



**Central Academy**

The best in everyone™

Part of United Learning

## **Arbor App**

Your Arbor account is set up and ready to go. To sign into your account, you just need to set a password. You can do this by going to [login.arbor.sc](https://login.arbor.sc), clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is the contact email address that we have on record for you (the same one we have sent this letter to you with).

**After you have set up your account with a password and are signed in, please download the Arbor App onto your phone and sign into it with your email address and your newly created password. This provides a convenient way to access your child's information and helps the school communicate better with you through App notifications.**

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact school Reception.

### **Using the Arbor App during the day:**

The App is currently set up to show you: Positive behaviour logs; Negative behaviour logs; Attendance details; and your child's timetable. There are a range of different behaviour types on the system and it is important to note that the App does not show you the specific detail of the negative behaviour log. Our negative behaviour types are grouped into:

- Severe
- Bullying
- Around School
- Removal
- Low Level Disruption

#### **Severe:**

Any logs that come through on the App will be followed up with a phone call. These will often be made by the member of staff that issued the log. However, in some cases, a member of our Pastoral Team will call.

#### **Bullying:**

Please be aware that sometimes your child may have been witness to an incident and are not necessarily the victim or offender. All bullying incidents are followed up with phone calls.

#### **Around School:**

If the log is made before 2 pm, your child will have an after-school detention until 4 pm on the same day. If a log is made after 2 pm, the detention is completed on the following day

#### **Removal:**

The member of staff issuing the removal will call to offer more details around the incident.

#### **Low Level Disruption:**

No phone call is made following these logs. However, if your child continues to receive low level disruption logs, someone from the Academy will be in touch to discuss further.



**Central Academy**

The best in everyone™

Part of United Learning

**Any mention of 'other' behaviour types:**

Sometimes, a certain behaviour does not meet a specific type. On these occasions, staff will log as: Severe (Other); Around School (Other); and Low Level (Other.) A phone call will always follow these logs in order to provide further detail.

**Future Communication:**

As we begin to move towards the beginning of the 2021-22 academic year, we will gradually move from sending text messages and emails for some communication. Instead, we will begin to use in App messages.