



Parent / Carers - FAQ

1. Reporting an Absence

You can report an absence by either calling the school on 020 8572 4411 select option 1, leaving a clear message with child's name, Year and Tutor group. Alternatively you can email admin@heathland.hounslow.sch.uk

2. Covid 19 concerns

If you have concerns about your child's health and suspect Covid 19 symptoms, please ring 111 or 119 to get advice from the NHS before reporting your child's absence. The school cannot advise you.

3. Year Group Timetable

Year 7 – start 8.30am Finish 2.50pm
Year 8 – Start 8.35am Finish 2.55pm
Year 9 – Start 8.40am Finish 3.00pm
Year 10 – Start 8.45am Finish 3.05pm
Year 11 – Start 8.50am Finish 3.10pm
Year 12 – Start 8.55am Finish 3.15pm
Year 13 – Start 9.00am Finish 3.20pm

4. MS Teams – pupil and parent guide

MS Teams – please refer to the a guide on our website on how to log on. If your child has forgotten their password please email admin@heathland.hounslow.sch.uk This must be sent from the email account the school has on their records before we can action the request. Alternatively ask your child to go and see the Network team during their break at school.

5. Getting a message to pupils during the school day

We are unable to rely message to pupils during the school day unless it is an emergency

6. Pupil leaving for a booked appointment

Appointments booked during school hours – wherever possible please book appointments outside of the school hours. If this is unavoidable please email admin@heathland.hounslow.sch.uk with the appointment evidence and clear details of what time your child needs to leave. Please also write it in their diary and you cannot come on site to collect them, so please make sure your child knows what time they need to leave and where to meet you.



7. Forgotten items

Forgotten items cannot be dropped off at school, please make sure your child is fully prepared the night before so that this does not happen. We will not allow you onsite to drop off forgotten PE kits, lunches, food tech ingredients, canteen cards, lanyards etc.

8. Parent Pay

Please make sure you have added money onto your child's parent pay so that if they do forget their lunch they can get food from the canteen, or if they have lost their lanyard (£.50) or lunch card (£5) they can get a new one while in school.

9. Missed call from the school

If you have a missed call from school, please check for a voicemail message first. If there isn't one please do not call the school back as the office team will not know who called you. Leave your line free and the caller will call back if it's urgent

10. New or in Year Admissions

Admissions Year 7-11 We do not deal with admissions within the school, this is all done by Hounslow Borough Council. Please email them on admissions@hounslow.gov.uk or call 020 8583 2711

11. Sixth Form Admissions

Please visit the school website, select 'Sixth Form' and then choose admissions. All the information is displayed here.