain school activities, please inform the Head Teacher. This information will help to ensure that your child receives proper attention if the need arises.

We can only administer prescription medication. To enable this to happen parents must first fill in and sign a Medication form which must then be signed by the Head or Principal Teacher. The medicine must be brought to school and collected by a responsible adult. Medicines will be stored safely.



Visiting Agencies

Health Checks: Personnel from School Service carry out health checks, including sight and hearing on P1 and P7 annually. The Shetland Health Board will inform you before these examinations take place and you will be invited to be present.

School Dentist: The School Dentist endeavours to carry out a dental check on all pupils in the school at least once a year. Parents will be approached for their consent if their child requires treatment.

Flu Vaccinations ~ these are administered by the NHS. Information and consent paperwork is issued and collated by the NHS .

Childsmile ~ All pupils will brush their teeth in school each day. Childsmile will provide toothbrushes and toothpaste and come out to school to show the children what to do. Childsmile also facilitate fluoride varnishing to prevent decay.



Other useful websites

Information on the following websites may also be of interest to you:

Scottish Qualifications Authority

<http://www.sqa.org.uk/sqa/41292.html>

Scottish Credit and Qualifications Framework

<http://www.scqf.org.uk/Learners,ParentsandCarers/>

Scottish Survey of Literacy and Numeracy

For general information on the survey:

http://www.educationscotland.gov.uk/Images/SSLN_lealet_tcm4-716257.pdf

For the results of the survey and supporting documents:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/School-Education/SSLN>

Every year the school evaluates its performance and sets targets for the coming year. Details of these activities are in a single document titled the Standards and Quality Report and Development Plan. Copies of this document are sent home to all parents and additional copies are available on request. Our current areas of development are as follows:



School Policies

Happyhansel Primary School is subject to Shetland Islands Council (SIC) policies. In addition we have a number of our own policies written in line with SIC policy.

Policies applicable to all schools across Shetland can be found on Shetland Islands Council's website. The policies include:

- healthy eating
- bullying
- exclusion
- school trips
- equality and diversity
- adverse weather.



The direct link is:

http://www.shetland.gov.uk/education/policies_guidelines_and_forms.asp

School Meals

The School Meals Service is run and managed by Shetland Islands Council Catering Service. All queries regarding this service should be directed to the Catering and Cleaning Manager on 01595 744129.



The School Meals Service provides a healthy and nutritious lunch, which is cooked on the premises at Happyhansel. The menu is available on the school website.

The current charge for school meals are:

- ELC, P1-5 - Free
- P6-7 - £2.30
- Secondary - £2.75

Any charges for school meals must be paid through ParentPay – www.parentpay.com. Parents will be provided with activation details for ParentPay at time of enrolment. All queries regarding ParentPay should be directed to the Children's Services – Finance Team on 01595 743844.

School Milk

School Milk is offered to all pupils. For Pupils in P1-7 there will be a weekly charge of £1.10. This must be paid through your ParentPay account. Please note this is a weekly rate regardless of how many days milk is taken.

Financial Help for Parents

You may be eligible for support with Free School Meals/ Milk or a Clothing Grant, please visit [EMA, Bursaries and Financial Support – Shetland Islands Council](#) for further information and to apply online.

After School Activities and Sports

We aim to provide opportunities for pupils to attend after school clubs. We also run clubs in lunch times because we have found that this enables more pupils to attend. These clubs are arranged in partnership with Active Schools and involve both school staff and local coaches. Also in partnership with Active Schools we publicise opportunities for pupils to get involved in out of school sports clubs.

Pupil Council

An elected pupil from each class year group makes up the Pupil Council. Meetings are incorporated into curriculum time and we believe that our pupils are fully involved in maintaining and developing the ethos of the school.

We also have other Task groups including Junior Road Safety Officers, Health Committee, Eco Group and the Tidy Squad. Pupils enjoy leadership opportunities in these groups.

The School Day

The school day begins at 09.00 and ends at 15.15.

Morning Break	10.45 - 11.10
Lunch	12.40 - 13.30

Pupils transitioning into P1 may have shorter days if needed.

Term Dates

Up to date term dates can be found on the school website.

Moving on to Secondary Education

Children who live in the Happyhansel catchment area usually transfer to Aith Junior High School at the start of S1. We work with the management team of Aith Junior High School to ensure that

transition is smooth and meets the needs of the children who are transferring. Activities will normally include a number of visits in P7 to work on specific topics, a visit to Happyhansel by the Aith Junior High School Head Teacher and a number of days in Aith experiencing a full timetable.

The contact details for Aith Junior High School are:

Telephone 01595 807400

E-mail aith@shetland.gov.uk

The Head Teacher is Mr Michael Spence

Transitions

Transitions occur at key points in a child's education when they move on to a different stage of learning. Transitions can include moving to the stage of primary education, moving from primary to secondary school, moving to the senior phase of Curriculum for Excellence and then post-school learning, training or work. Transitions can also include any changes in a pupil's learning journey, for example when a pupil changes school or when learning is interrupted.

National organisations, such as Parenting Across Scotland, provide advice to parents on supporting their child's transitions.

The direct link to Parenting Across Scotland is: <http://www.parentingacrossscotland.org/>

The direct link is: <https://scottishtransitions.org.uk/7-principles-of-good-transitions/> We recognise that children with additional support needs may need transition arrangements that are additional to those made for their peers. Information sharing and planning will take place in advance of each transition. Further details can be found on Shetland Islands Council's website.

The direct link is: <https://www.gov.scot/publications/supporting-childrens-learning-statutory-guidance-education-additional-support-learning-scotland/>

Placing Requests

If you do not wish for your child to attend the catchment area school, you can place a request with Shetland Islands Council that your child attend another school. Details of how to make a placing request can be found in Shetland Islands Council, Children's Services, Admissions Policy. The policy can be found at:

<http://www.shetland.gov.uk/education/documents/AdmissionsPolicyFINAL.pdf>

Please make your Placing Request in writing to:

Director of Children's Services

Children's Services

Hayfield House

Hayfield Lane

Lerwick ZE1 0QD



To help you, the Scottish Government has published a guide for parents on choosing a school and the placing request system. It is available on the Scottish Government's website.

The direct link is:

<http://www.scotland.gov.uk/Publications/2010/11/10093528/0>

Enquire is the Scottish advice service for additional support for learning. If your child requires additional support for learning and you wish to place a request to have your child schooled elsewhere, you may wish to look at leaflets that Enquire have produced; Factsheets 2, 3 and 6 have particular relevance. Please request these from your child's school or refer to Enquire's website.

The direct link is:

<http://www.enquire.org.uk/publications/factsheets>

In Shetland, we have two special Additional Support Needs departments (attached to Bells Brae School and Anderson High School). A request for a child to access a place in one of these special departments is at the discretion of Children's Services.

If you have a concern

If you have a concern about any aspect of the school please speak to us about it. The first step is to speak to your child's teacher. You can also contact the Head Teacher. All concerns will be dealt with sensitively and we will keep you fully informed.

The complaints procedure.

Most concerns and complaints can be dealt with by talking to your child's teacher or the Head Teacher at an early stage and at an informal level. However, if you are not able to resolve the matter in this way, you may want to use this complaints procedure.

The first step is to inform the Head Teacher of your concern. She will do her best to address any issues and should be given the opportunity to do so. The vast majority of issues are best resolved informally, and locally. In almost all cases, if the Head Teacher has not been given the opportunity to address any issues, parents or carers will be referred to the school before any further steps are taken. The school will take a note of complaints in a complaints log, which is monitored on an annual basis for any patterns of overall dissatisfaction so that improvements can be considered.

If the Head Teacher has been unable to address your concerns, you may wish to involve the QIO with responsibility for the school. The QIO can be contacted at Hayfield House, tel 01595 744000. A leaflet is available on request to guide you through the process should you wish to make a complaint.

Additional Information

Online Protection

For information about online protection for your child, you may like to look at the Child Exploitation and Online Protection Centre's website.

The direct link is:

<http://www.thinkuknow.co.uk>