



HURTWOOD HOUSE

STUDENT HANDBOOK

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1 INTRODUCTION

This handbook is designed to give you some details about Hurtwood House and how it operates. It is written for you, the student, (although there is a section that your parents or guardian should read) and it should make life a little easier for you if you read it carefully. For example, it tells you how the school day is organised, how the grading system works (and how your parents can access your grades!), how you sign out for weekends, and many other important “hows”.

At Hurtwood we are very keen that you should develop as an individual and, more importantly, that you should be happy while you are here. We want you to work hard and realise your academic potential; we are committed to teaching you the skills needed to achieve the best results possible.

Hurtwood is a residential community with a home structure. In each House there is a Housemaster or Housemistress and a team of House Tutors. This team will look forward to getting to know you better and will always be there should you need them. One of them will discuss your grades with you, and what you have been doing each week and will take a special interest in your progress. They are available throughout the week and are more than happy to give you advice on any matters.

Hurtwood is a non-denominational, multi-cultural society. Although the majority of our students are from the United Kingdom, we have a number of overseas students, usually from twenty to thirty other countries. This offers you the exciting prospect of understanding more about their religions and cultures in a free and tolerant community. You are able to practise the religion of your choice. We ensure that the necessary dietary and other arrangements are part of the school structure.

Sport is voluntary at Hurtwood, as are all the extra-curricular activities which we provide. They are listed in your student diary which will be given to you at the start of each term. We would encourage you to support one or more of the teams, as their success depends on your participation. Even if you have not enjoyed organised sport at your previous school, why not try here and see how differently it is run?

As with all communities, there is a need for “boundaries”. In our experience, most of you will have come from a school where there was a multitude of rules and very few were followed. We have done our best to keep our rules to a sensible minimum, but we do expect you to follow them.

If you are in any doubt about anything – just ask!

2 WHAT TO EXPECT ON THE FIRST DAY

You will have already received a letter from the Headmaster telling you what boarding House you will be living in for the year. If you are on Campus – Hurtwood House or the Lodge – you should come to the main car park. If you are living in a House off campus then please use the large car park on the lower level, leaving your luggage and other belongings in the car. Having arrived, you should check in at the Registration Office (turn right inside the main door), where the staff will make sure that all the appropriate forms have been completed and you have an opportunity to order some basic stationary items in preparation for the following day. You will also be told, if you do not already know, which House you have been allocated to (see Section 3). If it is off-campus, you will either be given a map and directions if your parents or guardians are still with you, or transport will be arranged to enable you to go to your House to unpack and meet your Housemaster or Housemistress. Lunch will be between 1.00 pm and 2.00 pm if you choose to arrive in the morning. Supper is from 6.00 pm and after supper non-campus students will be taken back to their Houses in school minibuses.

The Headmaster and the Deputy Head (Students) will be available all day to meet you and your parents and to discuss any queries or last-minute thoughts about your timetable, but with over 150 students arriving it is going to be a busy day with inevitable queuing and therefore it is advisable to sort out your academic programme in the week preceding the start of term.

We try hard to get the timetable into full operation as soon as possible. On Sunday you will be given your personal timetable and on Monday there is also an orientation programme which includes meetings with the Headmaster, the Deputy Heads and the House staff. The programme is well advertised around the school and published in your Student Diary, so you won't miss anything.

Lessons will begin in earnest on Tuesday!

3 INFORMATION ABOUT YOUR HOUSE

There are seven boarding houses at Hurtwood House, two on-campus and five off-campus, and two smaller lodgings for day students. They are:

Hurtwood House	On-campus	Girls
The Lodge	On-campus	Girls
Beatrice Webb House	Off-campus	Mixed
Cornhill Manor	Off-campus	Mixed
Ewhurst Place	Off-campus	Mixed
Peaslake House	Off-campus	Mixed
The Turrets	Off-campus	Boys
Highcroft Cottage	Off-campus	Girls
Spindles House	Off-campus	Girls

(Addresses and telephone numbers are published in Section 13)

When you join Hurtwood as a new student, the Headmaster will allocate you to a House and to a room. You are likely to be sharing with one or two other students. At the end of your first year you will be asked if you would like to change Houses and who you would like to share with. Some single rooms will be available for second-year students.

Within each House there is a Housemaster or Housemistress or House Tutor who is on duty during the evenings and weekends. They are only too happy to help if you have a problem. You will be assigned to a tutor group and your tutor will support your academic and personal progress in the school, as well as distributing your weekly subject grades (see Section 5).

We want you to be as comfortable as possible in your room. Pictures and posters help, so decorate it to your liking, but please put them up with drawing pins and NOT Sellotape or Blu-tak because these mark the walls. However, please avoid putting drawing pins into wooden surfaces. For Health and Safety reasons, in particular fire regulations, you are not allowed to attach anything to the ceiling of your room. You are jointly or individually liable for any damage caused to school premises or property and will be charged accordingly on your school account. Also, while on the subject of damage, should you inadvertently break something, please let someone know. We are aware that accidents do happen!

You are welcome to bring electrical equipment with you, such as a hairdryer etc, but for safety reasons you must ensure that the correct plug and fuse are fitted. The school will test all electrical items within the first few weeks of your arrival – a Health & Safety requirement.

There is a recreational area in each House where you are able to watch TV or play pool or table-tennis during your free time. There is either a shop or vending machine in each House where you can buy chocolate, drinks, sweets, etc. There is also a small kitchen area where you can make snacks and hot drinks during the evening. For safety reasons, cooking is not allowed in bedrooms.

If you live in an off-campus House, your Housemaster will inform you of the times and arrangements for leaving in the mornings. (Cooked breakfast is available at school any time up to 8.30 am). Likewise, the times for returning to Houses after supper are organised by your Housemaster. (You

cannot go back to your House during the day, so you will need to be well organised and bring everything that you need for the day with you in the morning and use your locker if necessary. It is therefore a good idea to bring a weatherproof book bag with you, big enough to hold A4 files.) In the Summer term you may be allowed to walk back to your boarding house rather than being driven back, if you have discussed it with your Housemaster, agreed to follow certain guidelines and have the agreement of your parents. (If they would prefer you not to walk back then they should inform the school.)

If you are a day student and you are ill and unable to attend, you should inform the school by 8.45 am.

Each House has laundry facilities. For fire prevention and safety consideration you must not iron in your room or dry clothes on the storage heaters. If you experience problems with any of the machines, let your Housemaster or Housemistress know or tell the Domestic Bursar directly. You may find there are times when use of the facilities is restricted because the household staff are washing the bed linen, but these times are clearly displayed in each House. Bed linen is provided – and washed for you – but you may prefer to bring your own sheets and matching duvet covers in order to make your room more “homely”. However, towels are not provided and you should bring at least two for personal use. (There is a standard charge per student per term for the laundry facilities – this does not include soap powder for your own personal washing).

There is a time set aside each weekday evening for prep and you are expected to work in quiet conditions. Times vary slightly from House to House and your Housemaster or Housemistress will inform you about these at the beginning of the year. However, “lights out” is at 11.00 pm during the week and on Sundays, and at 11.30 pm on Fridays and Saturdays in all Houses. You are not allowed to work after this. We recommend that if you cannot finish your work that night you set your alarm clock and get up an hour earlier the following morning.

4 YOUR WORKING DAY: TIMETABLE, SPORTS AND ACTIVITIES

During your first day at Hurtwood, you will receive your timetable with the specific lesson times. In general, your working hours are between 8.50 am and 1.00 pm in the mornings, 1.50 pm and 3.00 pm in the afternoons and 5.00 pm and 6.10 pm in the evenings. During these times you are expected to be working in lessons or to be in Private Study. If you live off campus, this is held in the Naylor building. If you live on campus, you can use your study bedroom.

There are two morning breaks at 10.00 am and 11.30 am. The stationery shop is open during the lunch break each week day. There is also a break for activities and sports every afternoon. You are encouraged to participate in one of the many sports and activities on offer, but don't forget to bring your kit with you in the morning, as you cannot go back to off-campus houses during the day.

The afternoon activities session is very important at Hurtwood. We have found that you will work harder and enjoy it more if your day is balanced between work and play! On your first day you will be told about the sports which are on offer and your student diary will tell you on which afternoons they take place. Remember, sport is an important part of Hurtwood life – you will be participating for pleasure. The other important point to remember is that you do not have to be a regular participant. You can just turn up and join in. We never forget that sports should be fun. Experience tells us that many students elect not to join in, as sport has been compulsory in their previous schools. However, by the end of the first year they often admit that this has been an error. Don't make the same mistake!

On Wednesday afternoon the arrangement is rather different. Instead of having lessons after lunch, we provide an even more varied programme of sports. During this time some of you may be rehearsing for a theatre production and some of you may have been selected for the Hurtwood Film Academy or you may be playing in a fixture against another school. But at this time on a Wednesday everybody has to sign up for something or else attend supervised private study. After this session there is a period of "free time" before lessons start again at 5.00 pm as usual.

Keen sportsmen and women will be pleased to know that Hurtwood has an extensive fixture list and puts out teams for all major sports to compete against other schools and clubs.

In addition to your lessons and the daily activities periods, there are two occasions during the week when the Enigma programme takes place and on Fridays there is the Enigma Showcase session. You will be sent a separate booklet about Enigma – it is part of Hurtwood's Life.Skills programme and consists of short courses which are designed to broaden your outlook and teach you skills which are not normally available in the school curriculum. There are over 20 modules covering topics such as reflexology, cookery, kick-boxing etc. You will be asked to decide how many of the sessions you would like to be involved in and which modules you would like to take. We will do our best to meet your requests, and because we attach such importance to broadening your outlook, we will expect you to take at least one session per week.

Every Monday afternoon there is a full staff meeting where the weekly grades are discussed (see Section 5). You are assessed in each subject for attainment and effort and informed of your grades by your Tutor on Monday evening. At this meeting you have the opportunity to plan strategies and set targets for the coming week. It is a process designed to help you make the most of your abilities and your time at Hurtwood. Your parents/guardians are sent a copy of these grades each half-term and a full subject-by-subject report at the end of each term. They can also register with the school to access your grades via the internet on a weekly basis. Hopefully, with this careful

monitoring you will improve your study techniques and learn to take greater responsibility for your own studies.

All schools have examinations and Hurtwood House is no exception. No matter what you are studying this year you will be involved in examinations for your modules. So be warned, and be prepared to work your hardest from day one!

5 THE GRADING SYSTEM

The weekly grades are the cornerstone of our system of monitoring your progress. They serve several purposes. They exist so that you know exactly where you stand in relation to your progress in each of your subjects on a week-by-week basis. They provide us with the opportunity to help put things right swiftly if they are going wrong. The grades also give your parents or guardians valuable information about your weekly performance. They are very much a review of your achievement. In short, the grades give everyone involved with your education – you, the school and your parents – the reassurance that everything is under control.

Each grade consists of two components – the attainment grade and the effort grade. The tables below are designed to help you understand the system.

ATTAINMENT GRADES		
A-LEVEL		GCSE
A	Highest pass grade	A
B		
C	Middle pass grade	B
D	Lowest pass grade	C
E		
U	Fail Grades	D
		E
		F

The attainment grades are in line with the national grading system at AS, A2 and GCSE levels, and are a very good indicator of the quality of work produced in any one week. It must be stressed that they cannot be precise in terms of eventual examination results, but if you take an “average” over a period of time you will have a reasonable indication of what you could achieve if you reproduced the same standard of work in the examination.

EFFORT GRADES				
1	2	3	4	5
Very good	Good	Minimum acceptable	Poor	Very poor

The effort grades are inevitably more subjective, but your teachers have been issued guidelines to work to. They will explain their own idiosyncrasies and will be only too happy to discuss your effort and your grades with you. Remember, your teachers are working with you and want you to succeed and produce your best!

At the Monday staff meeting, grades are discussed and teachers explain the reasons for their grades to the Deputy Head (Students) and the House staff. If your grades are poor or disappointing, your tutor will be discussing with you the way forward for the following week. You should see this as a partnership and set yourself realistic objectives. If your grades are good then your tutor is likely to pass on to you congratulations from the meeting, and discussion will then centre on how to maintain or improve them!

Always remember that the system exists for you!

We take this whole process very seriously and you must understand that if your grades fail to improve or you elect to ignore the advice and wise counsel on offer then sanctions such as a weekend work programme will be introduced.

6 GENERAL INFORMATION

Cash

An automated cash machine is installed at Hurtwood House in the main school building. Cash can be drawn at any time in multiples of £10, using a Bank Service Card, Debit Card or Credit Card. There is a £1.00 charge per transaction.

If you do not have a bank account, your parents/guardians may deposit cash for you with the school. You can then collect this as and when you need it from the School Receptionist.

Please note that cash will not be issued to you until the School has received funds for that purpose. (Remember, bank transfers may take a little time so don't leave your request until the last minute!)

Payphones

There are telephones available in each House and in the main school for student use. You can receive incoming calls on these telephones, as well as making outgoing calls. If you give any of the numbers to your friends or family, don't forget to tell them when you will be available to take their call – they won't be able to speak to you if you are in the middle of a lesson! Make sure, too, that you are close to the telephone if you are expecting a call – it is very unlikely that anyone else who answers the telephone will be able, or willing, to rush around the school to find you if you are not close by.

All of the telephones are payphones.

Mobile Telephones

Reception up in the hills is variable (check with your Housemaster or Housemistress about the best service provider) but you will find a mobile telephone very useful. However, please remember that the sound of them ringing at inappropriate times is very annoying and we ask you to make sure that parents and friends do not ring during working hours or after "lights-out"; please make sure your telephone is switched off during lessons and at night. You can "top up" your mobile telephone at school using the cash machine for a £1.00 charge.

Mail

There is one mail delivery and two collections every day at the main school. Incoming mail is delivered to the office, where it is sorted and then given to your House staff to distribute in your House in the evening. (You should not collect it from the staff room). Your mail should be addressed to you at the main school for sorting. If you are a day student, but living in one of our lodgings, you should also have your mail addressed directly to the main school.

Special items such as recorded deliveries, registered letters and courier deliveries must be signed for at reception. If you receive such a letter, a message will be put on the electronic noticeboard asking you to go to reception to collect your item. Always have these items sent to the main school address – they cannot be signed for in the empty boarding houses during the day and will not be left without a signature.

Outgoing mail should be posted in the letter box outside the back door. Postage stamps are sold in the stationery shop.

Computers and e-mail

There are many computers around the school and all students are given an account for using the school's computer network during their time with us. A separate document – the Acceptable Use Policy – will be sent to you to read and agree to. This is a very important document and requires your fullest attention. It also lists the minimum PC laptop requirements which can be supported by the IT department.

Each student has their own e-mail address at Hurtwood. This is of the form: firstname.familyname@hurtwood.net e.g. john.smith@hurtwood.net. Your teachers, the school nurses or the receptionists may send you messages via your school email account so get into the habit of checking it on a daily basis.

Parents can also contact the school by e-mail at info@hurtwood.net or they can e-mail direct to members of staff using the same format as for students, i.e.: john.smith@hurtwood.net

Students can send and download e-mails from any computer on campus.

Student Council

There is a Student Council and elections are held for this and the House Councils early on in the first half-term. We want to hear your thoughts about Hurtwood and we want you to be involved in helping us to make it a good and happy place to work and live in.

Noticeboards and messages

The main noticeboards are in the corridor outside the stationery room and there are also electronic noticeboards located around the campus. Collectively, they display information about sports and activities, events in the Theatre and rehearsals, and other important day to day information. The secretaries or the school nurses or your teachers may also post messages for you via the electronic noticeboards. Be sure to check all noticeboards regularly.

Taxis and other transport

Taxi fares cannot be put on your "extras" account, with the exception of taxis to and from airports at the beginning and end of term. The School receptionist can arrange for a taxi to collect you from the airport at the start of term in September. If you would like them to arrange this for you, please contact her by telephone, e-mail or fax, giving all your flight details. The School Office is not open during Christmas, Easter or half-term holidays, so you will need to book your taxis for the beginning of the Spring and Summer terms at the end of the previous term when arrangements are being made for your departure.

If you need a taxi at any other time to Guildford or Dorking train stations, i.e. for University open days etc, we advise you to obtain your parents' permission in plenty of time. They must telephone the school office to authorise this extra expense, and the taxi cannot be booked until this authorisation has been received. Taxis to London cannot be charged to the extras account at any time, and must be paid for at the time in cash. You must also obtain a blue card and have it signed by all of your teachers and your Housemaster or Housemistress for any taxi trips during lesson time.

Whilst we are happy to be as helpful as possible with the booking of taxis for students, the school cannot accept responsibility for the reliability or conduct of the drivers or companies that we use, although we do ensure that all taxi companies or drivers are suitably licensed and checked by the appropriate local authority.

The following telephone numbers may be useful if you want to make your own arrangements:

Cranleigh Cabs	01483 277223
Crockfords Taxis	07973 890583
Fives & Sixes Taxis	01483 565656

There is school transport which leaves after classes on Fridays to take students to Guildford station. To reserve a seat, you should see the Receptionist who will put your name onto the list. The cost of your seat cannot be put onto your school bill. Once you have put your name on the list, it is up to you to make sure that you are at the departure venue at the correct time. Refunds cannot be given if you have missed the bus, so make sure that you are waiting in the lower car park in plenty of time.

Personal belongings and insurance

The school cannot accept any responsibility for your personal belongings, so you are advised not to bring valuables to school. Your Housemaster or Housemistress will look after any spare cash or important documents if necessary, however, we do ask you to deposit any passports, airline tickets etc with the School Secretary for safe-keeping. Although the School has an "open door" policy and thefts are usually rare, in a residential community where facilities are shared it is all too easy for things to get lost, mistakenly removed or put away by the wrong person. We therefore strongly advise you to check that your parents' household insurance covers your belongings while you are away at school, especially personal computers, mp3 players, and mobile telephones. Although many items may be retrieved, sometimes this is not possible and it is best to make sure that your belongings are insured in case you are unlucky. You may like to bring a lockable "tuck box" with you for your bedroom. Individual lockers are available for "off campus" students and you will be issued with a combination lock for it in September. Use your locker for all valuables. In addition to these facilities, each study bedroom has an electronic safe for use by the students for small valuables. These are shared between room-mates and are accessible by security code. Make sure that you use these safes for all of your valuable belongings and do not reveal your security code to anyone apart from your room-mate.

You should also be aware that we will not tolerate stealing. Any student caught doing so will be asked to leave immediately.

You may leave some of your belongings over the Summer holiday if you are returning in September, but they must be securely boxed up and each item must be clearly labelled with your name. The school cannot accept responsibility for items that are left behind, so do check that your parents' insurance policy will cover their replacement if they go missing. Any belongings left in your room at the end of the year after you have left will be disposed of unless you have clearly marked them "for storage". If you are leaving the school, you must take all of your belongings with you.

Driving Lessons

You may wish to learn to drive whilst at Hurtwood. The local driving schools are not able to accept school account bookings, so you are advised to contact them directly and arrange for them to be paid in advance by your parents. Local driving instructors/schools who have in the past taught our students are:

Frances Hart
Tel: 01306 631274

Matthew Rollason
Tel: 07795 212180

Andrew Baine
Tel: 01483 604010

Remember, you should not arrange to take driving lessons during working hours! (The school accepts no responsibility for the services offered by the above driving instructors).

Before you can take driving lessons, you will need a provisional driving licence. This can be obtained by filling in the appropriate form which you can get from a Post Office. The School can issue a cheque to accompany the form, and the cost can be charged to your "extras" account, but you must first ask your parents to telephone the school to authorise this expenditure.

Library

The Library is open from 8.30 am to 6.30 pm Mondays to Thursdays and from 8.30 am to 4.30 pm on Fridays. Students are allowed to work in the Library during the day.

Higher Education and Careers

In an increasingly competitive market for university places we are keen to do everything we can to give our students the very best chance of achieving their goal.

All through your time at Hurtwood as part of the LifeSkills programme you will receive advice and support from the University Advice and Applications department. In your first year this will involve meetings, interviews and visits from outside speakers, culminating in focussed Careers sessions held after the AS examinations. You will be given help in preparing to complete your on-line UCAS application and during the first few weeks of your final year you will be putting the finishing touches to your UCAS form under the guidance of House and Careers staff. Your applications will be closely monitored at every stage and the Careers department will let you know of open days at universities. Alongside our 'Gateway' programme of academic enrichment to stretch students applying to elite universities, students who are called for interview have the opportunity to have a mock interview with one of the team or an outside subject specialist. Students are given verbal and written feedback which helps them to extend their subject knowledge and interview technique.

The University Advice and Applications department is open from 9.00 am to 6.00 pm on weekdays (5.00 pm on Fridays), and you are welcome to come and browse or make an appointment to discuss your future plans in detail with a member of staff. The University Advice and Applications department has a large team who provide specialist advice in a wide range of subject areas. They also offer support for those intending to apply to universities outside the UK and work in close contact with the Art and Drama and Theatre Studies departments to help students who apply for courses outside the UCAS system. Shown below is a step-by-step guide to the university applications process, so that you know what is planned throughout the year:

Term 2 – There is a meeting for all AS students in the first week back, followed by individual interviews and diagnostic testing with the University Advice and Applications department. You start deciding on possible courses and universities, helped by the UAA staff and all the resources of the UAA room. Your parents will receive a letter from the Head of University Advice and Applications towards the end of term which will summarise your discussions with the department. Your family are more than welcome to come in and discuss any aspects of the process at any time. Just call the University Advice and Applications Department (01483 279186) or e-mail them on careers@hurtwood.net to make an appointment.

Term 3 – Individual interviews continue and after the AS examinations there are careers sessions for all AS students which include speakers from universities, seminars on the UCAS application system and visits to universities.

Term 4 – Choices are finalised and you complete your on-line application form, which is despatched to UCAS. It is school policy not to show students the confidential references written in support of applications. Please note that our experience has shown that those who submit their forms by early November tend to receive their offers more quickly, which helps them plan the rest of the year.

Term 5 – You receive replies to your applications, and offers are monitored by the University Advice and Applications department. Students are prepared for interviews where this is necessary.

Term 6 – It is now time to make a final decision on all the offers you have received. You must choose one – your “firm” offer – and select a second which is known as your “insurance”.

After the A-level examinations – the University Advice and Applications department will be open when the results are published, and staff are here to help and advise you through the entire Clearing process. It is school policy to request from the examining bodies photocopies of any examination scripts where the school considers the awarded mark is not consistent with a student’s anticipated performance. (This enables individual teachers to review the actual examination paper in order to request a re-mark if thought appropriate). All students are asked to grant permission for this before the end of the Summer term.

NB With over 300 students, all at different stages of their applications, there can still be a fair amount of paper correspondence from universities (although much of this is now done by e-mail). It is vital that there are no delays or procedural mistakes, so all university mail, even though it is addressed to you personally, is directed straight to the University Advice and Applications department, who record all offers and conditions on your file. Only in this way can we guarantee that your application is processed swiftly and efficiently. Once the details have been checked the correspondence is re-sealed and passed immediately to you via your Housemaster or Housemistress. If you object to this procedure, you can let the department know, but you must appreciate that if you handle your university correspondence yourself we cannot be responsible for the outcome.

Visitors

You are not allowed to have visitors at the school, but permission from the Headmaster or the Deputy Headmasters may be granted in special circumstances. Parents and guardians are, of course, always welcome.

The Book/Stationery Room

At the beginning of the academic year, all of your textbooks can be obtained from the school and will be charged to your extras account. The Stationery Room is open Monday to Friday during the lunch break and between 4:40 pm and 5:00 pm for textbooks and basic stationery items.

Guardianship

If you are coming to Hurtwood House from abroad it is possible that you will already have someone in the UK who can support and help you if you experience any difficulties or who can help you with holiday or weekend arrangements. This is usually a relative or close family friend.

However, if you do not, then we would strongly recommend that your parents appoint a guardian in the UK.

We can suggest the services of a well-established guardianship organisation which specialises in providing all the support you may need whilst at Hurtwood House. We have worked with this organisation for many years and they are very familiar with Hurtwood House and the needs of students who come here. If you would like further information, their contact details are:

Sutherland Education Ltd
392-394 Ewell Road, Surbiton, Surrey, KT6 7HD
Tel: 020 8390 8810 Fax: 020 8390 4775
e-mail: contact@sutherland-education.com
website: www.sutherland-education.com

They will be pleased to send you a package giving you more details about their services.

If your parents do not appoint a guardian in the UK and circumstances occur where it is necessary for you to be away from the school for a limited period of time, the School reserves the right to organise a guardian for you. Your parents will be responsible for any associated costs.

Excursions

During the year there are several excursions organised by Houses and departments, some of which involve travel abroad. We would encourage as many of you as possible to participate in such trips, but we would point out that this is by invitation of the member of staff leading the group and you will be expected to behave appropriately at all times.

Examination certificates

Examination certificates are issued by the Awarding Bodies several months after the results are published. The school will keep them safely for you until you ask for them. NB: If certificates are lost, the examination boards will not issue duplicates, although proof of results can be supplied.

7 LEAVE OUT

Outside working hours you are free to go anywhere in the grounds that are not deemed to be out of bounds, but boys are not allowed in the Lodge or girls' rooms in the main House at any time. You may not return to off-campus Houses during the day.

The weekend at Hurtwood House begins after lessons on Friday at 4.30 pm. You are allowed to go out locally or further afield or home, provided your parents/guardians have given permission at the beginning of the year – permission will roll over from the first year unless specifically modified for the second year – and provided your Housemaster or Housemistress is happy and there have been no untoward problems during the week. Your Housemaster or Housemistress will ask you what your weekend plans are, or give you a form to fill in, by Thursday evening each week. If you want to be away from school at any time over the weekend, he will then check that you have the appropriate parental permission and that you can “afford the time”. If everything is OK, then permission is granted.

This is probably a good time to remind you that although we do not have Saturday school, there are times during the year when you may be needed to stay at school for the weekend, or part of the weekend, for Theatre rehearsals or filming or possibly attending extra revision classes.

If you need to be away from school at any time during working hours, you must complete a “blue card”, which involves seeing all your teachers and then your Housemaster or Housemistress. You can obtain a blue card from Reception. You should only miss lessons if it is essential and you should be aware that teachers may feel so strongly about your proposed absence that they refuse to sign your card.

To summarise and help you get things right, a step-by-step procedure is given below:

Leave out (weekends)

- 1 If your weekend plans require your parents' permission you must ask them to contact your Housemaster or Housemistress, as early in the week as possible, either by telephone, fax or e-mail. (It must be by Thursday evening).
- 2 Fill in the House weekend leave-out form by Thursday night at the latest and give it to your Housemaster or Housemistress. If there are any problems with your arrangements he will let you know at this stage.
- 3 Make appropriate arrangements to return to your House by 10.30 pm on Sunday.

Leave-out (special)

- 1 Obtain a blue card from Reception or the School Office.
- 2 Complete the top section (address etc.) yourself.
- 3 Obtain the signature of all your teachers.
- 4 Obtain your Housemaster's or Housemistress's signature, and leave the card with him or her.

Half-term holidays

The dates for the half-term break in the Autumn and Spring terms can be found in Section 12. The school is closed during these periods and all the Houses are locked. There is no half-term break during the Summer term.

The school does not observe public holidays which occur during term time.

8 YOUR HEALTH

Before starting at Hurtwood you and your parents should have completed an online medical questionnaire. If this is not fully completed before the first day of the new school year then you will be required to see the school doctor to ensure that you are in good health.

As a boarding student at Hurtwood you are registered with the school doctor (day students may choose to stay registered with their existing doctor). This entitles you to medical attention under the National Health Service during your time at Hurtwood House. There are two school nurses who are available in the Health Centre every morning between 8.30 am and 8.50 am, 10.00 am and 10.20 am and 11.30 am and 11.50 am to deal with routine aches and pains, coughs, colds, headaches etc. The doctor holds a surgery in the Health Centre twice a week – Mondays and Fridays in the morning. If you need to see a doctor you must make an appointment through the school nurses. If you are taken ill during the night, send a room-mate to your Housemaster or Housemistress or the Tutor on duty. They will give you treatment or contact the doctor as necessary. If you wake up in the morning feeling ill, ask your room-mate to fetch your Housemaster or Housemistress who will assess the situation and inform the school nurses. You will be brought into school where you can be cared for properly.

We have full health day centre facilities at the school and we can take care of you there whilst you are ill. However, in the case of any lengthy or particularly contagious illness the doctor or nurses may feel that it would be best both for you and the school if you were able to rest and recuperate away from school. In that event, having consulted your parents, we will make all the necessary arrangements to get you home or to your guardian (or one arranged by the school).

Should you need dental treatment or some other specialist treatment – physiotherapy, for example – the school nurses will be happy to make appointments for you. They will always consult with parents or guardians before making any appointments of this nature as these treatments are often not covered by the National Health Service. Your parents may well have taken out some medical insurance for you and may wish to deal with dentists and specialists directly. If you have any medical problems or queries, please do go and discuss them with the nurses.

There are many displays and presentations during the school year on themes related to health education. The school doctor is retained to advise the school on such matters, to hold twice-weekly surgeries in the Health Centre and to see students at other times at the surgery. The doctor is paid a retainer per student, per term, as recommended by the Medical Officers for Schools Association and this is charged to your “extras” account.

Always remember to follow the doctor’s or nurses’ instructions carefully. For Health and Safety reasons, it is school policy that you, and your parents, inform your Housemaster or Housemistress when any medication – either bought over the counter or prescribed by a doctor or practitioner other than the school doctor, is brought into the House. You will be required to sign an agreement regarding the self-administration of the medication which acknowledges that you will adhere to certain rules and regulations whilst the medication is in your possession.

Never accept pills or medications from other students and always keep any medicines or tablets which the doctor prescribes to you in a safe place, such as your locked “tuck box” or safe. Do not leave medications on view and please do not keep large quantities of medication in your room. The nurses can keep any excess locked away for you until you require it.

9 IMPORTANT RULES

In the introduction, mention was made of having only a few rules. These are the ones we feel most strongly about.

Alcohol

Consumption of alcohol, either on or off the school premises, is forbidden. All pubs are out of bounds. Students found drinking, or in possession of, alcohol may be suspended in the first instance. On repetition the school will have no option other than to consider asking the student to leave the school.

Appearance

Dress and appearance can be a major source of concern. Although there is no school uniform, we do attach great importance to how you look.

You should aim to be presentable and appropriately dressed at all times whilst either at school or back in your boarding House, with clean clothes free of holes and tears.

Hair should be neither too long nor too short. All students should have “manageable” hair and extremes of colour and fashion are not acceptable.

The school is happy for boys to wear small, discreet ear studs at any time and girls may also wear a small, discreet, unobtrusive nose stud. **No other facial jewellery is allowed.**

Caps and hats may be worn around the campus, but not in classrooms, private study, the Library or the school office.

Your Housemaster or Housemistress will quickly advise you if you are not appropriately dressed. We do not want your appearance to be a source of conflict.

Cars

You are not allowed to keep or use cars or motorbikes (including hire vehicles) while you are at school. However, students who have rehearsals at weekends are allowed to drive a car to school on those occasions, provided that prior permission has been granted. Any student found in possession of a motor vehicle without permission may be suspended.

If you are a day student you may be permitted to drive a car to school with prior permission from your Housemaster or Housemistress, but if you are seen to be driving irresponsibly, giving lifts to other students, or parking elsewhere than at Radnor House, this privilege will be withdrawn. We would also recommend that having passed your driving test you enrol on a driving “Pass Plus” course before taking on the narrow lanes and tracks around the school. Pass Plus is a scheme designed by the Driving Standards Agency and helps new drivers to learn how to reduce the risk of accidents. Statistics show that new drivers are around 10 times more likely to be involved in an accident, and regrettably, two drivers under the age of 25 die every day in crashes in the UK. As part of the Life Skills programme, all A2 students attend the ‘Safe Drive, Stay Alive’ initiative in November.

Conduct

You will be expected to act with consideration and respect at all times towards members of staff and fellow students alike. The school reserves the right to exclude any student whose behaviour,

either inside or outside of school on an excursion, is unsatisfactory. You should be aware that if the school feels that your continued attendance here would benefit neither the school nor you, it reserves the right to terminate your registration.

Drugs

Drug and solvent abuse is a national problem. We will continue to take positive steps to ensure you are not at risk. We reserve the right to use a medical test to establish usership, and if you are found to be using (either on or off the school premises) or possessing illegal (including de-criminalised) substances you will be instantly excluded. There are no second chances for offenders. You are liable, along with all other students, to be tested during the academic year and the cost of the test is charged to your "extras" account. A copy of the school's policy on the use of illegal substances, which includes details of the testing procedure, is available on request.

Remember – all you have to do is say "no" to drugs.

There are substances that mimic the effects of illegal drugs, often referred to as 'Legal Highs' which are not controlled by the Misuse of Drugs Act. They can generally be split into two groups, herbal and laboratory produced. Many of these stimulants can be obtained over the internet, and are often freely available at music concerts, festivals and clubs. Thought of as harmless initially, new evidence has shown they can be just as powerful and damaging as their illegal counterparts and therefore the School regards the use or ownership of these substances in the same way as we regard other drug and solvent abuse.

Firearms and knives

Firearms, airguns, knives of any description or any other weapons, including replicas, are not allowed on school premises.

Gambling

Gambling for money is not allowed.

Out of Bounds

In order to respect the privacy and personal space of our students, boys are not permitted in girls' rooms or corridors and girls are not permitted in boys' rooms or corridors. Breaches of this agreement are viewed most seriously.

The road between Hurtwood and the Art studios is out of bounds for safety reasons. You must use the paths within the campus.

Pets

Pets are not allowed on school premises.

Smoking

Hurtwood House does not condone smoking and in keeping with current legislation, smoking (including the use of e-cigarettes) is not allowed anywhere on the main school campus or at the Houses by anyone – staff, students or visitors. If you are found breaking the school's smoking ban a tariff of sanctions will be applied, which includes informing your parents, attendance at an anti-smoking course and weekends in school. Anyone who repeatedly offends will be suspended.

Visitors

Hurtwood is a friendly and welcoming community, but because our most important responsibility is the safety of all of our students we have to take precautions with visitors to the school. Students must seek permission from the Deputy Head (Students) before inviting a visitor to the campus. Visitors to boarding houses should notify the duty staff and must be accompanied by staff in student social areas and bedrooms.

10 WHAT TO DO IF YOU HAVE A WORRY OR COMPLAINT

Students' Complaints Policy

Here at Hurtwood House School, we want everyone to feel part of a safe and happy community. From time to time, you may be worried or upset about something. This policy tells you about various people available to help you, so that you can choose someone you feel you can trust. The experience of students in this and other schools is that, no matter how bad the problem may seem to be, it is almost always a great help to talk about it. You can talk to any member of staff if you have a concern.

Concerns about your studies

These should be discussed firstly with the teacher concerned or your House Tutor. Your Tutor will discuss the matter with the relevant teacher if you find it difficult to do so yourself. Your Housemaster or Housemistress and the deputy Head (Students) are also available if needed.

Concerns about your living conditions

Problems relating to your accommodation are best discussed with your Housemaster or Housemistress, who will liaise with the Estate Manager as necessary. Any question about the food or the vending machines should be directed to the Domestic Bursar.

Concerns about bullying

Bullying can take various direct and indirect forms, but most bullying incidents will have three things in common: it is deliberately hurtful behaviour; it is repeated over a period of time; it is difficult for those being bullied to defend themselves.

We are determined that bullying should not happen at Hurtwood and it is important that you know what to do if it does. If you are being bullied and you find it difficult to tell a teacher or your Housemaster or Housemistress, tell your friends and enlist their help. They can discreetly alert your Housemaster or Housemistress on your behalf. It is essential that an adult is told. The school has an anti-bullying policy which can be found on the intranet, printed in your Student Diary and reproduced in the Parents' section of this handbook. Do be assured, any student who is found to be bullying is liable to be asked to leave the school.

Other personal problems

If you have problems, whatever they are, your House Tutor, Housemaster or Housemistress, the Deputy Heads and the School Nurses may be able to help with useful advice. They are all good listeners and will be able to point you in the direction of specialist advice if needed. If you would prefer to talk to an independent listener, we have enlisted the help of Mrs Turner, who knows something about Hurtwood, but has nothing to do with us in any formal way. Her telephone number is 01483 277387. Mrs Turner has three grown-up children and lives in the local village of Ewhurst. Alternatively, Childline, the free national helpline for young people, provides a telephone counselling service 24 hours a day every day. The number (freephone) is 0800 1111.

Most importantly, do not bottle problems up. If you do they will only seem to get worse.

Remember – there are lots of people who may be able to help:

- Your subject teacher
- Any teacher

- Your House Tutor
- Your Housemaster/Housemistress
- The Deputy Heads
- The Headmaster
- The School Nurses
- The School Doctor (01483 782478)
- An independent listener (Mrs Turner – 01483 277387)
- Office of the Children’s Commissioner for England
Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
Tel: 0800 528 0731
Email: advice.team@childrenscommissioner.gsi.gov.uk

If you have a problem, don’t worry, don’t panic – but do something! Seek help.

Who else needs to know?

The School understands that you may wish to talk about a problem only if it is kept secret. In many cases, this is possible, but there are two exceptions you should be aware of:

- the Headmaster is required to make sure he is aware of all issues affecting the safety and welfare of students at the School. This means that the Headmaster will need to be kept informed by school staff of the broad nature (but not usually the details) of any serious health, safety or welfare issue of which they are aware. If your problem or complaint involves the Headmaster, then Social Services will be informed instead;
- the School has a legal duty to keep your parents/guardians informed about your welfare and progress at school. However, if you do not wish them to be informed, please say so, so that the options can be discussed with you.

However, please do not let this stop you from raising complaints or saying when you are worried or upset. Most young people who speak up, say afterwards that it helped them enormously and that the problem did not seem quite as bad once they had a chance to talk it through with someone experienced and helpful.

Making a formal complaint

If you feel that you have not been able to sort out a complaint on an informal basis you have the right to make a formal complaint. You may wish to involve your parents at this stage if you have not already done so. You or your parents should write to the Headmaster setting out the complaint and what you want to be done about it. The Headmaster may suggest a meeting to discuss the complaint but will in any case give you a written answer explaining what he has decided to do about the complaint. You will not get into trouble for making a complaint if you believe that you have a good reason for doing so.

The Headmaster will keep a record of serious complaints from students and what happened to those complaints and will review them from time to time.

Your parents can also use the School’s formal complaints procedure which is available on the School’s website and in the Student and Parent Handbook.

11 PARENTS' SECTION

There is a wealth of information which you will have already seen in our prospectus and on our website and in our terms and conditions. This section is specifically designed to provide parents with the practical details which, in conjunction with the rest of this handbook, will help you and your son or daughter to understand how Hurtwood works and how to get the most out of the experience.

1. Keeping in touch with the school

It is very important to us that you should be able to enjoy the closest possible relationship with the school. It is our wish that you are kept right up to date, week by week, with academic progress, and that you can share any pastoral concerns about your son or daughter promptly and easily. The contact list below will help you to get in touch with the most appropriate person when you have something to discuss, but we would like to emphasise that the Housemaster/Housemistress is the key person, and that most things can be channelled through them in the first instance. We would like you to be on first-name terms with them and to feel that you can phone or e-mail at any time, or arrange to meet for a more detailed discussion.

Because we want to share as much information as possible with you, we make academic grades available to you on a weekly basis via the internet. In addition, we send you detailed subject-by-subject and Housemaster reports every term; and in preference to the clumsy and inefficient conventional school parents' evening, we facilitate, on request, in-depth and more meaningful private meetings between parents, teachers and the Deputy Head (Students), Dave Fonseca, whose contact details are listed below.

2. Weekly grading/the importance of the parent portal – "MyGrade"

Weekly grades

Weekly grades (details in Section 5) are the cornerstone of our unique system for monitoring academic progress and make a huge contribution to the outstanding examination results we achieve every year. They are also the most immediate way of sharing information with you and you can access them every week via the internet using the parent portal ("MyGrade").

It cannot be stressed enough how important the parent portal, "MyGrade," is to you and your relationship with the school. You will be using it not only to access the grades on a weekly basis, but also the termly reports and, ultimately, the all-important A-level results.

In order to access "MyGrade" you will need to use the same set of credentials – your e-mail address, your Username and your password – that you were issued with by the school's ICT department in order to enable you to access "InForm", the school's on-line system for collecting and checking all the personal details we hold for your son or daughter (see "InForm" below). If you put the appropriate information on "InForm", it is possible for more than one user to be associated with a student's "MyGrade" page, hence allowing guardians or other members of the family to monitor progress.

If this all sounds a bit complicated, you will be pleased to know that there are instructions for using both "InForm" and "MyGrade" at www.hurtwoodhouse.com, and the ICT department is always available to help and advise, should you experience any difficulties accessing grades or reports.

Reports

We issue full subject-by-subject and Housemaster reports on a termly basis. These reports can only be accessed through "MyGrade". We have moved completely away from producing paper copies of reports and we therefore strongly recommend that you download a copy of each report for safekeeping as a permanent record. "MyGrade" will no longer be accessible to you once your son or daughter has left us.

Examination results

All the AS and A-level results can be accessed by you through "MyGrade" on the day they are made available by the examination boards. Students can also collect their own results on their own dedicated portal (MyResults). The school will be open throughout this period and the University Advice and Applications staff will be here to help parents and students if any advice is needed at this time.

3. Parents' evenings

There are very many ways in which the traditional parents' evening as they are usually arranged in traditional schools is highly unsatisfactory, not least because of the time when they occur. This may well be the most convenient time for the school, but it is very often far from convenient for busy parents who have no option but to fit in with what the school has arranged. Add to that the fact that when parents do arrive, they have very little private, in-depth, face-to-face time with the teachers, who unfortunately have to divide their time between all the parents whom they have to see on the night.

At Hurtwood we have what we believe to be a much better arrangement. We think that it is very important that all parents should be given much more convenient and much better quality access to their child's teachers. Therefore we will arrange, at your request, a mutually convenient time for you to come in and have a private and personal in-depth meeting with the Deputy Head (Students) and each teacher. This can be arranged through your Housemaster or directly with the Deputy Head (Students), who is responsible for the academic progress and well-being of all the students in the school (see contact details below).

Please note that these meetings are arranged at parents' request.

4. "InForm" – personal information you supply electronically to the school

In the Spring prior to your son or daughter joining the school you will be sent a personal Username and Password which will allow you access to our "InForm" system. The "InForm" system contains a medical form, a leave-out form, a subject choice form and extra-curricular activities authorisation forms, together with all the personal contact details which we hold for you. The forms are all completed electronically so that all information can be entered onto the school's database. Medical information is kept separately on confidential database records.

The "InForm" system will be closed during the first week of August, so please ensure that you have entered all the necessary information by then. After this time you can, of course, alter information by sending an e-mail to us at info@hurtwood.net

5. Insurance and safe-keeping of student belongings

We enjoy an open-door policy and we are pleased to say that our students are respectful of other people's property and we do not generally suffer from theft. However, with the best will in the world,

things do go missing from time to time – lost, mislaid or possibly stolen – and although we take all reasonable measures to make sure that students’ belongings are safe, we do not accept any responsibility for belongings and you are strongly advised:

- a. to make sure that your household insurance covers your son or daughter’s belongings while they are living here. This should include items such as mobile phones, watches, laptops etc.;
- b. to make sure that they do not bring very valuable items or expensive clothing to school.

Students should deposit spare cash, important documents, passports, airline tickets with either the Housemaster or the School Secretary for safe-keeping. Students may bring a lockable “tuck box” to keep in their bedrooms, because bedroom doors are not locked. However, they are all equipped with electronic safes for small items. These are shared between room-mates and are accessible by a unique security code.

Belongings can be boxed up and left over the summer holidays, but again the school cannot accept responsibility for them. Any belongings left behind after a student has left the school will be disposed of.

6. Higher Education and Careers

As you can see from Section 6, we provide your son or daughter with a thorough and comprehensive University Advice and Applications service. As parents you can be relaxed in the knowledge that we will help them through the entire process of applying for higher education, from finding the right course and university to filling out each and every section of their UCAS form. We detail the exact process in our “Life after Hurtwood” documents under the “Careers” tab of the Hurtwood House website and strongly advise that you look at this. You will see that we hold seminars on UCAS and personal statements, take students to conferences and open days, provide visiting speakers for the top universities and call on our specialists from different departments to make sure their personal statements are second to none.

The University Advice and Applications department is open in the holidays when the results are published and we are here to help you through the entire clearing process if required. However you will be pleased to know that in the last decade 90% of our students gained a place at their “firm” choice university.

Although we are more than happy to supervise the entire process ourselves, we encourage parents to be actively involved and we would be delighted to meet with you at any stage of the process. We will in any case write to you regularly to keep you up to date with your son or daughter’s progress in this matter and it would be helpful if you could encourage your son or daughter to research courses and visit university open days. We welcome your visit and look forward to discussing your son or daughter’s future together. You can book an appointment or contact us on 01483 279186 or e-mail careers@hurtwood.net.

7. Important rules and sanctions (See Section 9)

We are not keen on having a myriad of petty rules and regulations, but we do believe very strongly in having clearly delineated “boundaries.” We have kept our rules to a minimum, but those we do have are well defined and rigorously enforced. They are fully detailed in Section 9, but the important thing for you to be aware of and, we hope, to be reassured by, is that there are three “red line” offences – drug abuse, stealing and bullying – which result in automatic exclusion. We

also take a firm but less draconian line on smoking and alcohol. All school events, trips and visits are smoke free occasions. Students are not allowed to bring alcoholic beverages on to campus or into the boarding houses. At certain school social events, alcoholic drinks are made available under close staff supervision. Please contact the school if you do not want your son or daughter to be served alcohol under these circumstances.

In the main, our over-riding concern is that students should act with consideration and respect at all times towards all members of our community – staff and students alike.

8. Medical matters (See Section 8)

The School's health centre is run by our two qualified nurses. They offer a safe and confidential service to our students. Should students become unwell during the day they are admitted to the health centre where the nurses care for them. They are not allowed to stay in their boarding house for obvious safety reasons.

All the boarding students are registered with Cranleigh Medical Centre to ensure medical help is available at all times. The school doctors hold clinics at the school every Monday and Friday morning, and students wishing to see the doctor book appointments through our nurses. If students are unwell during the week, the nurses arrange for them to be seen at the doctor's surgery in Cranleigh.

Emergency dental services can be arranged, but a charge will occur as this will not be covered by the National Health Service.

It is hoped that all students will have received their routine vaccinations in their previous schools, but if not, they can be arranged here. Travel vaccinations can also be arranged, but you should give at least six weeks' notice, because the travel clinic is extremely busy, especially at peak times.

Counselling can be provided on a private basis with Alison Colvile at her home just down the road in Holmbury St Mary. Alison is extremely well qualified and offers a safe haven to those who seek help.

If students arrive at Hurtwood with prescribed medication it is important that the nurses are alerted to this, so that they can then arrange an appointment with the doctor to ensure further supplies are available. Housemasters should also be notified of any medications brought into school. The students are responsible for their medications and a safe is provided in each bedroom for the keeping of any such medication. If your child has been prescribed a controlled drug, this MUST be handed over to the Housemaster for safe-keeping and administration.

The nurses encourage communication between home and school, so please do not hesitate to call should you have any questions or concerns.

School nurses: Ros Steel
Maria Young
Contact number: 01483 279188
E-mail: ros.steel@hurtwood.net

School doctor: Dr Diane Christie

Counsellor: Alison Colvile

9. Leave Out

The procedure for leave-out is fully explained in Section 7.

The important thing to understand about weekend leave from a parent's point of view is that you have full control over the whole system. It is you who decides whether your son or daughter can go out at the weekend and where they can go to, and you provide the school with your instructions in advance prior to joining us on InForm. These instructions can be varied at any time and, in practice, parents will liaise very closely with Housemasters or Housemistresses about what is appropriate and advisable.

Housemasters will always check that students have appropriate parental permission before they leave for the weekend, and you should note that they may detain students if they feel that they need to spend more time on their work.

10. Guardianship

If your son or daughter is coming from abroad and you have no relatives or family friends who can act "in loco parentis" in case of emergency or ill-health, we strongly recommend that you should appoint an educational guardian with legal authority to act on your behalf (see Terms & Conditions).

We suggest the services of a well-established guardianship organisation which specialises in providing the support that students may need. We have worked with this organisation for many years and they are familiar with Hurtwood and the needs of students who come here.

They are: Sutherland Education Ltd
392-394 Ewell Road, Surbiton, Surrey, KT6 7HD
Tel: 020 8390 8810 Fax: 020 8390 4775
e-mail: contact@sutherland-education.com
website: www.sutherland-education.com

They will be pleased to send you a package giving you more details about their services.

If you do not appoint a guardian in the UK and circumstances occur where it is necessary for your son or daughter to be away from the school for a limited period of time, the School reserves the right to organise a guardian for them and you will be responsible for any associated costs.

11. Promotion to Year 2

Having enrolled your son or daughter at Hurtwood he or she will normally progress through the two years without any problems. However, in a limited number of cases it may be necessary to review the progress of your son or daughter and a decision about whether they may continue to the final year may well depend on their performance in the mock examinations (which take place after the Easter holidays) and whether they are deemed to be working hard enough to benefit from continuing. The Deputy Head (Students) or your son or daughter's Housemaster or Housemistress will have let you know of their concerns during the Spring Term and it is possible that you may wish to come in and discuss the situation in more detail. We would welcome this, and an appointment can be made by contacting the Deputy Head (Students) on 01483 279116 or by e-mail at dave.fonseka@hurtwood.net

12. Extras on the account

Every term a deposit of at least £400 is paid in advance to cover the cost of extras such as stationery, text books, medicines, outings, exam fees etc. A reconciliation is made at the end of each term and a summary of expenses is sent with the following term's account. A detailed statement is available on request.

An Art 'tool box' or investigative coursework or field trips or visits to the theatre are compulsory for students studying either Art, Science, Geography or Theatre Studies and English, and are charged at cost on the extras account. Whenever possible we commission visiting theatre companies to perform in our own theatre, which is considerably cheaper than travelling to the West End. Theatre Studies and one or two other subjects, such as Music Technology and Media Studies require some practical coursework and "input" from outside agencies and professionals, and likewise these are charged at cost on the account. It is also possible that activities such as the Hurtwood Film Academy may incur an additional cost.

13. Mail

Regardless of which house your son or daughter is in, it is simplest and safest to address all mail to the main school, where it is sorted and then distributed by House staff in the evening. Certainly, all items requiring a signature such as Recorded Delivery, Special Delivery and courier deliveries MUST be sent to the main school, where they will be signed for at reception. There is one mail delivery and two collections every day at the main school.

14. E-mail

You can contact your son or daughter on the school network at first name.surname@hurtwood.net, e.g. mary.king@hurtwood.net. The school can be contacted at info@hurtwood.net and contact details for individual members of staff are published below; if you have not had an acknowledgement of your email within 72 hours please assume that the message has been filtered out by a server somewhere in the world and make contact by phone.

15. Cars

Students are not allowed to keep or use cars or motorbikes while they are at school. However, students who have rehearsals at weekends are allowed to drive a car to school on those occasions, provided that prior permission has been granted. Any student found in possession of a motor vehicle without permission may be suspended.

Day students may be permitted to drive a car to school with prior permission from their Housemaster or Housemistress, but if they are seen to be driving irresponsibly, giving lifts to other students, or parking elsewhere than at Radnor House, this privilege may be withdrawn.

16. Transport

The school arranges transport at cost with the local coach company to Guildford station after lessons on Friday, but although much requested, we are sorry to say that there are many practical reasons why we cannot provide transport to return to the various houses late on Sunday evening. Students are therefore advised to arrange to share a taxi.

17. Taxis

Taxis to and from airports can be arranged with the school Receptionist. Flight details should be sent well in advance and, as the school office is not open during Christmas, Easter or half-term

holidays, you should book return taxis at the end of the previous term. These taxis will be charged on the school account, but we will need your authorisation to put any other taxis on the bill. The following numbers may be useful if you want to make your own arrangements:

Cranleigh Cabs – 01483 277233

Fives & Sixes Taxis – 01483 565656

18. Cash

There is an automated cash machine (ATM) in the main building at Hurtwood. There is a £1.00 charge per transaction.

If funds are lodged with the school in advance, we can issue it on a weekly basis as pocket money or on request with your authorisation.

19. Telephones

Most students now have their own mobile phones. We would ask, however, that you observe “mobile phone etiquette” and do not try to contact your son or daughter at inappropriate times (i.e. during lessons, prep times or after “lights out”).

There are also payphones for the students’ use in the main school and in all of the boarding houses. A list of all important phone numbers can be found in Section 13.

20. Published Policies

There are several school policies published on the school website but for reference and convenience, the most important policies are reproduced at the end of this chapter.

21. Places to stay and places to eat

When you visit the school we are pleased to recommend accommodation at our local bed and breakfast:

Bulmer Farm (Mr & Mrs Sue and Graham Walker)
Pasturewood Road
Holmbury St Mary
Dorking, Surrey
RH5 6LG
Tel: + 44 1306 731871
e-mail: enquiries@bulmerfarm.co.uk
website: www.bulmerfarm.co.uk

Restaurants:

The William Bray (10% discount for parents)
Shere Lane
Shere, Surrey
GU5 9HS
Tel: 01483 202044
Website: www.thewilliambray.co.uk

The Parrot Inn (local pub with good food, open all day)
Forest Green, Surrey
RH5 5RZ
United Kingdom
Tel: 01306 621 339
Email: drinks@theparrot.co.uk
Website: www.theparrot.co.uk

The Richard Onslow (Restaurant and hotel rooms)
Cranleigh Village
Surrey, GU6 8AU
Tel: 01483 274922
Email: hello@therichardonslow.co.uk
Website: www.therichardonslow.co.uk

22. Contact list

In order to help you to contact the most appropriate member/s of staff when you have something to discuss, we have compiled the following list:

Academic & Pastoral progress, grades and timetable changes:

Your son or daughter's Housemaster/Housemistress
or Dave Fonseka, Deputy Head (Students)
Direct line + voicemail: 01483 279116
E-mail: dave.fonseka@hurtwood.net

Accounts queries:

Linda Jackson, (Bursar), Liz Smillie or Julie Ferrison (Assistant Bursars)
Direct line: 01483 271283

Administration:

Jan Key, School Secretary
Direct line + voicemail: 01483 279000
E-mail: info@hurtwood.net

Careers & UCAS forms:

Jane Collier, Head of University Advice and Applications
Direct line + voicemail: 01483 279186
E-mail: careers@hurtwood.net

Exams & Educational Reports:

Stella Sharma, Exams Officer & SLD co-ordinator
Direct line + voicemail: 01483 279159
E-mail: stella.sharma@hurtwood.net

General Queries/Concerns:

Your son or daughter's Housemaster/Housemistress
or James Baker, Deputy Head (Personnel)
Direct line + voicemail: 01483 279106
E-mail: james.baker@hurtwood.net

Leave-out:

Your son or daughter's Housemaster/Housemistress
Contact details are listed in Section 13

Medical:

Ros Steel, Maria Young (School Nurses)
Direct line + voicemail: 01483 279188
E-mail: ros.steel@hurtwood.net

Taxi authorisations and Cash:

School office – Reception
Direct line: 01483 279000
E-mail: info@hurtwood.net

Please remember to inform the school **immediately** if **any** of your contact details change at any point during the school year.

REGULATORY INFORMATION

There is a statutory requirement to provide parents with the following information:

1. Name and address of Headmasters

C.M.Jackson B.Ed, and K.R.B. Jackson MA
Hurtwood House
Holmbury St Mary
Dorking
Surrey RH5 6NU

+44 (0)1483 279000

2. About Hurtwood

Hurtwood House was founded in 1970 with the clear vision that the needs of the modern sixth-former have changed, and that after GCSE many students are ready for the challenge and the fresh impetus which can best be provided by a more mature community specialising exclusively in their own age range. To this end, everything we do at Hurtwood is specifically geared to the academic, personal and cultural needs of the sixth-former. One of the main characteristics of Hurtwood is its strong boarding ethos (95% boarding). We believe strongly that sixth-form students need the care and attention that we provide in our well-supervised, closely-knit boarding community. Hurtwood House is structured and safe, but less formal and institutional than the traditional public schools. We believe that by being smaller and friendlier and more personal we are more capable of responding to the needs of each individual.

Hurtwood House has a strong work ethic. Its 320 students comprise one of the largest and strongest sixth-forms in England – top of the independent boarding schools' league table on average for seven of the last ten years. Uniquely, all the staff are specialist A-level teachers and Hurtwood provides a very broad range of academic, creative and vocational subjects to choose from. It provides closer monitoring and support than is usually found in public schools through an exceptionally rigorous weekly system of assessment, grading and feedback. We are committed to teaching students all the skills they need to realise their true academic potential, to stimulating their intellectual curiosity, and to helping them achieve the best possible examination results and, often, to succeed beyond their dreams.

The defining feature of the school is its creativity. Hurtwood House is a centre of excellence for the Performing and Creative Arts. We aim to provide outstanding opportunities for the aspiring actor, singer, artist, fashion designer, composer, and film-maker both in the A-level courses we provide and more importantly in specially-arranged and professionally organised activities such as our Film, Dance and Acting Academies and our concerts and our drama productions.

It is important to us that we provide a "complete" and "broad" education and we put a great deal of emphasis on personal development. We encourage students to develop their talents and skills in a wide range of extra-curricular activities. The Life.Skills programme and the Enigma component in particular provides access to a rich variety of stimulating experiences and all of this helps to provide a realistic preparation for life beyond school. Major sports are encouraged on a voluntary basis and there is a full range of different activities organised for every weekday afternoon.

Hurtwood House is a non-denominational, multi-cultural society. Although the majority of our students are from the United Kingdom, we have a number of overseas students, usually from twenty to thirty other countries. This offers the exciting prospect of understanding more about other religions and cultures in a free and tolerant community. Students are able to practise the religion of their choice. We ensure that the necessary dietary and other arrangements are part of the school structure.

Hurtwood House is one of England's most exciting and successful schools and we are very proud of what we have achieved. We have retained traditional values, but have broken new ground educationally and we have filled a need by creating a stepping-stone between public school and university.

3. Our Mission statement

We strive to create a structured, safe environment, which is focussed on the needs of today's Sixth Form student, is less formal and institutional than traditional independent schools but characterised by high expectations of academic performance and personal growth.

School and Boarding Ethos

Students are encouraged to develop independence in their learning, supported by a system of weekly monitoring, grading and feedback. We believe in providing a broad education in which A level teaching is carried out by specialist teachers, an exciting enrichment programme is offered as part of the weekly timetable and a wide range of extra-curricular activities is provided for those who wish to take advantage. We encourage our students to make choices for themselves, to respond positively to challenge and to find the right balance between work and leisure time. A culture of creativity, originality and professionalism permeates the school, reinforced through the curriculum and our extra-curricular programme; this is a community of young people who know what they want to achieve and who are working with confidence and enthusiasm towards their ambitions.

School and Boarding aims

- To provide a caring, safe environment for students and staff which is personal rather than institutional
- To foster academic and personal development through a focus on a few key rules, a structured daily routine and close weekly monitoring
- To provide a balanced curriculum which values academic, creative and practical knowledge and skills equally
- To encourage each student to reach their potential through small, mixed ability classes, an awareness of individual learning needs and an emphasis on study skills and support
- To develop independence, self-discipline and good behaviour by guiding students to take responsibility for their own learning and development in and out of school time.
- To develop students' confidence and their ability to make sound moral judgments by integrating them in our community, providing a rich mixture of extra-curricular activities and fostering pride in themselves and their school
- To encourage a sense of community through trust, respect and integration of all races, cultures, religions, abilities, gender and status.

4. Admission

Selection is based largely on the impressions formed at interview and on the reference provided by the previous school. In general we want to be sure that the students have a clear idea of what they want to achieve, that they are hardworking, mature and ready to take full advantage of the opportunities that Hurtwood House provides. Obviously their academic record is important and we have high academic standards to maintain, but this is certainly not the only criterion for selection. Above all we need to feel that students are going to make a positive contribution to our community. Character, willingness, cheerfulness, creativity and enthusiasm are all qualities we are looking for.

5. Rules and Regulations

All communities need structure and we are no different. However, we have deliberately kept our rules to a minimum and they are based on common sense. Those we do have are well-defined and rigorously enforced. There are no prefects and all supervision is carried out by members of staff. There are three “red line” offences – stealing, bullying and drug abuse which result in automatic exclusion.

6. Students with Learning Difficulties

Students with learning needs are supported in various ways at Hurtwood House. Small classes mean that individual needs may be catered for. All teachers understand the need to use a variety of teaching approaches and are available to offer one-to-one support. IEPs are designed for each individual student with specific learning needs and realistic targets are set. Two members of staff hold the Certificate of Competence in Educational Testing, which enables them to administer psychometric tests on site and identify whether a student is entitled to access arrangements. Post 16 Specialist Teachers and Educational Psychologists reports can also be arranged. The school will apply to the Examining Boards for the appropriate access arrangements and complete Form 8 where necessary.

7. Overseas Students

Once students have had an opportunity to settle, the school tests all students who require an English qualification. The results of the test determine the English class they join and the number of hours of English tuition needed each week. Specialist ESOL teachers tutor small classes and additional English support is available outside formal classes if required. Further details are available on the website.

8. Staff List

There is a list in Section 14 of the teaching and support staff.

9. Examination Results

The latest examination results are available from the school and are posted on our website – www.hurtwoodhouse.com.

10. Anti-Bullying Policy

This policy is written in order to deal with any incident of bullying at Hurtwood House should it occur but even more importantly to ‘prevent it’. It applies to all students and staff at the school irrespective of their age and whether or not a student is in the care of the school when/if bullying behaviour occurs.

It is written and implemented with the DfE publication "Preventing and tackling bullying" as its central consideration and in accordance with the principles set out in the "Bullying – A Charter for Action" document and the National Minimum Standards for Boarding Schools.

BULLYING OF ANY KIND IS ALWAYS UNACCEPTABLE AND WILL NOT BE TOLERATED

Aims and Objectives

1. The aim of the school's anti-bullying policy is to emphasise to all students, parents/guardians and staff that bullying is always unacceptable.
2. We wish to encourage an environment and school community characterised by warmth, friendliness and tolerance, where independence is celebrated and respected, and individuals can flourish without fear.
3. Every student has the right to be safe and happy, to enjoy his/her learning and leisure time free of intimidation and to be protected when feeling vulnerable.
4. Bullying concerns will be dealt with quickly and sensitively.

Statement of Intent

5. At Hurtwood House, our community is based upon respect, good manners and fair play. We are committed to providing a safe and caring environment that is free from disruption, violence and any form of harassment so that every one of our students can develop his or her full potential. We expect our students to treat members of staff with courtesy and co-operation so that they can learn in a relaxed, but orderly, atmosphere. All students should care for and support each other.
6. Hurtwood prides itself on its respect and mutual tolerance. Ours is a diverse community, with students from a variety of cultural, religious and ethnic backgrounds. Some students require additional support and help. Parents/guardians have an important role in supporting Hurtwood in maintaining high standards of behaviour. It is essential that schools and homes have consistent expectations of behaviour and that they co-operate closely together.
7. Bullying, harassment, victimisation and discrimination will not be tolerated. We treat all our students and their parents fairly and with consideration and we expect them to reciprocate towards each other, the staff and the school. Any kind of bullying is unacceptable. Where necessary, we will apply the sanctions described in our Behaviour Policy for behaviour that constitutes bullying or harassment of any kind. If appropriate, the school's child protection procedures in the Child Protection Policy will be initiated.

Definition of Bullying

8. Bullying may be defined as behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group either physically or emotionally. It can take the form of racial, religious, cultural, sexual, sexist, homophobic or disability related bullying. Bullying can be based on a student's special educational needs, learning difficulties, home circumstances, or because a student is HIV positive. It could involve physical (including sexual) intimidation, verbal, cyber (via the internet, email or text messages), and emotional means (by excluding, tormenting or spreading malicious rumours). It can involve manipulating a

third party to tease or torment someone. It can involve complicity that falls short of direct participation. Bullying is often hidden and subtle. It can also be overt and intimidatory.

9. Bullying may involve actions or comments that are racist, homophobic, which focus on disabilities or other physical attributes (such as hair colour or body shape). Bullying can happen anywhere and at any time. It can cause serious and lasting psychological damage and even suicide. Harassment and threatening behaviour are criminal offences.
10. Bullying of students and school staff, whether by students, parents or other members of staff is covered by this policy and will not be tolerated.
11. We always treat bullying very seriously. It conflicts sharply with the school's policy on equal opportunities, as well as with its social and moral principles.

Signs of Bullying

12. Changes in behaviour that may indicate that a student is being bullied include:
 - Unwillingness to return to school
 - Displays of excessive anxiety, becoming withdrawn or unusually quiet
 - Failure to produce work, or producing unusually bad work, or work that appears to have been copied, interfered with or spoilt by others
 - Books, bags and other belongings suddenly go missing, or are damaged
 - Change to established habits (e.g. giving up music lessons, change to accent or vocabulary)
 - Psychological damage and diminished levels of self confidence
 - Frequent visits to the Health Centre with symptoms such as stomach pains, headaches
 - Unexplained cuts and bruises
 - Frequent absence, erratic attendance, late arrival to class
 - Choosing the company of adults
 - Displaying repressed body language and poor eye contact
 - Difficulty in sleeping, experiences nightmares
 - Talking of suicide or running away

Although there may be other causes for some of the above symptoms, a repetition of, or a combination of these possible signs of bullying should be investigated by parents and teachers.

Preventative Measures

13. We take the following preventative measures:
 - We ensure that the school policy on bullying is freely available to parents/guardians, students and members of staff.
 - Our Life.Skills programme is structured to give students an awareness of their social and moral responsibilities as they progress through the school. The programme and House structure is designed to enforce the message about community involvement and taking care of each other.

- In the first week of the academic year, each Housemaster/mistress addresses their house regarding bullying and other potential concerns, and specifically tells students whom they should inform if they are being bullied, or are worried that another student is being bullied.
- All our students are encouraged to tell a member of staff at once if they know that bullying is taking place. Every member of staff is aware of how to respond to such allegations.
- All reported incidents are recorded – to enable patterns to be identified – and investigated at once. We always monitor reported incidents.
- We have a strong and experienced team of staff who are equipped to handle any incidents as an immediate priority, and are alert to possible signs of bullying.
- Staff are always on duty at times when students are not in class and patrol the school site, particularly areas where bullying might occur. They are aware to be alert to inappropriate language or behaviour.
- In boarding houses, there are strong teams of tutors supporting the Housemaster/mistress, who act in loco parentis. The informal house environment is important in reinforcing a student's standards and values, providing the opportunity for friendly, informal discussion of matters of concern to the individual student outside the formal classroom. We encourage close contact between the Housemaster/mistress and parents/guardians, and would always make contact if we were worried about a student's well-being.
- All our boarding houses display advice on where students can seek help, including details of confidential help lines and web sites connecting to external specialists.
- All students have access to a telephone helpline, enabling them to call for support in private.
- We have banned initiation ceremonies designed to cause pain, anxiety or humiliation.
- We reserve the right to investigate incidents that take place outside school hours, on school visits and trips and that occur in the vicinity of the school, involving our students.
- We welcome feedback from parents and guardians on the effectiveness of our preventative measures.
- It is a requirement that all members of staff are familiar with this policy and its procedures. Each member of staff acknowledges that they have re-read the policy on an annual basis.

Cyberbullying

14. The rapid development of, and widespread access to, technology has provided a new medium for 'virtual' bullying, which can occur in or outside school. Cyberbullying is a different form of bullying and can happen at all times of the day with a potentially bigger audience, and more accessories as the content can be forwarded on at a click.
15. Mr Bill Belsey, the creator of the website: <http://www.cyberbullying.org/> defined this unpleasant phenomenon in the following terms:

"Cyberbullying involves the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group that is intended to harm others."
16. Cyberbullying can involve social networking sites like Facebook, Instagram, SnapChat and Myspace; emails and mobile phones, used for text messages and as cameras.

Cyberbullying – Preventative Measures

17. In addition to the preventative measures described above, Hurtwood House:
- Expects all students to adhere to its AUP for the safe use of the internet. Certain sites are blocked by our filtering system and our IT Department monitors students' use.
 - May impose sanctions for the misuse, or attempted misuse of the internet.
 - Issues all students with their own personal school email address.
 - Offers guidance on the safe use of social networking sites.
 - Offers guidance on keeping names, addresses, passwords, mobile phone numbers and other personal details safe.
18. Further details, including the school's position on the use of the internet, are given in our e-Safety and Acceptable Use policy and in our Safe Internet Use policy.
19. The Education Act 2011 gives teachers stronger powers to tackle cyberbullying by providing specific powers to search for and, if necessary, delete inappropriate images (or files) on electronic devices, including mobile phones. The separate policy – Searching and Confiscation – should be referred to.

Encouragement To Tell

20. It is important that we create an atmosphere in the school where students who are being bullied, or others who know about it, feel that they will be listened to and believed, and that action will be swift, effective and sensitive.
21. If a student is being bullied he/she should tell an adult – a teacher or tutor or Housemaster/ mistress or the Deputy Head – Students (DHS) or a school nurse or the independent listener Mrs A Turner (01483 277 387) – or ask his/her friends to tell an adult. If a student knows of another student being bullied, he/she should tell an adult. Every member of staff at Hurtwood House who suspects any form of bullying will inform the appropriate member of senior staff immediately.

Keeping quiet protects the bully and implies that the harassment can continue.

Procedures For Dealing With Reported Bullying

22. If an incident of bullying is reported, the following procedures are adopted:
- The member of staff to whom it was reported or who first discovers the situation, will control the situation, reassure and support the students involved.
 - He or she will inform an appropriate member of the Senior Management team as soon as possible.
 - The member of staff will calmly explain the range of disciplinary measures that are potentially involved.
 - The victim will be interviewed, sensitively, on his or her own and asked to write an account of events.

- The alleged bully, together with all others who were involved, will be interviewed individually and asked to write an immediate account of events.
- The incident will be recorded by the DHS, or in his absence the Deputy Head – Personnel (DHP), in the Incident Database.
- The Housemaster/mistress will be informed. In very serious incidents, the Headmaster will be informed.
- The victim will be interviewed at a later stage by a member of SMT, separately from the alleged perpetrator. It will be made clear to him or her why revenge is inappropriate. He or she will be offered support to develop a strategy to help him or herself.
- The alleged bully will be interviewed at a later stage by a member of SMT, separately from the victim, and it will be made clear why his or her behaviour was inappropriate and caused distress. He or she will be offered guidance on modifying his or her behaviour, together with any appropriate disciplinary sanctions.
- The parents/guardians of all parties will be informed and invited into school to discuss the matter. Their support will be sought.
- A way forward, including disciplinary sanctions and counselling, will be agreed.
- This should recognise that suitable support is needed both for students who are being bullied and for students who bully others, as well as dealing with appropriate disciplinary measures. Every effort is made to resolve the problem through counselling of both parties and in certain circumstances sanctions may be applied, including the use of exclusion.
- A meeting involving all the parties, with close staff supervision, could be considered helpful in developing a strategy for all concerned to close the episode.
- A monitoring and review strategy will be put in place.
- In very serious and persistent cases, and only after the Headmaster has been involved, it may be necessary to make a report to the Police or to the Social Services. However, it is the policy of Hurtwood to attempt to resolve such issues internally under the school's own disciplinary procedures, unless the matter is of such gravity that a criminal prosecution is likely.
- In a very serious case or a case of persistent bullying, a student may, after a fair hearing, be required to leave the school permanently in accordance with the school's policy on expulsion, removal and review.

Complaints

23. If a victim or his/her parents are not satisfied with the action taken by the school, they should be advised to make a formal complaint, according to the school's published complaints procedure.

Monitoring and Review

24. This policy will be reviewed annually by the DHS and the SMT to assess its effectiveness, and will be updated as necessary. It will be reviewed after any serious bullying incidents. In undertaking the review the DHS will take into account the results of any monitoring of bullying incidents, as well as any changes in legislation or statutory guidance and other relevant information gathered (such as through a bullying survey).

11. Complaints Policy

1 Introduction

- 1.1 Circulation: this policy is addressed to the Senior Management Team; to all members of the teaching and pastoral staff, including school medical staff and nursing staff; and, on request, to parents. A copy can be downloaded from the School's website and it is included in the Student and Parent Handbook.
- 1.2 Policy status: the policy has been approved by the Headmaster and the Partners of Hurtwood House School (School). It provides guidelines for handling complaints and it takes account of Part 7 of the Education (Independent School Standards) (England) Regulations 2014 and the National Minimum Standards for Boarding Schools. The policy applies to all sections of the school. The procedures set out below may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain of the procedures can only be carried out during term time.
- 1.3 Application: separate procedures apply in the event of a child protection issue or if the Headmaster expels or asks a student to leave and the parents seek a review of that decision.
- 1.4 Parent/s / You includes a current or prospective parent or legal guardian or education guardian, and may at our discretion include a parent whose child has recently left the School. Complaints directly from students are dealt with under a separate procedure, a copy of which is published in the termly Student Diary.
- 1.5 Definition of complaint: any matter about which a parent of a student is unhappy and seeks action by the school.
- 1.6 Three stages: this policy describes a three stage complaints procedure:
 - Stage 1: informal raising of a complaint notified orally or in writing to a member of staff
 - Stage 2: a formal complaint in writing to the Headmaster
 - Stage 3: a reference to the Complaints Panel

Timescales: We aim to resolve any complaints in a timely manner. Timescales for each stage are set out below in the relevant paragraphs. When we refer to "working days" we mean Monday to Friday, when school is open during term time. The dates of terms are published in the Student and Parent Handbook.

- 1.7 A concern about the safety of your son/daughter should be notified immediately to the person you believe is best placed to take urgent action and should be confirmed in writing to the Headmaster.

2 Policy aim and statement

- 2.1 Aim: the aim of this policy is to ensure that a complaint is managed sympathetically, efficiently and at the appropriate level, and resolved as soon as possible. Doing so is good practice, it is fair to those concerned and it helps to promote parents' and students' confidence in our ability to safeguard and promote welfare. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing our systems and procedures in light of the circumstances.

- 2.2 Policy statement: we need to know as soon as possible if there is any cause for dissatisfaction. We recognise that a difficulty which is not resolved quickly and fairly can soon become a cause of resentment, which would be damaging to relationships and also to our school culture. Parents and students should never feel – or be made to feel – that a complaint will be taken amiss or will adversely affect a student or his/her opportunities at this school.

3 Management of complaints

- 3.1 Complaints Co-ordinator: the Headmaster has appointed the Deputy Head – Personnel (DHP) as the Complaints Co-ordinator to be responsible for the co-ordination and administration of the Complaints Procedure. If the Complaints Co-ordinator is unavailable or is the subject of the complaint, his duties will be carried out by the Headmaster or another senior member of staff. The main responsibilities of the Complaints Co-ordinator are to:
- be the first point of contact while the matter remains unresolved and keep records;
 - co-ordinate the complaints procedures in school;
 - ensure that all School employees are aware and familiar with this procedure and arrange training where appropriate;
 - monitor the keeping, confidentiality and storage of records in relation to complaints;
 - report regularly to the Headmaster with respect to complaints.
- 3.2 Complaints Form: every Stage 2 complaint notified to a member of staff will be noted, together with the action taken, on a standard form. A sample of the form is available on request from the Complaints Co-ordinator (the Deputy Head – Personnel).

4 Stage 1: Informal complaint

- 4.1 Informal complaint: we expect that most complaints, where a parent or student seeks intervention, reconsideration or some other action to be taken, can be resolved informally. Examples might include a dissatisfaction about some aspect of teaching or pastoral care, or about allocation of privileges or responsibilities, or about a timetable clash or some other aspect of the School's systems or equipment, or a billing error.
- 4.2 Notification: please raise the complaint initially as follows:
- 4.2.1 educational issues – if the matter relates to the classroom, the curriculum or special educational needs, please speak or write to the student's Housemaster/Housemistress or the Deputy Head – Students, as appropriate;
 - 4.2.2 pastoral care and welfare of students – for complaints relating to matters outside the classroom or in the House, please speak or write to the student's Housemaster/Housemistress, the Deputy Head – Students or the school's Senior Management Team (SMT);
 - 4.2.3 disciplinary matters – a problem over any disciplinary action taken or a sanction imposed should be raised first of all with the student's Housemaster/Housemistress or the Deputy Head – Students;
 - 4.2.4 financial matters – a query relating to fees or extras should be stated in writing to the Financial Bursar.

- 4.3 Acknowledgement: we will acknowledge a written notification by telephone, fax, e-mail or letter within three working days of receipt during term time and as soon as practicable in the holidays. A matter raised orally will not necessarily be acknowledged in writing but a Parental Contact Sheet will be completed, and filed.
- 4.4 Unresolved informal complaints: a complaint which has not been resolved by informal means within 15 working days should be notified in writing as a formal complaint which will be dealt with in accordance with Stage 2 below.

5 Stage 2: formal complaint

- 5.1 Notification: an unresolved complaint under Stage 1, or a complaint which needs investigation, or dissatisfaction with some aspect of the School's policies, procedures, management or administration should be set out in writing with full details and sent with all relevant documents and your full contact details in an envelope addressed to the Headmaster or to the Complaints Co-ordinator. Your complaint will be acknowledged by telephone or in writing within three working days during term time, indicating the action that is being taken and the likely time scale. A Complaints Form will be completed and sent to the Complaints Co-ordinator.
- 5.2 Investigation: the Headmaster may ask a senior member of staff to act as "investigator". The investigator/s may request additional information from you and will probably wish to speak to you personally and to others who have knowledge of the circumstances. The outcome of the investigation will be reported to the Headmaster who will then notify you in writing of his decision and the reasons for it. Written records will be kept of all meetings and interviews held in relation to your complaint.
- 5.3 Outcome: The Headmaster's aim would be to inform any complainant of the outcome of an investigation and the resolution to the complaint within 28 working days from the receipt of the complaint. Please note that any complaint received within one month of the end of term or half term is likely to take longer to resolve owing to the presence of school holidays and the unavailability of personnel.

6 Stage 3: reference to the Complaints Panel

- 6.1 If you are dissatisfied with the response under Stage 2, the matter can be referred to the Complaints Panel. A Panel hearing is a review of the decisions taken by the Headmaster. The Panel will not consider any new areas of complaint which have not been previously raised as part of the complaints procedure. If parents seek to invoke Stage 3 they will be referred to Ms Susan Teal, a person independent of the running and management of the School, who has been appointed by the Partners and the Senior Management Team to call hearings of the Complaints Panel.
- 6.2 The role of the Panel: the Panel's task is to establish the facts surrounding the complaints that have been made by considering:
- the documents provided by both parties; and
 - any representations made by you or the Headmaster.
- 6.3 If, after establishing the facts, the Panel consider that the complaint is made out, they will uphold the complaint. If the Panel consider that the complaint is not made out, they will dismiss the complaint. They will make these decisions on the balance of probabilities.
- 6.4 It is not within the powers of the Panel to make any financial award, nor to impose sanctions on staff, students, or parents. The Panel may make recommendations on these or any other issues to the Headmaster or to the Partners as appropriate.

- 6.5 **Composition:** Ms Teal will appoint the Panel, which will include at least three members, one of which will be independent of the governance, management, and running of the School.
- 6.6 **Notification:** to request a hearing before the Complaints Panel please write to Ms Teal (with a copy to the Complaints Co-ordinator) at Holmbury St Mary, Dorking, Surrey RH5 6NU, within five working days of the decision you wish to be reviewed. Your request will only be considered if you have completed the procedures at Stages 1 and 2. Please ensure that a copy of all relevant documents and your full contact details accompany your letter to Ms Teal. Please state in your letter the outcome that you desire and all the grounds of your complaint. Please also send Ms Teal a list of the documents which you believe to be in the School's possession and wish the Panel to see. Ms Teal will aim to acknowledge your request in writing within five working days.
- 6.7 **Convening the Panel:** Ms Teal will convene the Complaints Panel as soon as reasonably practicable but the Panel will not normally sit during half terms or school holidays. The Panel will consist normally of a minimum of three individuals who have no detailed prior knowledge of the circumstances of the complaint. One member of the Panel will be an independent member. You may ask Ms Teal to tell you who has been appointed to sit on the Panel.
- 6.8 **Notice of hearing:** Every effort will be made to enable the Panel hearing to take place as soon as possible, and in any event, within 15 working days of the receipt of your request. As soon as reasonably practical and in any event, at least five working days before the hearing, Ms Teal will send you written notification of the date, time and place of the hearing, together with brief details of the Panel members who will be present. The hearing will normally be in a prescribed format, which is available on request from the Complaints Co-ordinator.
- 6.9 **Attendance:** you will be asked to attend the hearing and may be accompanied by one other person such as a relative, teacher, or friend. It is not necessary for that person to be legally qualified but if you do wish to be accompanied by a legally qualified person, acting in their professional capacity, please notify the School at least seven working days before the hearing. Your son/daughter may attend part or all of the hearing at the discretion of Ms Teal. Copies of additional documents you wish the Panel to consider should be sent to Ms Teal at least three clear working days prior to the hearing.
- 6.10 **Chair:** the hearing will usually be chaired by Ms Teal and will be conducted in an informal manner.
- 6.11 **Hearing:** all statements made at the hearing will be unsworn. All present will be entitled, should they wish, to write their own notes for reference purposes. A member of the School's administrative staff will be asked to take handwritten minutes of the proceedings.
- 6.12 **Evidence:** the Chair will conduct the hearing in such a way as to ensure that all those present have the opportunity of asking questions and making comments in an appropriate manner. The hearing is not a legal proceeding and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account.
- 6.13 **Conduct:** all those attending the hearing are expected to show courtesy, restraint and good manners or, after due warning, the hearing may be adjourned or terminated at the discretion of the Chair. If terminated, the original decision will stand. Any person who is dissatisfied with any aspect of the way the hearing is conducted must say so before the proceedings go any further and his/her comment will be minuted.
- 6.14 **Adjournment:** the Chair may, at his/her discretion, adjourn the hearing for further investigation of any relevant issue. This may include an adjournment to take legal advice.
- 6.15 **Decision:** after due consideration of the matters discussed at the hearing, the Panel shall reach a decision unless there is an agreed position. The Panel's decision, findings and any

recommendations may be notified orally at the hearing or subsequently and shall be confirmed in writing to you by electronic mail where appropriate within seven working days. If you do not wish to receive the decision by electronic mail, a copy will be given or posted to you. The decisions, findings and any recommendations will be made available for inspection on the school premises by the Partners and the Headmaster. Reasons for the decision will be given. The decision may include recommendations and will be sent to you, the Partners, the Headmaster and, where relevant, any person about whom the complaint has been made.

- 6.16 **Private proceeding:** a hearing before the Complaints Panel is a private proceeding. No notes or other records or oral statements about any matter discussed in or arising from the proceeding shall be made available directly or indirectly to the press or other media.
- 6.17 **Confidentiality:** a written record will be kept of all complaints, and of whether they are resolved at Stage 1 or proceed to a panel hearing. The number of complaints registered under the formal procedure during the preceding school year will be supplied to parents on request. Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by the Education (Independent School Standards) (England) Regulations 2014, that is where access is requested by the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008. In accordance with data protection principles, details of individual complaints will normally be destroyed following each school inspection. In exceptional circumstances some details will be retained for a further period as necessary.
- 6.18 **If you are unhappy with the school's response:** you can raise concerns by writing to ISI, CAP House, 9-12 Long Lane, London EC1A 9HA, or to concerns@isi.net. You can also contact the Department for Education online or on 0370 000 2288.

12. Summary policy on expulsion

1. A student will not be expelled without grave cause. The circumstances which may lead to expulsion (or required removal as an alternative to expulsion) include:
 - Supply/possession/use of certain drugs and solvents or their paraphernalia or substances intended to resemble them, and alcohol and tobacco
 - Theft, blackmail, physical violence, intimidation, persistent bullying and unlawful discrimination
 - Offences of a sexual nature
 - Vandalism and computer hacking
 - Persistent attitudes or behaviour which are inconsistent with the School's ethos
 - Other serious misconduct which affects the welfare of a member or members of the school community or which brings the School into disrepute (single or repeated episodes) on or off school premises
2. A complaint which could lead to a student being expelled or required to leave the School permanently will be investigated thoroughly and fairly. He/she will have an opportunity for the assistance of their parents and/or a teacher to state their side of the case and he/she would also have a right to ask for the decision to be reviewed.
3. A copy of the full policy on expulsion may be obtained from the Deputy Head (Students).

12 TERM DATES

Autumn Term 2016

Commences: Sunday 4 September 2016

Half term holiday: Friday 21 October 3.05 pm
Sunday 30 October 10.30 pm

Ends: Saturday 17 December 2016
(Students may leave from their Houses on the Saturday morning or, if they are not involved in the Christmas musical, they can leave at 2.00 pm on Friday 16 December)

Spring Term 2017

Commences: Sunday 8 January 2017
(Student should arrive by 10.30 pm on Sunday)

Half term holiday: Friday 10 February 3.05 pm
Sunday 19 February 10.30 pm

Ends: Friday 31 March 2017 (3:05 pm)

Summer Term 2017

Commences: Sunday 23 April 2017
(Students should arrive by 10.30 pm on Sunday)

Ends: Friday 30 June 2017 (midday for students)

PLEASE NOTE THAT THERE IS NO HALF TERM HOLIDAY IN THE SUMMER TERM AND THAT WE DO NOT OBSERVE BANK HOLIDAYS

Classes and academic arrangements are severely disrupted when students leave early at the end of term or arrive back late at the start of term. The school dates are published well in advance and you are encouraged to book flights early.

13 BOARDING HOUSES: CONTACT DETAILS

Hurtwood House, Holmbury St Mary, Dorking, Surrey RH5 6NU

Telephone: 01483 279000 (main school and house staff after 7.00 pm)
01483 277497 (students)
Fax: 01483 267586
Housemistress: Sophie Murenu
Direct line/voicemail: 01483 279170
e-mail: sophie.murenu@hurtwood.net

Beatrice Webb, Pasturewood Road, Holmbury St Mary, Dorking, Surrey RH5 6LJ

Telephone: 01306 730404 (house staff)
Telephone: 01306 731295 (students)
Housemaster: James Baker
Direct daytime line/voicemail: 01483 279106
e-mail: james.baker@hurtwood.net

Cornhill Manor, Shere Road, Ewhurst, Surrey, GU6 7PJ

Telephone: 01483 277621 (house staff)
Housemaster: Ted Jackson
Direct daytime line/voicemail: 01483 279199
e-mail: ted.jackson@hurtwood.net

Ewhurst Place, Shere Road, Ewhurst, Surrey GU6 7NR

Telephone: 01483 277251 (House staff)
Telephone: 01483 277472 (students)
Housemaster: Ian Barter
Direct daytime line/voicemail: 01483 279117
e-mail: ian.barter@hurtwood.net

The Lodge, Hurtwood House, Holmbury St Mary, Dorking, Surrey RH5 6NU

Telephone: 01483 277642 (House staff)
Telephone: 01483 279083 (students)
Housemaster: Doug Quinn
Direct daytime line/voicemail: 01483 279112
e-mail: doug.quinn@hurtwood.net

Peaslake House, Lawbrook Lane, Peaslake, Guildford, Surrey GU5 9QW

Telephone: 01306 731481 (House staff)
Telephone: 01306 731379 (students)
Housemaster: Adam Grant
Direct daytime line/voicemail: 01483 279172
e-mail: adam.grant@hurtwood.net

The Turrets, Ewhurst Place, Shere Road, Ewhurst, Surrey GU6 7PJ

Telephone: 01483 277251
Telephone: 01483 277452 (students)
Housemaster: Ian Barter
Direct daytime line/voicemail: 01483 279117
e-mail: ian.barter@hurtwood.net

Day students:

Housemistress: Caty Jacques
Direct daytime line/voicemail: 01483 279152
e-mail: caty.jacques@hurtwood.net

Highcroft Cottage, Highcroft Drive, Church Street, Rudgwick, RH12 3DB

Telephone: 01403 823419 (House staff)
Housemistress: Caty Jacques (see Day students for contact details)
Teacher in charge: Carl Bates
Direct daytime line/voicemail: 01483 279108
e-mail: carl.bates@hurtwood.net

Spindles House, Hollow Lane, Abinger Common, Surrey. RH5 6LN

Telephone: 01483 271385 (House staff)
Housemistress: Caty Jacques (see Day students for contact details)
Teacher in charge: Ashleigh Bickenson
Direct daytime line/voicemail: 01483 279146
e-mail: ashleigh.bickenson@hurtwood.net

14 STAFF

Headmasters

Cosmo Jackson, BEd Bristol

Richard Jackson, MA Corpus Christi, Cambridge

Deputy Head (Personnel)

James Baker MA PGCE

Deputy Head (Students)

Dave Fonseka BEd EDM MCMI

Deputy Head (Curriculum)

Abi Hoyle BA PGCE

Teaching Staff

Dawn Ainley, BA PGCE

Julia Andrew, BA Cert Ed

Katie Banham BA PGCE

Ian Barter, BA

Carl Bates, BEd BSc

Roy Bickenson, BA PGCE

Natalie Blackman, BA PGCE

Françoise Bull, MEd

Clare Crossley, BA

Clare de Wilde, BSc PGCE

Sophie di Cara, BA MSc PGCE

James Early, BSc PGCE DELTA

Deborah Evans, BSc PGCE

Peter Fromow, BEd Teacher's Certificate

Bob Genower, BA

Luke Gilchrist, BA

Chris Gould, BA QTS

Adam Grant, CELTA

Nick Green, BSc BA PGCE

Steve Gregory, BSc MSc PGCE

Louise Haile, MA PGCE

Gillian Harriman, Dip ADDA

James Hartman, BA MA

Dorothy Hawton, BA MA PGCE

Ezra Hjalmarsson, DipTheatre Jaques Lecoq

Zoe Hunter, BA PGCE

Caty Jacques, BSc PGCE

Andy Johnson, BA

Lee Johnson, BA PGCE

Nicola Jones, BA QTS

Annick Lieutaud, DEUG Licence FLE PGCE

Jon Lipscombe BA PGCE

Ann Lockwood, BSc PGCE

Maxine McAllister, BA MA PGCE

Matt McIvor, BSc

Jason Mazzocchi, BA MA QTS CLTS

Richard Meanwell, PhD MEng PGCE

Lyndsey Mercer, BA PGCE

Ali Mirmak BA MA PGCE

Hels Morgan BSc

Sophie Murenu, BA MA PGCE

Clare Mutzenich, BSc PGCEA

Mike Niland, BA PGCE

Marina O'Brien, BA PGCE

Dave Parsons, Dip Sound Rec & Mus Tech

Stephen Paxton, MA PGCE

Simon Power, Cert Ed

Stuart Price, MMath PGCE

Abi Prior, BA PGCE TESOL

Doug Quinn, BA PGCE

Lisa Sedeño, BA MA PGCE

Juan Sedeño Zamora, BA PGCE

Stella Sharma, LLB PGCE

Stephen Smith, Dip Acting PGCE

Jaqueline Thomas, BA MA PGCE

Jamie Thorns, BSc MSc PGCE

Paul Thornton, BA MA

Mike Timson, BEd BA

James Tunstill, BMus ALCM

Sam Turton, BA MA

Philip Ward, BA PGCE

Simon Watson, BA

Lynne Whitehead, BA MA PGCE RSA

Dan Whitehouse, BSc PGCE

Greg Whiteman, BA PGCE

Tom Wichelow, BA

Ned Winter MA PGCE

Alison Winter, BA PGCE

Administrative, Support and Pastoral Staff

Cathy Ellis	Administrative Bursar
Linda Jackson	Financial Bursar
Julie Ferrison	Assistant Financial Bursar
Liz Smillie	Assistant Financial Bursar
Michael Fanya	Admissions Tutor
Georgina Giacomuzzi	Domestic Bursar
Ashleigh Bickenson	Assistant Domestic Bursar
Joe Giacomuzzi	Estate Manager
Jan Key	Secretary to the Headmasters
Lisa Huntley	Secretary to the SMT
Fiona Brown	Secretary to the Staff
Cathy Cannon	Receptionist
Kate Fitzgerald	Receptionist
Jan Van der Weyden	University Applications Secretary
Ros Steel RN	School Nurse
Maria Young	School Nurse
Jeannie Baker	House tutor
Karen Barter	House tutor
Mark Bickenson	House tutor
Fiona Brown	House tutor
Brian Garner	House tutor
Ted Jackson	Housemaster
Sophie Jackson	House tutor
Phil Jacques	House tutor
Peter Stevenson	House tutor
Jo Austwick BA	Art Technician
Lynda Birchwood	Lab Technician
Karen Brierley	Library supervisor
Jane Collier BSc MEd	Head of University Applications
Rob Cooper BSc	Data Manager
Alastair Coulton	Theatre Production Manager
Guy Davey BA	Theatre Technical Manager
Tina Jackson MA	University Applications Advisor
Patrick Jordan BA MTh PGCE	Head of ICT
Elizabeth Madgwick	Costume Mistress
Remy Martin	Art Technician
Chris Mercer BA	University Applications Advisor
Dave Penny BSc	ICT Technician
Matthew Popay BA	Post-production Assistant
Miles Russell BA	Musical Director
Lottie Stent	Dance Co-ordinator
Jiebin Zong PhD	ICT Technician