

6th September 2022

Dear Parents/Carers,

As you may be aware we are having a few issues with some of our third-party IT systems, these problems are beyond our control, and we are working with our partners to resolve them. We are hopeful that this will be completed in the next 48 hours. Thank you for your patience and support so far.

In the meantime, we will be using the following methods to communicate home.

Issues	Action
Whole school communications to parents are unable to be sent at this time.	We will use social media, letters home via students, website and direct emails where needed. If you have not already joined our Facebook page here is the link: The Hazeley Academy Facebook
For some parents, 'Parent Pay' credits are not showing on the parent view but are showing on the tills in school.	If you are impacted by this, please email enquiries@thehazeleyacademy.com We will ensure that <u>all students</u> have access to food in school.
There may be a delay in absence monitoring and following up on student absence.	Please ensure that you report the first day of absence for Year 7 to 13 students on 01908 555633 before 9.00am, or email attendance@thehazeleyacademy.com We will direct more staff to support this function, prioritising younger and more vulnerable students. If you are particularly worried about your child, please email their Tutor who will be able to help.
G4Schools is not working	This is part of the new upgrade and has been switched off for all parents.
Viewing your child's timetable	All students have been issued with a paper copy which will be copied into their planner, please check their planner to see what lessons they have.
Consequences / Achievement Points	You can monitor how your child's day has gone by reviewing their stamps page in their planner each evening. Afterschool detentions will resume next week.
Use of Microsoft Teams	There are some issues with the transfer of students into the correct class teams which we are working on. Year 7 students will be shown how to use Teams in lessons.

Thank you for your patience and understanding at this time. Please don't hesitate to email me if you have any questions or comments regarding any of the items listed above. slivesey@5dimensionstrust.com

Mr Livesey
 (Director of Data and Digital Services)