



St. Edmund's Girls' School



Wyvern College

19.9.18

Dear Parent/Carer,

Earlier this month we welcomed the students of Wyvern College and St Edmund's School to their new collaborative learning campus. It has been a pleasure to see how well the boys and the girls have adjusted to their new classrooms, social spaces and, of course, new teachers. It is clear from walking around the schools that there is a real sense of purpose and energy in lessons. Your sons and daughters are behaving brilliantly and learning well.

The start to this new term has not been without its difficulties though, and I know that many parents have questions and concerns about a number of issues which have arisen, especially around IT provision and the use of online systems. This letter will explain the nature of the issues that have arisen and reassure you about the progress that we are making to deliver the services you and your children expect.

As some of you may know, over the summer both Wyvern and St Edmund's underwent a significant IT upgrade. This involved the rebuilding of every PC and laptop, and the relocation and redistribution of servers. This work was necessary to bring both school's IT provision up to the standard your sons and daughters deserve, and will ensure that IT in school remains cutting edge for many years to come. However, such a significant upgrade has not been problem free. We have also experienced problems with some of the major software packages we use in the schools such as Capita SIMS and our Cashless Catering system. These issues have been outside our control and experienced by many other schools nationwide.

When experienced together these issues have meant that in some areas our IT provision and your access to online services have not worked as they should have, and I apologise for this. However, I am confident in saying that most major issues have been resolved and the services and systems you expect from us are rapidly returning to normal, as outlined below.

Timetables – Because of the nationwide Capita SIMS issues we have experienced some student timetables were incorrect when issued. These errors have been identified and corrected in most, if not all, instances. If you or your child believes their timetable is still incorrect they must contact Mr Adams as soon as possible. Some amendments have been made and from Monday, your child will be following an amended timetable, but we hope that will now be the final one for the year.

Cashless Catering and Parent Pay – All Parent Pay accounts have been successfully linked to the correct Cashless Catering account/s and these balances are available for students to spend in both dining halls. Students are currently being asked to use their PINs to pay for any food they purchase. Biometric access (fingerprints) will be available shortly when each student's biometric information has been uploaded successfully. If you have any queries about Parent Pay or Cashless Catering please contact your child's tutor in the first instance.

Show My Homework – Year 7 have been issued with log in details for Show My Homework (SMHW) and Mrs Hill-Parker has reissued log in details to all students in years 8-11 who have forgotten their log ins. As of the date of this letter, most teachers are using Show My Homework to set home learning tasks and students should check SMHW to access these. Some teachers are still having issues with access and may set home learning ‘manually’, but this should be a rarity and an issue which will be resolved shortly.

Parent Portal – If your son attends Wyvern College you may be aware that you can access information about their attendance, behaviour and achievements through the Parent Portal. This will continue and you should be able to log in in the usual way. If your daughter attends St Edmund’s no such access is currently offered. However, this is something we plan to rectify. Over the coming year we will roll out an improved portal which will offer the parents of both Wyvern and St Edmund’s students thorough and timely information about their child/ren. If you would like to access the Wyvern Parent Portal please contact your son’s tutor in the first instance. Details of the improved portal will be sent out in due course, but was approved by parents at the Parent Forum last year.

All other IT systems are running as they should. If you or your son or daughter are experiencing difficulties accessing any IT system or online service I would urge you to contact their tutor. Our expectation is that every student and their parents/carers can access what they need to be safe at school and make excellent progress. We need to know from you where this is not happening so any issues can be dealt with.

I hope this letter reassures you that the IT systems and services we offer are rapidly coming online and working how they should. If you have any questions please do contact me at school nmartin@wyvernsteds.org.

Yours sincerely



Mr N Martin

Assistant Headteacher

