



Frequently Asked Questions

Who can I go to if...?

1. I feel poorly or have hurt myself at school?

Mrs Levers is our Medical Welfare Officer. She has a first aid room on the Ground floor, where she will be able to assess you and decide if you are well enough to stay at school, or if you need to go home.

2. Someone has been unkind to me?

Our Keys Stage 3 Manager, Miss Richardson, will help you to work through any friendship problems you may have. She is trained in Emotional First Aid and will help to mediate between you and the person who has been unkind.

3. I need help with my schoolwork?

At Castle View Academy, all teachers are there to support you to complete your work to the highest standards. If you are struggling or confused by what you are asked to do, your teachers will be happy to help you. You just have to ask.

4. I have not completed my homework?

You will need to speak to the teacher who set the homework and explain why it has not been done. If there is a genuine reason, letting your teacher know will help to avoid a detention. The Learning Coaches also run a homework club after school to help you organise your tasks and complete the work you have been set.

5. I feel anxious or scared?

There are a number of staff you can go to if you are worried about anything. You will have a form tutor who you would go to first. If they are unable to help you, you can speak to Miss Richardson or Mr Beck, who both help with the students who are anxious and worried. Remember, a trouble shared, is a trouble halved.

6. I forget to bring my equipment or PE kit?

Your tutor is likely to have spare equipment that they could lend you for the day. If you have forgotten your PE kit, we have spare sets that you can borrow. You may be given a detention if this is not a one-off incident though, so pack your bag the evening before school to ensure you have everything you need.

7. I get lost in the building?

You can take the virtual tour of the school through the transition link on our website, and you will have a tour with your tutor on the first day of school. There are a group of Year Ten student mentors who will be on hand to help you navigate the building over the course of the first week.

8. I think that my problem has not been dealt with?

You can speak to your Head of Year, Miss Sitch, who will help to find a solution to your issue.

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t: 02392 370321
f: 02392 384811





9. I have any questions or concerns about transitioning to Castle View Academy?

You can send any questions to Mrs Nutland who is the Transition Manager, or Miss Sitch who is going to be your Head of Year. If you wish to speak to them before you start next term, you can email them at the following addresses:

Head of Year: clare.sitch@castleviewacademy.org.uk

Transition Manager: elizabeth.nutland@castleviewacademy.org.uk

10. I need to phone my parent or carer during the school day?

You can go to the Receptionist, Mrs Maxim-Brown, who will help you to contact home for whatever reason you may need. Remember, lesson time is important, so you will need to do this during break or lunch time.

11. I want to join some after-school clubs or come in early for breakfast club?

You can speak to Mrs Nutland who will be putting lots of clubs into place before and after school on most days. Also, look at the notice boards around school where these will be advertised. If you have a special interest and would like a club to accommodate it, be sure to let Mrs Nutland know.

12. If I want to cash in my e-praise points?

We reward good work and attitudes with a system called e-praise. If you save these up, you can cash them in with Mr Aston, in the Library, where there is a wide range of rewards on offer.

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