

What are PACEs? PACEs are parent and carer evenings.

Why are PACEs important? These evenings are a crucial part of the support process for our students, as they present an opportunity to have online 'face-to-face' meetings, with your child's subject teachers, which can be incredibly powerful for both students and parents/carers. I strongly urge you and your child to attend, if you can, and to make sure you see as many of their teachers as possible.

Where are they held? PACEs are held virtually using SchoolCloud, an online booking and meeting system.

How do we access SchoolCloud? Please visit <https://aylshamhigh.schoolcloud.co.uk/> where you will be able to login to SchoolCloud.

Please click here: [Instructions for SchoolCloud - Aylsham High School](#) for help with the following:

- Booking appointments
- Amending your appointments
- Adding a parent/carer to an appointment

When are they held? PACEs, for each year group, will take place over two evenings. This is to allow teachers who work on a part time basis to attend these events. We would expect the majority of appointments to take place on the first (priority) evening allocated for the event. SchoolCloud will show clearly which staff are available, on which evening, and the timings of their available appointments. Staff will only be available on **one** evening for each year group.

What time are they held? The events will take place from 3.50pm until 7.00pm for the majority of appointments. Some teachers will have their appointments slightly outside of these times however all staff will have the same number of appointments available to families during the evenings.

How do we find out about PACEs? We will send a letter in the autumn term informing you of the PACE dates and essential information. We will then send out messages, via ParentMail, with further details about booking appointments.

How do we make appointments? You will be able to make appointments via SchoolCloud. We will make contact with you with further details of the dates and when you will be able to start booking your appointments.

What are booking windows? For each PACE we will have booking 'windows', which will be the period of time in which you can make appointments. These will open on a particular date and time, so that you can start making appointments, and then close on the date of the PACE at 12pm (midday).

Why are there restrictions to booking appointments? The majority of teachers will be available on the first (priority) night of each year group's PACEs. To ensure all families have the opportunity to make some appointments, there may be a restriction to the booking window. This might be a restriction to the number of appointments that can initially be made (years 7 & 8) or to a particular subject so that the GCSE students are prioritised first over the core lessons in this subject (ie PE). For each PACE we will send a message with all the information you will need on the restrictions for each PACE.

How long are the appointments? Each appointment time is 5 minutes. To help the evening run smoothly there is a 1 minute transition time between each appointment. The SchoolCloud system will time each appointment, ending the appointment at the allotted time. There will be a countdown timer visible so that everyone can see how much time is left of the meeting. The system will end the appointment at the time required which may mean that conversations could be cut off. Please note that this is not controlled by the teacher. Therefore, it will be important to keep an eye on the clock and to ensure that conversations focus on the points that need to be covered in the time given.

How do we change appointments? Please click here for guidance on changing your booked appointments: [Instructions for SchoolCloud - Aylsham High School](#)

What happens if a teacher is fully booked? If a teacher is fully booked when you go to make an appointment you can then join their waiting list. Please be aware that it is not possible for teachers to see all the students they teach at parents/carers' evening as some teachers will teach more than one group.

SchoolCloud operates a waiting list system for teachers who are oversubscribed, so please select this option if one or more of the teachers you wish to meet do not have any available appointments. If there are any cancellations we may be able to add parents/carers and students from the waiting list before 12pm on the day of the parents' evening. We will require confirmation from you in order to add these additional appointments, so please keep an eye on your appointment list when you first log in on the evening. If you have not been successful in speaking with a teacher and would like further information about your child's progress, please email the head of department for that subject.

Email addresses for staff can be found on the school website:
<https://www.aylshamhigh.com/usefulcontactsandemailaddresses>

How do we cancel an appointment? If, for whatever reason, you and your child are unable to attend the parent and carer evenings, we would be very grateful if you would log into the SchoolCloud system to cancel your appointment(s) or email the school at office@aylshamhigh.norfolk.sch.uk giving your child's full name. This allows the appointment(s) to be used by other families. Guidance on how to cancel or amend appointments can be found on our website: <https://www.aylshamhigh.com/ahsinstructionsforschoolcloud>.

What do we do if a teacher's appointments are cancelled on the night? If any member of staff is unavailable on the day, we will update SchoolCloud and cancel these appointments; we will then send an email, via SchoolCloud, to you explaining this. If you wish to receive feedback from any teacher who is absent, please contact the school via office@aylshamhigh.norfolk.sch.uk and your email will be forwarded to the named staff member(s). They will then make contact with you on their return to school.

What do we do if we have any SEN concerns?

Mr Sweatman, one of our Special Educational Needs Coordinators (SENCo) or Mrs Heys, Assistant SENCo, will be available at each year's parent and carer evenings on the secondary nights.

If you have any queries about how your child's needs are met at AHS, please do make an appointment via SchoolCloud. If your child is taught by Mr Sweatman, please only make one appointment with him as any concerns can be discussed within the appointment for both the subject and your child's needs. This allows for more families to have an opportunity to book an

appointment. If you are unable to attend, but would like to speak to someone, please email our student academic support team via sas@aylshamhigh.norfolk.sch.uk. Your email will then be forwarded to the most appropriate colleague.

What do we do if we have any pastoral concerns?

For any pastoral concerns or questions regarding your child, their form tutor should always be your first point of contact. They are likely to see your child most days and can ensure prompt support. Furthermore, they can coordinate with the wider pastoral team where necessary to ensure any issues are addressed.

What do we do if we are not available for a PACE to see our child's teachers? If you are unable to make appointments for the PACE evenings then you can make contact with heads of departments if you have any concerns over your child's progress. If you have any other concerns please click here: [Useful contacts and email addresses - Aylsham High School](#).

What equipment will we need? Families will need to have use of a device, which has a camera, microphone and internet access, in order to attend this event. If you require support with your device please contact our pastoral family liaison officers via pflo@aylshamhigh.norfolk.sc.uk

Can we see the same teacher from different devices/places? Yes, you can have two parents/carers, in different places and on different devices, share the same appointments.

If parents are separated, we kindly request that only **one appointment per child per subject** teacher is made for PACEs to allow teachers to see as many families as possible. Both parents are able to join the video appointment with their child's teacher at the same time from different devices and locations.

If you need to add another parent/carer to your appointments please click here: [Instructions for SchoolCloud - Aylsham High School](#)