



The Crossley Heath School

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Dear Parents and Carers,

Re: Arbor's Parent Portal

The Crossley Heath School uses Arbor for our Management Information Systems (MIS). Arbor has a Parent Portal that the school utilises, this allows us to communicate easily with our Parents and Carers who use the portal and allows you to access important information, and in some cases, provide updates to the details we hold for you.

What information can I see about my child on Arbor Parent Portal?

- Attendance Data with the ability to download an attendance certificate.
- Achievement Data, including a breakdown of Positive and Negative incidents.
- Timetable/Lesson Data.
- Assessment Data, allowing you to download a copy of any reports.
- Student Details: Key contact information and other student details held on Arbor for your child with ability to request changes.
- Student Consents.

Once you have downloaded and successfully signed into the Parent Portal, we request that you check your children's data by clicking anywhere you see a right-handed arrow. Any missing information / consent that the school don't have will appear as a notice when you open the app, you can simply click on these notices to add the missing information.

With this letter, we have included a handy leaflet from Arbor explaining how to download the Parent Portal app and how to sign in, as well as what to do if you experience any issues. We also have a wide range of resources on our website that maybe of interest. These resources can be found here: <https://www.crossleyheath.org.uk/parent-zone/arbor-parents-guide>

By now, you should have received your login details for ParentPay which allows you to pay for school meals, trips, and other educational resources. We also use School Cloud Parents Evening and further information regarding this will be sent in due course.

Yours sincerely,

Dave Spencer
Year 7 Progress Leader / Transition Co-ordinator

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