



GREENBANK HIGH SCHOOL

Parent Guide

Q

How do I contact school?

With over 1,000 students, our phone lines can get busy. The best way to reach us is by email. Our admin team will make sure your query gets to the right member of staff. Include your child's full name and form, and a quick summary of your question.



Q.

What should I do if I'm worried about my child?

If you're concerned about your child's wellbeing, learning, or anything else, please get in touch. You can email or call the school and our pastoral or support team will make sure the right staff member responds. We're here to help.



Q

What are the term dates?

<https://greenbankhigh.co.uk/holiday-dates-2025-26/>

All holidays should be booked during the 13 weeks of school holidays every year; school will not authorise term time holidays.



Q

When is Parents Evening?

Thursday 27th November 2026 - in school. For information on appointment booking, see this link: www.greenbankhigh.co.uk/parents-and-carers-consultation-evenings/



Q

Where can I find information about transition?

Please see our website here: <https://greenbankhigh.co.uk/year-6-transition/>





GREENBANK HIGH SCHOOL

Parent Guide

Q

What does my child need for their locker?

We strongly recommend a secure lock for lockers as students must leave valuables like mobile phones in their lockers. If your child loses their key, or can't get into their locker, the site team will cut off the lock.



Q.

What equipment does my child need?

Pencil case, pen and spare, whiteboard pen, coloured pen and highlighter, whiteboard pen, ruler, scientific calculator, PE kit. Ingredients for Food and Nutrition lessons will be shared as appropriate by your child's teacher. A water bottle is vital.



Q

How do I download and use ParentPay?

ParentPay can be accessed at www.parentpay.com or via the ParentPay app (available on the App Store or Google Play). Login details will be sent to you by the school. Please contact the school office if you have not received them. <https://greenbankhigh.co.uk/arbor-parent-portal-app/>



Q

What can my child buy to eat and when?

Breakfast is served from 8.15am in the canteen. Snacks are on offer at breaktime. We offer a daily full lunch service including a hot meal, paninis, salad boxes, wraps, sandwiches and more. See: <https://greenbankhigh.co.uk/school-meals/>



Q

Can my child pre-order food at lunchtime?

We use the Fusion website which allows students to pre-order food such as sandwiches, pasta and wraps. This reduces queue times and ensures your child gets their preferred meal. Instructions for downloading and setting up the app will be sent out at the start of term.





GREENBANK HIGH SCHOOL

Parent Guide

Q

What uniform do students need?

Students can choose to wear uniform or PE kit. They must wear PE kit on days where students have PE or clubs after school. Students need both uniform and PE kit as some events require one or the other to be worn.

<https://greenbankhigh.co.uk/school-uniform/>



Q

What is the uniform?

Students need a branded blazer, a white reverse collar blouse, and a green skirt or grey trousers. A green wool cardigan or jumper is optional.



Q.

What PE kit do students need?

Students need a Greenbank branded PE top and a Greenbank branded PE hooded top. Plain black leggings, joggers, skorts or loose (not fitted) football style shorts are required.



Q.

What are the rules for jewellery and make up?

Students can wear one pair of plain studs in their earlobes only and a wrist watch. We do not permit other jewellery or make up. False eyelashes, false nails, BIAB or acrylic are not allowed.



Q.

What are the rules for footwear?

Students can wear plain black trainers or plain black school shoes with uniform. Boots are not permitted. With PE kit, students can wear any trainers appropriate for sport.





GREENBANK HIGH SCHOOL

Parent Guide

Q

Where can I buy replacement uniform?

Uniform is available from our suppliers Whittakers and Zips and Snips. We also have supplies in school - please contact us if you are in need of an item.



Q.

Where is lost property?

Please label everything! Lost property is in the front office and the admin corridor cupboard.



Q

Who do I speak to about attendance?

You can speak to your child's tutor, head of year, or the attendance team directly. Our attendance target is 96%. Any absence must be reported daily.

email: attendance@greenbankhigh.co.uk



Q

Who do I speak to about SEND?

You can speak to the SEND team directly and access online resources such as our SEND padlet.

email: send@greenbankhigh.co.uk

<https://greenbankhigh.co.uk/send-special-educational-needs-and-disabilities/>



Q

My child has lost their timetable.

Timetables can be accessed on TEAMS and on ARBOR. If your child loses theirs, encourage them to ask their form tutor. For a printed copy, **email:** enquiries@greenbankhigh.co.uk





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Parent Guide

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Where can I find information about bus timetables?

<https://greenbankhigh.co.uk/bus-timetable/>



Q.

I think my child is entitled to free school meals or Pupil Premium. Where can I find out information?

<https://greenbankhigh.co.uk/pupil-premium/>



Q

How do we access homework?

All homework is set via Microsoft Teams. Here's how you can support your child in accessing it:

1. Log in to Microsoft Teams
2. Your child should use their school email and password to log in at <https://teams.microsoft.com> or through the Teams app on a phone, tablet, or computer.
3. Go to the Class Team
4. Once logged in, they should click on their class (e.g., "7A English") from the Teams dashboard.
5. Check the 'Assignments' Tab
6. Inside the class Team, click on the Assignments tab at the top. This shows all current, upcoming, and completed homework tasks.
7. View Details and Submit Work
8. Clicking on an assignment will show instructions, due dates, and any attached resources. Students can complete and submit work directly through Teams.

If you have any issues accessing Teams or need login details, please contact the school office or your child's form tutor.



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Why don't students have planners?

We set all homework via Microsoft Teams, which allows students to access assignments digitally and stay organised online. To support this, each Year 7 student receives a half-termly paper planner and a jotter for notes. This approach is cost-effective for the school and encourages students to engage with homework in a digital format, while still providing space for notes.

