

## **Frequently Asked Questions**

### **GCSE Examination Results 2018**

#### **When is Results' Day?**

Results day is on Thursday 23<sup>rd</sup> August. Results can be collected from the Sports Hall between 11am and 12pm.

#### **Where can I park on Results' Day?**

Parking will be available on the tennis courts next to the Sports Hall.

#### **Who can collect exam results?**

If you are unable to pick up your examination results in person, they can be picked up by anyone you nominate as long as they have signed, written consent from you.

#### **If I am unable to attend, when will I receive my results?**

All results will be posted via First Class mail to students after 12pm on Results' Day.

#### **What do I do if I have a query about my results?**

If you have a query about results, the Exams Officer will be available on Thursday 23<sup>rd</sup> August until 1.30pm. Alternatively, you can contact her via email at [results@rmays.com](mailto:results@rmays.com). Please remember to include your name, contact and the details of your query in the email.

#### **I am not happy with my results, how do I appeal**

Please contact the Head of Department as they will have access to marks and breakdowns and will be able to advise you accordingly or email the exams officer at [results@rmays.com](mailto:results@rmays.com) and your request will be passed on to the department for you. There is a very tight deadline for these requests and you will need to have spoken to the Head of Department by **Tuesday 4th September 2018** in order for your application to be processed and sent to the awarding body in time. More information will be available in your results pack on results day.

## **Uniform**

#### **How can I order school uniform?**

School uniform can only be ordered via the school's PTA website using the following link: <https://www.rmspta.co.uk/uniforms>

Please note, the online uniform store will be closed from 19<sup>th</sup> July for approximately two weeks. Please check the PTA website for details.

#### **When can I collect my uniform order?**

As the PTA are volunteers, they close for the summer holidays but their email [uniform@rmspta.co.uk](mailto:uniform@rmspta.co.uk) is monitored intermittently. They will open for collections/exchanges at the end of the summer holidays on occasional dates advertised on the PTA website.

#### **Where can I find a list of compulsory uniform items?**

The school's uniform policy can be found via the school's website via the Parents tab.

## **Bus Passes**

### **How do I apply for a bus pass?**

School transport is not organised by the school – this is all dealt with by Hampshire County Council School Transport department and the link to apply is:

<https://www.hants.gov.uk/educationandlearning/schooltransport/apply>.

At the top of the page please click on '*Check if your child is eligible*' and then scroll down to the bottom of the page and click on '*Apply for school transport*'. Next scroll down to Section 4 '*Mainstream Secondary Schools*' and click on '*Apply for school transport*'.

### **When will I receive my bus pass?**

As school transport is not organised by the school, we are unable to advise when your bus pass will be received. If you have any concerns, please call Hampshire County Council School Transport department on 01962 845432 or 01962 847795.

## **Admissions**

### **I am new to the area, how can I apply for a school place?**

You can apply for a school place via the Hampshire County Council website using the following link:

<https://www.hants.gov.uk/educationandlearning/admissions>

### **Where is my child on the waiting list?**

You can find out where your child is on our waiting list by calling Hampshire County Council Admissions team on 0300 5551377.

### **My child has been allocated a school place by Hampshire County Council for September 2018, what should I do next?**

If your child has been allocated a space during the summer, you can refer to the above questions and answers to organise uniform and school transport.

If you have a more specific query, please send an email to [admissions@rmays.com](mailto:admissions@rmays.com). This email address will be monitored intermittently and we will aim to respond to you as soon as possible.

### **Who can I contact with a general admissions query regarding joining or leaving Robert May's School?**

The school is closed for the summer from Friday 20<sup>th</sup> July until Monday 3<sup>rd</sup> September 2018 but queries can be emailed to [admissions@rmays.com](mailto:admissions@rmays.com). This email address will be monitored intermittently and we will aim to respond to you as soon as possible.

### **How do I apply for free school meals?**

You can check your child's eligibility for free school meals using the following link to Hampshire County Council's website:

<https://www.hants.gov.uk/educationandlearning/freeschoolmeals/juniorsecondary>

### **Who can I contact about my child's SCOPAY account?**

If you have a query regarding your child's SCOPAY account you can send an email to [finance@rmays.com](mailto:finance@rmays.com). This email address will be monitored intermittently and we will aim to respond to you as soon as possible