

# Frequently Asked Questions

## New Year 7 Students

### September 2026

#### **1. How can I prepare my child for secondary school?**

Moving to secondary school can be a daunting time for both children and their parents. One of the keyways to prepare your child for transition is to develop their independence skills. This includes encouraging them to gather and pack their own equipment ready for school and other activities, managing time and money, looking after their belongings and developing strategies to use if something goes wrong.

#### **2. What equipment will my child need to bring to school?**

The basic items of equipment that your child will need are a pencil case, pen, pencil, ruler and rubber. Many learners also choose to bring coloured pens and pencils along with other items of stationery which they feel they may need.

#### **3. Will they need PE kit on the first day of high school?**

No, the first PE lesson will not involve changing into kit. It's a great idea to have the PE kit ready going forward from that day as your child will receive their timetable on their first day.

#### **4. What time does my child need to arrive at school?**

All students need to be on the school site for 8.35am each day. Lessons begin at 8.45am so students need to be in the school building after the warning bell sounds at 8.40am each morning. All students should enter the school site via the **Borras Road or Holt Road gates**. These gates are locked at 8:40am so it is important that students arrive on time. Any students arriving after this time will be required to sign in as late via the school reception.

#### **5. How will my child find their way around school?**

Staff will be available throughout the day to ensure that students know where to go. We also have brilliant older students who will be on hand to ensure that Year 7 know where they are going and when. During the first two weeks of school in September, students will be escorted to lessons by their class teachers.

## **6. Where does my child need to go on the first day of school?**

Rhosnesni High School staff will be on hand to meet your child at the **Borras Road gate only** and direct them to the appropriate place. Peer Mentors will also be there to escort students. The students will then meet the rest of their form class, and their form tutor.

## **7. Will my child be in a form with other children who they know?**

Wherever possible, and appropriate, your child will be placed with at least one other student from their primary school. We have conversations with the primary schools before your child starts at Rhosnesni and ask them to give us friendship groups to consider when building the form classes.

## **8. What happens if my child is unwell when they are at school?**

If your child is ill, they will be sent to the Medical Room where trained first aiders will assess how your child is. If required, a member of staff will call home to discuss with you how your child is feeling. Students are to report to the pastoral office and report their illness to a member of the pastoral team. Students should not make contact to parents themselves as mobile phones should be turned off and in their bags.

## **9. What do I do if my child is ill and going to be absent from school?**

If you have an attendance issue, please use the following methods: Email: [Attendance@rhosnesni-high.wrexham.sch.uk](mailto:Attendance@rhosnesni-high.wrexham.sch.uk) or telephone: 01978 340947, or by using the MCAS app, otherwise we will continue to have concerns about your child's whereabouts. **If we are unable to account for your child then this creates a serious Safeguarding issue.**

## **10. How do we pay for school dinners?**

All students will have an account set up to use the school's cashless system, Parent Pay. You will be notified of the account number by the School Meals Service. Please see the leaflet on the transition page of the school website for full information. Students who receive Free School Meals will have an account set up and this will be pre-loaded daily with the allocated amount.

## **11. Where do I purchase school uniform?**

The school has entered into partnership with RAM Leisure, Whitegates Industrial Complex, Wrexham, LL13 8UG (01978) 360360, [www.ramleisure.com](http://www.ramleisure.com). They are the only supplier of our school uniform logo items. The company is uniquely placed to be able to offer the purchase of good value, quality uniform and other essentials. Please ensure that you have read the school uniform guidance and policy before purchasing uniform items. The Authority administers the School Essential Grant on behalf of Welsh Government, which provides families who meet the eligibility criteria for free school meals with help towards the cost of purchasing essential clothing and equipment for school. This is not available for children whose eligibility for free school meals is 'transitionally protected' or who receive a free meal via the Universal Primary School Free School Meals programme. For more

information, please click the link to WCBC website [School Essentials Grant | Wrexham County Borough Council](#)

### **12. What if my child forgets something?**

Teachers will be understanding in the early weeks of the term. If they need something important, the Office staff can contact home for it to be brought in.

### **13. What should I do if my child loses something?**

Losing things at school is unfortunately, part of school life. The chances of reuniting students with their belongings increase dramatically if they are clearly labelled. In such a large school it can be hard to differentiate an individual's property; a clear name tag makes returning items much easier. If your child has lost something they should check to see if it has been handed in to lost property in the pastoral area. They should also retrace their steps and return to the classrooms/changing rooms they have been to that day to see if they have left it there. They should do this on the day that they discover the loss but not during lesson time. If this proves unsuccessful, it is sometimes worth checking with lost property again, after a few days have elapsed.

### **14. What happens if my child loses their tie?**

You can purchase a tie via ParentPay for £4.00 (price subject to future changes) and collect direct from our main office or purchase direct from our suppliers RAM Leisure – see RAM Leisure website for more details ([RAM Leisure and Workwear Ltd | Established for over 25 Years](#)). Please note that our reception does not take cash payments.

### **15. What is Google Classroom and how will my child use it?**

Google Classroom is an online learning platform where teachers set both classwork and homework. Your child will access this through their Hwb account, and this will be provided in September.

### **16. How can I check what homework my child is set?**

Most homework will be issued through online learning platforms, and you can check your child's account for homework that has been set.

### **17. How much homework will my child get?**

It may vary a little, but a few of pieces of homework a night on average.

### **18. What are the rules on mobile phones?**

The use of mobile phones is not permitted at Rhosnesni High school. If a phone is seen or heard by a member of staff, the phone will be confiscated, and Students can collect their phone from the main reception at the end of the day. If your child chooses to bring a phone to school with them to use on their way to or from school, it should be switched off and placed away safely in their bag before entering school.

**19. Who do I contact if I have any questions or if there are any problems?**

You should contact your child's Form Tutor in the first instance. The most effective way of doing this are either contacting the school via phone (01978 340840) or via email (mailbox@rhosnesni-high.wrexham.sch.uk) to speak to the relevant teacher who will then respond as soon as they can. For more significant questions or concerns please contact:

Mr M Platt, Head of Year 7/Transition Co-ordinator, Mr C Lang, Assistant Headteacher or Mrs Dokk Olsen, ALNCO.

**20. What if my child is unhappy?**

If for any reason your child is unhappy, please encourage them to talk to their Form Tutor in the first instance, or Mr M Platt. The staff at Rhosnesni are extremely welcoming and would be happy to discuss and support you as much possible with any issues or concerns.

**22. Where can my child find out about extra-curricular clubs?**

There will be information available in tutor rooms, shared in assemblies, on the school website, via Twitter and our Parent App.

**23. Where can I find the school's key dates and information?**

The school website is regularly updated with key information. We have a school Parent App and a MyChildAtSchool app where information is also shared.

**24. When will my student receive their timetable?**

Students will meet with their form tutors on their first day in September. During that time, students will be given their timetable and form tutors will explain how to navigate the timetable. Students should keep this information in a safe place to ensure that they know what lessons they have each day.