



John Ball Primary School

Southvale Road · Blackheath · London SE3 0TP
Telephone: 020-8852 1601

Acting Headteacher:
Business Manager:
E-mail:

Ms Julia McCrossen
Mrs Julie Joyce
admin@johnball.lewisham.sch.uk

John Ball School is fully committed to safeguarding all pupils

How Arbor Works


The Arbor system allows parents/carers to update/edit the information that the schools holds on your child/ren, this is located on the left hand side once you have logged in. Below is an explanation of each section and some do's and don'ts.

Quick Actions

Currently as a school we are not using this section fully, as we are slowly migrating functions onto Arbor. However the Report Card function will not be used by the school as we use a different system for reporting.

View Student Details (green box)


If selected, this section will allow you to add or update information we hold for your child/ren i.e name, DOB, nationality etc. You can also add any additional/emergency contacts who are able to collect your child if you are unable to.

To add a new piece of information to the profile click on the green  ADD button that is located on the grey banner on each main heading within this section.

Once in this section you may see a notice section at the top of the screen. This section flags any missing information we hold for your child/ren i.e no hearing/vision details held.

Below are the sections listed:

- **Students details** = name, DOB, gender, religion etc. Please note Service child means that the parent/s are in the armed forces
- **Student contact details** = Who the student lives with. Please **DO NOT** add any address details here as the system has already noted that the child lives with mum or dad or both
- **Family, Guardians & Contacts** = Parents/carers of the child and who is allowed to collect the child if mum or dad were unable to do so
- **Mode of Travel to School** = How the child gets to school i.e walk, bus etc

To update any of fields listed above click on the grey arrow  located at the end of the line.

Meal Preferences & Dietary Requirements

This section lists their meal option at lunchtime i.e packed lunch or school dinner. School dinner is recorded as 'meal hot'. Please **ONLY** use this to add dietary requirements which are for **MEDICAL** or **RELIGIOUS** reasons. If your request in either medical or religious and it is a preference, your request will be rejected.





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Previous Schools

If you would like to update us with the previous school/s your child attended, please contact the school office and ask to speak with Vikki who will update this on your behalf. Any requests that are put through Arbor will be rejected.

Medical

Please only update any medical conditions or allergies that your child has. To update the Dr or surgery please contact the school office.

This now concludes the headings listed under View Student Details, we will now look at the remaining front screen when you log into Arbor.

Guardians of (child's name)

This will list the name of the parents and also anyone who can collect the child on the parent's behalf. You can click into your profile to update telephone number, address, email etc. Please do not update preferred method of contact. The school's preferred method of contact is email. Any updates to the preferred method of contact will be rejected.

Notices / Agenda

This displays your child's school day. These are the academic year school dates and do not reflect dates for clubs or for new children starting school in September as there dates are staggered.

If you encounter any problems using Arbor please contact the main school office

