

1 September 2026



Dear Parents, Carers and Students

We are very pleased to be welcoming our students back to school on Wednesday 2 September, after the summer break.

As usual for this time of year, there are some regular administration tasks for you to complete. On their first or second day, students will be given some items to take home for their parents or carers.

All students will bring home a data checking sheet in a named envelope for the annual return. Because the data sheets were generated before the start of the new academic year, the sheets for Year 8 - 13 show the tutor groups as they were last year. Please don't think that we have your child registered in the wrong year group!

Please complete and return your data check sheet by Monday 7 September. They can be returned by students to their tutors or directly to the reception office.

Year 7 students will bring home a locker request form. If students in other year groups would like to request a locker, they can collect a request form from the reception office. These fully completed forms need to be returned directly to our Finance Office (not to tutors or reception), along with the deposit / rental money.

Student Support

Tutors remain the first and main point of contact for every student and their parents / carers. Our Student Support team will continue to provide additional support; each year group has their own Pastoral Support Manager who work closely with the Heads of Years, our Attendance Team who look after attendance/absence, our Family Support Worker and Student Counsellor. Contact details for tutors are on our website: [The Spires College - Tutors and Student Support](#). Contact details for reporting absence and further information about attendance is also on the website: [The Spires College - Report a Student Absence](#). The most efficient way to report student absence is via the ClassCharts app. There is more information about this on the next page.

Information Booklet

The information booklet that contains useful information about being a student (and parent / carer of students) at the College has been updated. This booklet is always available on the College website and we urge all parents/carers and students to read the updated version:

[The Spires College - Student and Parent information booklet](#)

A printed booklet can be collected from our reception office, if you prefer.



Behaviour Policy

The behaviour policy is always available on the College website: [The Spires College - Behaviour and Anti-Bullying](#). Please re-familiarise yourself with the College expectations that were explained as part of the transition process for every student when they joined the College and are detailed in this policy. The behaviour policy also includes the conduct of visitors, parents/carers and family members. It is with regret that attention has to be drawn to this part of the policy. Paper copies of all policies are available upon request to our reception office.

Communication

To ensure that you receive emails from the College, please save the following email address as a contact: SC8804117a@schoolcomms.com. This should prevent your email provider from identifying messages from the college as junk or spam.

Class Charts App

Please ensure that you are registered with Class Charts. This is the way in which day to day information, including positive and negative behaviour (merits and de-merits, rewards, detentions, confiscations, etc.), homework and other information is shared with students, parents and carers, so it is very important that parents and carers set up an account. Students have their own accounts that are set up in school. More information about Class Charts is on our website: [The Spires College - Class Charts](#)

Parents and carers of students who have joined us in Year 7, and new students in other years, will receive an email with their Class Charts access code soon. Unfortunately, this can't be shared in advance because the system doesn't generate the codes until the children have registered in school for the first time and we then need to collate the information before it is sent.

If you have a query about Class Charts that is not answered in the guide on our website, or have issues accessing the system after you have received your code, please contact Nathan Moore by emailing nmoore@thespirescollege.com.

Parking and Vehicular Access to the College

Please remember that there is no vehicular access to the College. The car-parking areas are for staff only as we do not have room for visitor parking. There are no safe places for vehicles to park or wait close to the school site and so we ask that, if students are being dropped to or collected from school by vehicle, arrangements are made for this to happen further away in neighbouring roads (with consideration for residents and other road users) and not in the access lanes close to the school, including near to the entrance to the swimming pool. These areas quickly and easily become hazardous, particularly to pedestrians. The lane between the College and the football ground is not a through-road for vehicles and bollards restricting access are in place. Please help us to keep our community safe. Please also be reminded that the car-park at Swim Torquay is pay on entry with a vehicle registration recognition system.

Lost Property

At the end of each half term, students and parents/carers have the opportunity to view and claim un-named items of lost property before they are donated to charity or disposed of. The College is not responsible for any items brought on site but we endeavour to reunite lost and found items with their owner. All found items that are marked with the owner's name are returned to them so please ensure that your child's name is clearly marked on all uniform, PE Kit and other items that they bring into school. More information about how we process lost property is on the College website: [The Spires College - Lost Property](#)

Google Classroom

Some students may experience an issue logging in to Google Classroom on personal devices. This is usually because the device is already logged in to their personal Google account. It is not possible to log in to more than one Google account at the same time on one device.

The way to work around this is to use an 'incognito' (Chrome) or 'In private' (Edge) tab on the browser. This is accessed by clicking the three dots on the top right of the browser screen.

Students using a Mac Book and/or Safari may need to download a different browser, such as Chrome or Edge, because Google Classroom and Safari are not particularly compatible. Students using a Chromebook can add a 'School Account'. This will allow them to use both their person and school Google accounts on one device.

Other issues may occur if student have double-barrelled names.

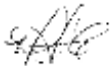
Students who have tried the suggested solutions with no success should see our IT Technicians in room 2402. This information is also available on the College website: [The Spires College - Homework](#)

Torbay's Attendance Letter

On the following page is a letter from Torbay Council's Attendance Improvement Team with important details about School Attendance in Torbay and action that can be taken if attendance at school becomes an issue. This letter is for your information and is a reminder following the letter that was posted to each parent in the summer term, as required by the council. Please do ensure that you read it so that you are fully informed.

Thank you for your support with these administrative tasks and reminders.

Yours sincerely



The Administration Team

First shared with all parents and carers in June 2026

Dear Parent / Carer

Each year the Local Authority is expected to communicate with all parents of children attending a school in Torbay, to remind you of Torbay Council's policy in relation to school attendance. **This letter is not a concern about YOUR child's attendance.** We are encouraged to send it, so all parents and carers understand the framework. **This letter is sent out by your child's school on our behalf.** If your child's school have concerns about your child's attendance, they will contact you directly.

Over the last year, the majority of families have ensured that their child attended school regularly and enjoyed the benefits of being on roll at one of Torbay's schools. If your child has no unauthorised absences, I would like to thank you for your continuing commitment to your child's education. However, we all need to continue to work together to make sure that all children attend school as much as possible so that any gaps in their learning can be quickly and efficiently filled. I would urge you to communicate with your child's school should there be any problems with your child's attendance. As soon as a problem with your child's attendance is identified, the sooner the parents and schools can work together to overcome the barriers for your child.

If you wish to self-refer to our Early Help service, please go to torbayfamilyhub.org.uk/family-help and click on the Early Help Targeted Offer section which will take you to a page that says Early Help Assessment.

Parents/carers have a legal duty to ensure their child who is of compulsory school age receives an efficient, full-time education. Therefore, if your child has no unauthorised absences and their attendance is at 96% or above, you are giving your child the best chance to achieve their potential. If parents/carers fail to ensure their child's regular and punctual attendance at school, they are committing an offence, unless the absence has been authorised by the school.

We acknowledge that some absence, e.g., illness, is unavoidable. However, any requests for avoidable absences from school (including holidays) can only be agreed by the school in advance, so it is therefore essential that you apply to the school in writing as far in advance of the absence as is reasonably possible using a form supplied by the school. Please be aware that a school can only grant leave in exceptional circumstances. The Department for Education guidance states that "leave is unlikely to be granted for the purposes of a family holiday as a norm."

If a Penalty Notice is issued, it carries a penalty of £80 if paid in full within 21 days, or £160 if paid in full after this time but within 28 days. They will be issued for each parent/carer for each child where a child accumulates 10 or more sessions of unauthorised absences (one school day is made up of two sessions) within a rolling 10 school week period.

If the same child accumulates another 10 or more sessions of unauthorised absences within a subsequent rolling 10 school week period and also within a rolling 3-year period of the first penalty notice, it will be charged at the higher rate of £160 with no option for this second offence to be discharged at the lower rate of £80. It must be paid within 28 days.

Only two Penalty Notices will be issued in a rolling three-year period. This means that if the two Penalty Notices are paid, and the child has a further period of 10 sessions of unauthorised absence within the three years following the date of the first penalty notice, this will result in the parent/carer receiving a summons or Single Justice Procedure Notice for Court for an offence contrary to s444 Education Act.

There is no legal right to appeal the Penalty Notice once it has been issued. If a Penalty Notice goes unpaid, this is likely to result in Court proceedings being instigated for an offence of failing to ensure regular school attendance contrary to section 444 Education Act 1996. Upon conviction of such an offence the maximum fine of £2500, or a maximum 3 months imprisonment, can be imposed.

If you are considering taking your child out of school, you are reminded to read both your child's School Attendance Policy (normally on the school website) regarding avoidable absence in term time and the Local Authority's Penalty Notice Code of Conduct which can be accessed at: www.torbay.gov.uk/attendance.

Yours sincerely,



On Behalf of the School Attendance Support Team