

Frequently Asked Questions

For Parents/Guardians

What are the ways to get in touch with the school?

Telephone: Main office – 094 9630235

Email: Principal: principal@ballyhauniscs.ie

Deputy Principal: o.macken@ballyhauniscs.ie

School Office email addresses for correspondence or for queries, questions, student illness, absences etc contact:

j.lyons@ballyhauniscs.ie / s.gibbons@ballyhauniscs.ie

What do I do if I need to collect my child early for a scheduled appointment?

Write a note in the student's journal. The student should show the note to their Year Head at the appropriate time; the teacher will then sign the note and allow the student to sign out at the office. For student welfare reasons it is very important that every student signs out before leaving the school.

What do I do if I need to collect my child early for an unscheduled appointment?

Phone the office at 094 9630232 as soon as possible and we will get a message to the student. For student welfare reasons it is very important that every student signs out before leaving the school.

What do I do if my son/daughter has lost an item?

Students should retrace their steps to search for the item lost. If a lost property item happens to be handed in to the office, the student will be notified. Please bear in mind that there are more than 650 students attending Ballyhaunis Community School so please clearly label all your child's books and property with their name.

What do I do if my child has forgotten an item for school (e.g. lunch/books etc.) and I want to drop up to the school for them?

These items can be brought to the office for collection by students at break times. Please note we cannot interrupt class to give any forgotten items to students. They may be collected only at break times or at the end of the school day.

What do I do if my child is going to miss school due to an appointment/event?

Write a note in the student's journal for the attention of the Year-head or contact the office by phone or email.

What do students do if they forget their locker key?

Students should report this to the office and or the caretaking staff who will arrange for the locker to be open. We encourage students to be organised and to ensure they have all their equipment, books and locker key organised each evening for the following school day.

If a student loses their locker key they will have to pay a fine to have the lock replaced and a new key issued.

What do students do if they feel ill?

Please be vigilant in not sending your son/daughter to school if they are sick. If a student feels ill in school, they need to inform their class teacher or Year Head. The student should present at the office and the secretary will then phone home to speak with a Parent/Guardian. It is important that you have access to your own mobile phone during school hours in case of illness or emergency. (Please note that all calls must be made through the school office, students are not permitted to use their mobile phones to contact home directly.) For student welfare reasons it is very important that every student signs out before leaving the school and parents/guardians collect students from the school.

Can I come to the school to see a Teacher/Year Head/Deputy/Principal?

You must first schedule an appointment to see any of the above. We cannot facilitate a meeting without prior arrangement. To make an appointment to see a member of staff please phone the office or email.

Who do I speak to if my child is having problems in school?

The Year head is the first port of call. From there, he or she will defer to or liaise with the class teachers, pastoral care team, SEN team, Deputy Principal or Principal if necessary. If you wish to receive a phone call from any of the above or to make an appointment, please phone the office or by email.

What if my child wants to change subjects and/or class teacher?

Requests for subject changes must be made in writing or email to the student's year head. There are cut-off points at the beginning of the school year for students changing subjects. If it is possible to facilitate it will be arranged.

How do I access my child's school exam reports?

Reports are available online through the school's communication platform VS ware. Access is through the school website www.ballyhauniscs.ie.

Usernames are sent to parents/guardians by text. Passwords can be set/reset when logging on with a valid username.

What happens if my child comes late to school?

Students who arrive late to school should report to the Main office to be registered as Late. Please provide a note in the student's journal explaining why your son/daughter is late to school. We encourage student to be punctual and to arrive to school by 8.50am to allow time to visit the lockers and arrange

their books for the day. Please encourage and support good time keeping with your son/daughter.

How do I find out about important dates in the school year (e.g. mid-term break etc.)?

The school calendar is available on our school website at www.ballyhauniscs.ie.

How does the school get in touch with me?

The school contacts parents/guardians through the student journal, by text, phone and post.

I am having difficulty using Way2Pay online payment system to pay for a school-related activity, what should I do?

The schools use Way2Pay online payment system to collect Admin fees / book rental /exam fees and other payments due throughout the school year. A link is sent to the parent/guardian's mobile phone number - this is the number given by you on your child's Enrolment form to be used for correspondence.

If you have any issues with the WAY2pay system, please contact the school by phone or email for support on how to use the online payments system.

(Note: if you change your mobile number at all throughout your child's time in BCS, you must inform the school office so that the office staff can amend the records. It is important that we have the correct contact details for Parent(s)/Guardian(s) in case of emergency).