

8<sup>th</sup> September 2022

Dear Year 7 Parents/Carers,

I would like to start by thanking you all for your patience during the first week of term. We have been experiencing network and connectivity issues almost daily since we have returned from the summer which have prevented us from being able to set up some of our systems for new starters. These factors have all been beyond our control, and we have been working tirelessly to resolve them as quickly as possible.

I am also aware that a lot of information has been sent home to you in this first week. There is always a lot to share at the start of the year, especially for new students, and I would like to assure you we endeavour to streamline our communications as much as possible once we have settled into the term.

### **ParentPay**

This is one of the systems we have been struggling to get set up due to the technical issues of the week. We are hopeful that this is almost resolved now and that login details will come home as paper copies with students before the end of the week.

In the meantime, Sodexo have very kindly agreed to extend the free lunch period for Year 7 students to include tomorrow. This means all students will be able to access a meal from the Diner again tomorrow free of charge. Please be advised there will be no voucher issued for this but will be logged by the Diner team.

Once your login details come home, please ensure you sign in over the weekend and top up your child's account, if required, before Monday. Once your child has dinner money on their ParentPay account they will be able to access the Diner at break and lunchtimes as they wish.

If you have any issues in accessing your child's ParentPay account over the weekend, please contact [Nancy.Camisa-Bundy@oasiscoulsdon.org](mailto:Nancy.Camisa-Bundy@oasiscoulsdon.org) who will be able to help you on Monday. If you need money on your child's account for Monday and cannot get on to top up, we can also arrange a loan to be put onto your child's account with the amount loaned then deducted when you top up their dinner money.

We will never let a student go hungry, but we need them to tell us if there is an issue at lunch and not wait until service has finished. Please make sure your child knows that if they are unable to purchase food then they should go to Student Reception straight away (at break of lunch) who will help them.



**Principal – Ms Catrin Green**

Homefield Road, Old Coulsdon, Surrey, CR5 1ES  
Tel: 01737 551 161. [www.oasisacademycoulsdon.org](http://www.oasisacademycoulsdon.org)

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### MCAS

Login details have now all been sent home. You should be able to access this system where you can view your child's timetable, attendance and behaviour details, among other things. If you are still experiencing difficulty in accessing your account please email [Carolin.Leeson@oasoscoulsdon.org](mailto:Carolin.Leeson@oasoscoulsdon.org) who will be happy to help.

### Lockers

Locker numbers have been issued to all students, and Mentors are working on helping students access their lockers. All Year 7 lockers are located in the Diner, and so this process needs to be done one or two groups at a time so as not to congest the area. Therefore, if your child has not yet been shown their locker please do not be concerned, this will happen shortly.

### iPads

There has been significant delays to deploying iPads to our Year 7s this year due to a number of factors, including network issues impacting the ability to set up the student accounts, as well as order and delivery issues for chargers to go with iPads.

Staff are aware of these delays and have not planned lessons around the access of iPads for students.

We are very sorry for this delay, and we will keep you updated with developments.

Year 7 have made a tremendous start to the year, and I have been especially impressed with how supportive they have been of each other as they settle in. Thank you again for your support and patience, and should you have any queries please do not hesitate to contact with your child's Mentor in the first instance.

Yours sincerely,

Ms C Green  
Principal



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