



Shetland Islands Council

# Primary School

## Information Handbook

2023/2024





## Introduction

Welcome to Sandness Primary School. Sandness Primary is situated in a small rural community on the West Mainland of Shetland. We are a non-denominational school catering for pupils from P1 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 one teacher school with 13 pupils from P1 to P7. The pupils are also supported by an Additional Support Needs Teacher and a Learning Support Assistant.

The pupils benefit from Visiting Specialists in Music, Art and PE. Swimming takes place at the West Mainland leisure Centre in Aith where pupils receive a 6 week block of swimming lessons.

The school also has a Clerical assistant, Playground supervisor, Canteen Supervisor and Cleaner.

School meals are provided daily. These are prepared at Happyhansel Primary School.

*At Sandness Primary School we care deeply about each other, our community and our environment. Through exploration, support and opportunities we aim to foster happy, confident, independent and resilient learners.*

## Through nurture we grow

This handbook provides information for parents for the school year 2022-23. 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.

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.

Handbooks for 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 - Sandness Primary School  
Sandness  
Shetland  
ZE2 9PL

Telephone - 01595 744236

e-mail- [sandness@shetland.gov.uk](mailto:sandness@shetland.gov.uk)

Head Teacher Mrs Elizabeth Garrick

Principal Teacher Mr Sorley Johnston

Number on roll 13

Primary School from P1 to P7 (non denominational)

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

The Parent Council Chair is Angie Nichols

e-mail - [angie\\_bruce83@hotmail.com](mailto:angie_bruce83@hotmail.com) Telephone - 01595 870708



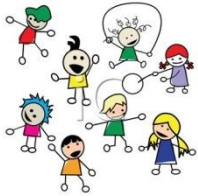
## Staff List



### Teaching Staff

Mrs E Garrick	Head Teacher
Mr S Johnston	Principal Teacher
Mrs J Holden	Principal Teacher Cover Class Teacher and Art
Miss B Jack	ASN Teacher

### Visiting Teachers and Instructors



Ms C Williamson	PE
Mrs P Williamson	PE (maternity cover)
Dr A Justice	Music
Mrs F Burr-Bloomer	Art



### Support Staff

Mrs L Drakeford	Learning Support Assistant
Mrs C Hicks	Clerical Assistant
Ms L Jamieson	Kitchen Assistant
Ms L Jamieson	Playground Supervisor
Mrs A Peterson	Cleaner in Charge
Mr V Robertson	Janitor

### Transport

School Transport is currently provided by A & K Transport, Walls.



## Starting school at Sandness

The majority of our pupils join us from the Happyhansel Nursery. Both the Early Years and the School work very hard to make sure that our pupils are confident and ready when they begin their primary education. This involves familiarisation visits for pupils starting nursery and a comprehensive transition for pupils transferring from nursery to primary school. This includes visits to the nursery by the Principal Teacher and opportunities for new P1 pupils to gradually become familiar the school and staff..

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. (Please also see the section on Transitions)

## Parental Involvement

We work hard to keep parents informed and involved in their child's education. A wide range of information is sent home each term including a curricular newsletter with work being covered. Individual targets are agreed and shared. We also have a weekly email with a round up of the week's activities, upcoming events and some photos. Learning logs are emailed to Parents from Pupils weekly. 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.



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 Sandness 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.

Reading 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.

Mr Johnston is available to speak to you at the end of the school day. Mrs Garrick is in school on Wednesdays and Friday, but available most days via phone or email.

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 5 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 or with practical activities. We'd love to see you.

## 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 English Language, Mathematics and Numeracy with a strong focus on Health and Well-Being in the context of The Curriculum For Excellence.
- We will support creativity and critical thinking in all areas of The Curriculum For Excellence to encourage all learning styles through a variety of teaching methods.
- 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.

Please also see our Visions, Values and Aims document for more information about our ethos.

## 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 daily. These subject areas along with Health and Wellbeing are the responsibility of all teachers who teach your children at Sandness, so aspects of these are taught within other areas such as Music, Art and P.E. as well.

Health and Wellbeing, RME, Art and Music are all taught each week as discrete subjects and depending on the subject matter of the terms topics, these are at times linked with the current term's topic.

The children receive an average of 2 hours a week of Physical Education, this includes a 50 minutes weekly lesson from a Specialist teacher, a six week swimming block each year and the class teacher and active schools co-ordinator making sure the children receive 2 hours as is required by the Scottish Government. These activities can include active play, dance, warm ups, play leaders, team building games and activities, outdoor education, cycling and walking trips.

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 and knowledge with their children. The Scottish Government introduced a Curriculum for Excellence across its schools. The curriculum 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.
Senior phase	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 S4 to S6, and college or other means of study.

Teachers and practitioners will share information to plan a child's "learning journey" from 3-18, helping their progression from nursery to primary, primary to secondary and beyond. This will ensure children continue to work at a pace they can cope with and be provided with challenge they can thrive on.

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: [Scottish education system | Education Scotland](#)





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 with meaningful learning opportunities in a real context.

Fundraising gives pupils the opportunities to do something that benefits others less fortunate than themselves, giving them a sense of global identity and citizenship e.g. Macmillan appeal, Comic Relief, Blytheswood Shoebox Appeal and Children In Need.

### **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 teacher will identify a set of experience and outcomes from the Curriculum for Excellence to ensure broad coverage. The pupils in discussion with the class teacher and as individuals will discuss what they know about the topic, what they want to find out and how they are going to do this. From this the topic plan is developed. Through discussion with the class and visiting specialists a more cross curricular approach is created to cover the topic. In addition to this the children have opportunities to be in charge of their learning.

Examples include: P1-4 Giving a short talk to the class on a topic that interests them

P5-7 Giving a presentation of a topic which interests them and a presentation of an aspect of their topic learning



## **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 improvement. 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 also have joint religious assemblies in the Walls Kirk at Easter, Harvest and Christmas. 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
- Observations
- Peer, self and teacher assessments
- Pupil interviews
- Problem solving activities
- Target setting followed by self evaluations leading to next steps
- Regular discussions and feedback between staff, pupils and parents help keep a track of children progress and their development need
- Scottish Government Standardised Assessments in P1, P4 and P7.

## Reporting

Good open lines of communication between staff, pupils and parents are essential when reporting on pupil's 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)
- Termly curricular letter
- Pupil Profiles
- Weekly Learning Logs
- 2 parents evenings a year( one is optional)
- 1 formal report
- Open evenings/days

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: <http://www.educationscotland.gov.uk/parentzone/index.asp>

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: [Parentzone Scotland | Parent Zone \(education.gov.scot\)](http://www.educationscotland.gov.uk/parentzone/index.asp)

## 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/>

## Individualised Programmes

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 \(education.gov.scot\)](#).

We have a Staged approach to interventions in Shetland. The relevant document can be found on Glow at [Circulars - Home \(sharepoint.com\)](#) Pupils at Stage 2 will usually have a GIRFEC Child's Plan prepared.

## **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](http://www.shetland.gov.uk/children_and_families/GIRFEC.asp)

## **Co-ordinated Support Plans.**

When a child or young person is referred for assessment, it may be found that a coordinated support plan is required to meet the additional support needs of the child or young person. The plan will be required where a child or young person has additional support needs arising from complex or multiple factors that necessitate the coordination of their support from the authority and from other agencies. Parents and children are fully involved in every stage of preparing and reviewing a Coordinated Support Plan or GIRFEC plan. Information about CSPs can be found in the revised Code of Practice chapter 5 <http://www.gov.scot/Publications/2017/12/9598>

## **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: [Child Protection | Shetland Child & Adult Protection Committees \(safersheland.com\)](http://safersheland.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](http://www.shetland.gov.uk/children_and_families/child_protection.asp)

## **Support, Pastoral Care and Pupil Support**

Support for your child is provided by the class teachers. 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 the school.

### **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.

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 \(www.gov.scot\)](#)

## School Rules

We have a school charter which encompasses all expected behaviours:

Be kind

Have fun

Hard Work

Be helpful

Think about others

Be generous

Be positive

Be polite

Respect others

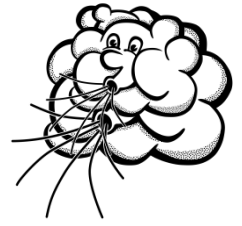
Share

Include others

**You** can be anything!



## 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

- a) **Health Checks:** Personnel from School Service carry out health checks, including sight and hearing on P1 and P7 annually. NHS Shetland will inform you before these examinations take place and you will be invited to be present.
- b) **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.
- c) **Flu Vaccinations** ~ these are administered by the NHS. Information and consent paperwork is issued and collated by the NHS .
- d) **Childsmile** ~ All children will brush their teeth in school each day where possible. 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.



## 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](#)

## 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/>

National Standardised Assessments

For general information on the survey:

[National Standardised Assessments for Scotland](#)

## **School Policies**

Sandness 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](http://www.shetland.gov.uk/education/policies_guidelines_and_forms.asp)

Shetland Island Council's website provides information on Instrument Instruction along with other creative learning opportunities.

The direct link is:

[Instrumental Instruction – Shetland Islands Council](#)

### **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](http://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**

Grants are available for school meals and clothing. Guidance and an application form can be found on Shetland Islands Council's website.

The direct link is:

[EMA, Bursaries and Financial Support – Shetland Islands Council](#)

The Education Maintenance Allowance is available for qualifying 16-19 year olds. Guidance and an application form can be found on Shetland Islands Council's website.

The direct link is:

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

Information on the provision and finance of transport can be found on Shetland Island Council's website.

The direct link is: [http://www.shetland.gov.uk/education/hpc\\_school\\_transport.asp](http://www.shetland.gov.uk/education/hpc_school_transport.asp)

## After School Activities and Sports

In partnership with Active Schools we publicise opportunities for pupils to get involved in out of school sports clubs.

## Pupil Council

Each year a group of children form this group to represent all the pupils and we believe that our pupils are fully involved in maintaining and developing the ethos of the school.

## The School Day

The school day begins at 9.00am and ends at 3.15pm from Monday to Thursday. On Fridays the school day finishes at 2.00pm.

**Morning Break**      10.45 - 11.00

**Lunch**                      12.30 - 13.15

	<b>TERM DATES FOR 2023-24</b>
	In Service Training - Monday 14 <sup>th</sup> August In Service Training - Tuesday 15 <sup>th</sup> August
<b>Term 1</b>	<b>Wednesday 16<sup>th</sup> August -Friday 6<sup>th</sup> October</b>
October Holidays	Monday 8 <sup>th</sup> October-Friday 20 <sup>th</sup> October
	In Service 23 <sup>rd</sup> -24 <sup>th</sup> October
<b>Term 2</b>	<b>Wednesday 25<sup>th</sup> October -Friday 22<sup>nd</sup> December</b>
Christmas Holidays	Monday 25 <sup>th</sup> December- Friday 5 <sup>th</sup> January
	In Service Monday 8 <sup>th</sup> January
<b>Term 3</b>	<b>Tuesday 9<sup>th</sup> January-Thursday 28<sup>th</sup> March</b>
	Occasional Holiday - Wednesday 31 <sup>st</sup> January Friday 23 <sup>rd</sup> February Monday 26 <sup>th</sup> February Friday 29 <sup>th</sup> March
Easter Holidays	Monday 1 <sup>st</sup> April-Friday 12 <sup>th</sup> April
<b>Term 4</b>	<b>Monday 15<sup>th</sup> April-Friday 28<sup>th</sup> June</b>
	Occasional holiday Monday 20 <sup>th</sup> May

## Transitions

Children who live in the Sandness 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 Sandness 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](mailto:aith@shetland.gov.uk)

The Head Teacher is Mr Michael Spence

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/>

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. Further information can be found on Shetland Islands Council's website,

### **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.

Please make your Placing Request in writing to:

Director of Children's Services  
Children's Services  
Hayfield House  
Hayfield Lane  
Lerwick ZE1 0QD



### **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. Mrs Andrea Henderson is the Quality Improvement Officer for Sandness Primary School.

## **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>

