



October 2021

Dear Parents and Carers

We wrote to you in March about our change of database to Arbor from SIMS.



We have migrated across the consents that have already been given to us, but would ask that you please check this area, updating where needed. Consents are not assumed, so we need you to agree to each one.

Parental Consent – *There are a number of fields in this section: please read the following information carefully. Internet access is no longer a parental consent.*

Biometric Data – We use pupils' biometric data (fingerprint) as part of an automated biometric recognition system for paying for school catering instead of paying with cash, or to register library books instead of using a card. We will comply with the requirements of the Protection of Freedoms Act 2012. You have the right to choose not to use the school's biometric system(s). We will provide alternative means of accessing the relevant services for those pupils.

Emergency Medical Treatment – we would always aim to contact the parent in the first instance. However, in the event of a serious injury or accident or asthma attack, this permission allows us to contact the emergency services or obtain emergency medical treatment, e.g from the health centre.

Internet Access and Use – As part of our curriculum, pupils have controlled access to the internet and learn how to use libraries, databases and information sources on a wide variety of topics. To guard against inappropriate material being accessed, intentionally or by accident, we use a filtered service provided by Schools Broadband which regularly monitors web sites and automatically blocks pupils' access to inappropriate materials. We teach pupils the importance of responsible use of the web and e-mail as well as providing basic rules to maintain the privacy of pupils. At all times, pupils must agree to follow the Rules for Responsible Internet Use. For more information on our E Safety Policies and practices please see our E Safety page https://www.dartmoormat.org.uk/uploads/8/0/6/1/80615962/dmat_acceptable_use_policy_pupils_v1.3_jan_2021.pdf

Local Off-Site Visit – from time to time, teachers may decide to visit a local building or area. Where a visit requires alternative footwear or a drink, we would normally advise you of this through the School Gateway, however, for short-duration, local visits, this consent acts as your permission for your child to participate in the activity.

Image Consent Form

This consent incorporates the two areas below, we really would like to use images to celebrate achievements in our publications, but can only do this with your consent:

Pupil photographs in media – It's great to celebrate the achievements and hard work of our pupils. Photographic images of pupils used in publicly available media such as websites, newsletters or the school prospectus and other promotional material will not identify pupils' full names unless parental permission has been given in advance. ***No identifying information will be shared (such as personal phone numbers, home addresses, and individual pictures with the pupil's full name.) Class pictures will not identify where individuals are standing and will generally include at least three or more students. If individual pictures are posted of pupils it will not include their name.***

We commission Tempest Photography to take photos of pupils to support teaching and learning and these are stored in our student information management systems. You will be offered these photographs for purchase through Tempest. There is no obligation to buy. Tempest do not retain the photographs or use them in any other way. For information about Tempest's Privacy policies please visit <https://www.htempest.co.uk/gdpr>.

Images / videos in social media – We use Facebook and Twitter to promote the school and to publicise events and information. Please note that social media platforms can be viewed throughout the world and not just in the United Kingdom where UK law applies. In giving your consent you understand that images may be used in printed and electronic form.

Personal use acceptance – We recognise the importance of recording treasured moments and memories of children during their education within our school. In many cases when photographs are taken in school capturing educational moments, they provide much pleasure to parents and extended families. We accept, on trust, that all photographs and videos are for personal use and must not be published in local media, social media, or online, without the written consent of school. Photos and videos taken purely for personal use are exempt from the GDPR. Personal use may include: a parent takes a photograph of their child and some friends taking part in the school Sports Day to be put in the family photo album (these images are for personal use and the GDPR does not apply); grandparents having been invited to the school nativity play and wishing to video it (these images are for personal use and the GDPR does not apply). By ticking consent, you agree to the above and will strictly adhere to the agreement in full. You also accept that your child may appear in some of the photographs and videos taken by the parents of other children, whose children are taking part in the same event.

Consent for Google Additional Services – G Suite for Education offers two categories of Google services: Core Services (like Gmail, Drive, Calendar, and Classroom) that are provided under your school's G Suite for Education agreement. The lawful basis for enrolling your child in G Suite is a public task and our statutory duty to provide remote learning. For Additional Services (like YouTube, Maps, and Blogger) that can be used with G Suite for Education accounts, we require your consent. You can read more about Google G Suite for Education Terms of Service [here](#).

YouTube Consent – The consent is to comply with YouTube's [Terms of Service \(youtube.com\)](https://www.youtube.com/terms)

Contacts

Please ensure that the contact information for your child is accurate and up to date. You will be able to see your own Contact Information, Address and Telephone/Email and that of your third-party contacts.

If you do not live at the same address as the other parents/carers (called Guardians in Arbor MIS) with Parental Responsibility, you will **only** be able to see Contact Information (name, Parental responsibility status and contact priority status) for them unless you give us express permission to share your details with them. You will need to contact the school office if you are happy for us to share those details.

You will be able to see Contact Information, Address and Telephone/Email for any third party contacts (e.g. Grandparents, neighbour) you have previously provided and edit these. If you do not wish those details to be shared please contact the school office.

What about Class Charts?

Parent and student engagement with [Class Charts](#) has been vital. We are going to continue with Class Charts to record behaviour, homework and recognition.

What about the School Gateway?

We will continue to use the [School Gateway](#) for payments.

Where can I find more information?

The following guide is very comprehensive (please hover over the green underlined text, then Ctrl and click to follow the link). There are some areas covered such as dinner money, clubs and trips and the behaviour/recognition/homework that we are not currently using, but may do in the future.

[Parent Portal and the Arbor App as a parent](#)

If you still need assistance your Head of Year administrator will be able to assist you:

Year 7 and 8 – Ms Chantelle Cocker c.cocker@tavistockcollege.org

Year 9 – Mrs Marianne Hastings m.hastings@tavistockcollege.org

Year 10 and 11 – Mr Pete Gatzianidis p.gatzianidis@tavistockcollege.org

Year 12 and 13 – Mrs Tracey Allen t.allen@tavistockcollege.org

We are just using the “consents” and “contacts” features within Arbor at this stage but may well turn on other appropriate features in the future.

Please look out for your welcome email from us, which will be in the next 7 days. You will be asked to enter your email address, which must match the one we have on our database. You then will need to select “Forgot your password”. You will be asked to re-enter your email address again, and you will receive an email from Arbor, with a link to complete the sign up.

Access to Arbor desktop and App

[The first time that you log on you will need to agree to the terms and conditions](#). The App can be downloaded from either the Playstore for Android phones or the Apple store for Iphones. Arbor are working on improvements to their App which will happen in the next few months.

A very good guide is on the Arbor website, and the link is here, which you may have to copy and paste into your web browser [Getting started- Log into the Parent Portal and Arbor App](#)

If you have the app downloaded we can send messages to you for free. You need to have the “push notifications” set to get the alert that a new message has been received.

Please note if you we have both guardians sharing the same email address, only one account will be created and you will need to let each other know the password.

There is a link here <https://support.arbor-education.com/hc/en-us/articles/115002810985-Troubleshooting-login-issues-why-can-t-i-log-in-to-my-school-s-Parent-Portal-or-Arbor-App-> (which you may have to copy into your browser) called Troubleshooting log in issues

Yours faithfully,



Mr B Palmer
Vice Principal