



Twickenham
PRIMARY ACADEMY

Parent Handbook
2025 - 2026





Twickenham PRIMARY ACADEMY

TPA TOP TIPS FOR PARENTS

01

Absence & Lateness Reporting

Contact the school on **0203 0196 196** no later than **8am** and press **option 1** to leave a voicemail. All absences **MUST** be reported **DAILY**.

02

Pick up Arrangements

You must notify the office by phone or email the office at: **office@twickenhamprimaryacademy.org** by 2.30pm for alternative pick up arrangements.

03

48hr Rule - Stomach Bugs

If your child has a bout of vomiting or diarrhoea they must remain at home for 48hrs from the last bout of sickness.

04

Medication

Never send your child to school with medication and not report it to the office. Only prescribed medicine is permitted and a form must be completed in the school office. Cough sweets and other non-prescribed medicine are prohibited.

05

Registers Close at 09.00!

Our drop-off time is between 8.30 - 9.00am. Arrivals from 09.01 onwards are marked on the register as a late mark (L). Late arrivals are disruptive to the class so please ensure you arrive before 9am.



AUTUMN TERM 2025	
Monday 1 st September	School Closed – INSET Day
Tuesday 2 nd September	School Closed – INSET DAY
Wednesday 3 rd September	All pupils return from 08:30 am - 09:00 am registration
Monday 27 th October – Friday 31 st October	Half Term
Monday 3 rd November	School Closed – INSET Day
Tuesday 4 th November	All pupils return from 08:30 am - 09:00 am registration
Thursday 18 th December	Term ends at 12:00 pm – no lunch for pupils

SPRING TERM 2026	
Monday 5 th January	School Closed INSET Day
Tuesday 6 th January	All pupils return from 08:30 am - 09:00 am registration
Monday 16 th February – Friday 20 th February	Half Term
Monday 23 rd February	All pupils return from 08:30 am - 09:00 am registration
Friday 27 th March	Term ends at 12:00 pm – no lunch for pupils

SUMMER TERM 2026	
Monday 13 th April	All pupils return from 08:30 am - 09:00 am registration
Monday 4 th May	MAY DAY BANK HOLIDAY
Monday 25 th May – Friday 29 th May	Half Term
Monday 1 st June	All pupils return from 08:30 am - 09:00 am registration
Friday 17 th July	Term ends at 12:00pm – no lunch for pupils.
Monday 20 th July	School Closed INSET Day

The School Day:

We operate a soft start where children can arrive to school from 08:30 up until 09:00 (Registration)

Year group	Finishing Time
Reception	15:30
Year 1	15:40
Year 2	15:45
Year 3	15:50
Year 4	15:55
Year 5	16:00
Year 6	16:00

Arriving and Leaving:

The school gates will open at 08:30am. Pupils will make their way into school and then into class independently.

Staff are located in these main areas during drop off:

- The main school gate
- The glass doors in front of the foyer

The staff will be happy to assist you in any way they can, but we ask you do not go up the stairs for safeguarding purposes.

We ask that you are punctual and that pupils are on time and ready for learning. All pupils need to be in class by 09:00 am for registration.

The school gate is shut at 09:00 am.

At the end of the day, the gate will open at 3:30 pm ready for dismissal. Pupils will be dismissed according to their year group and table above.

Collection:

If a child is being picked up by a different adult to their normal arrangement, you must inform the school office by 2:30 pm. Please email office@twickenhamprimaryacademy.org with the person's details and a photo and we will give you a password for them to give to the teacher / adult on collection.

Uncollected Children:

If a child is not picked up at the end of the school day – they will be taken to the school office. The school will ring parents and the emergency contacts. If the school cannot make contact with parents or the emergency contact by 5:30 pm then the school will ring social services and the police.

SEN / Medical / Dietary:

Please complete the online form with as much detail as possible. It is vitally important that parents disclose to school any and all learning, medical or dietary information where this has been diagnosed or under assessment by any medical or educational professional, along with supporting evidence to school. Where appropriate further information may be required and a risk assessment conducted and put into place to support any diagnosis. It is essential that parents inform the school, in writing, if any of these details change.

If a pupil feels unwell, they should let their School office / Class Teacher know, who will assess the situation and make a decision whether the child is well enough to be in class, requires rest or needs to go home. Parents will be telephoned if their child has to be collected.

Uniform:

Uniform Transition

From September 2024 Twickenham Primary Academy has undergone a two year school logo phase out period by replacing the shield to the Omnia emblem. The logo transition period will be complete by September 2026. After this time, the shield logo will no longer be accepted as school uniform.

Uniform items affected by the logo transition are:

UNIFORM ITEMS
V-Neck woollen jumper – Omnia Logo
woollen Cardigan – Omnia Logo
Branded P.E top (dry-fit) – Omnia Logo
P.E Sweatshirt – Omnia Logo
Blazers (Year 5 & 6) – Omnia Logo Only available to buy from September 2026 onwards.

PE Kit should be worn for certain extra curricular sporting clubs specified by the club leader.

Uniform Suppliers

Our uniform can be ordered and purchased from Stevensons. They have a shop in Twickenham on Heath Road and they have an online ordering facility. Items that can only be purchased from Stevensons are clearly marked. Parents/carers may purchase other items from different suppliers if they prefer to do so.

Jewellery

On health and safety grounds, we do not allow children to wear jewellery to school (except for small studs and a simple watch). For PE no jewellery can be worn. Where piercings are still healing, within the advised 6 weeks period and a pupil is unable to remove their earrings, the pupil will not actively participate in the lesson. Parents are encouraged to actively work with school in helping to minimise disruption to the physical education curriculum. Parents can help by ensuring that school guidance

on jewellery is adhered to. We would advise that if children are having their ears pierced that they do this at the beginning of the summer holidays.

We do not accept smart watches at TPA. Children are welcome to wear simple watches but must have no connections to the internet / mobile phone and not of high value. The school will not take responsibility for the loss of watches. This is worn at their own risk.

The full Uniform policy can be viewed on our website under the policies section.

Uniform List:

Reception, Year 1 and Year 2	
Winter Uniform Options	<p>Purple knitted jumper (with Omnia logo) White polo Navy trousers Short navy socks</p> <p>Winter Dress Options: Purple cardigan (with Omnia logo) White polo Navy pinafore <i>or</i> navy trousers Navy tights Long navy socks</p>
Summer Uniform Options	<p>Purple knitted jumper (with Omnia logo) White polo Navy shorts Short navy socks</p> <p>Summer Dress Option: Purple cardigan (with Omnia logo) Purple check dress White socks</p>
PE	<p>PE purple T shirt cotton <i>or</i> dry – fit with Omnia logo PE Sweatshirt (with Omnia logo) Navy shorts or jogging bottoms or leggings</p>
Shoes	<p>Black shoes (boys and girls) Trainers for PE or Plimsoles for indoor PE</p>
Outerwear	<p>Plain jacket/coat in either Purple, Navy or Black.</p> <p>Optional (from Stevensons): Purple ski jacket Navy light rain coat</p>
Additional items	<p>House T shirt: Gandhi (red), Pankhurst (green), Parks (yellow) <i>or</i> Shackleton (blue) Navy winter hat</p>



	Navy winter gloves Navy winter scarf
Hair	Plain navy or purple hair ribbons, bands or clips
Yellow Highlight = Compulsory item that needs to be purchased from Stevensons	
All other plain items can be purchased from other retailers of your choice.	

Year 3 and Year 4	
Winter uniform options	<p>Purple knitted jumper (with Omnia logo)</p> <p>White school shirt</p> <p>Navy and purple striped tie</p> <p>Navy trousers</p> <p>Short navy socks</p> <p>Winter Dress Option:</p> <p>Purple cardigan (with Omnia logo)</p> <p>Navy and purple striped tie</p> <p>White school shirt</p> <p>Navy pinafore or skirt</p> <p>Navy tights</p> <p>Long navy socks</p>
Summer uniform options	<p>Purple knitted jumper (with Omnia logo)</p> <p>White school shirt</p> <p>Navy and purple striped tie</p> <p>Navy shorts</p> <p>Short navy socks</p> <p>Summer dress option:</p> <p>Purple cardigan (with Omnia logo)</p> <p>Purple check dress</p> <p>White socks</p>
PE	<p>PE purple T shirt cotton <i>or</i> dry – fit with Omnia logo</p> <p>PE Sweatshirt (with Omnia logo)</p> <p>Navy shorts or jogging bottoms or leggings</p>
Shoes	<p>Black shoes (boys and girls)</p> <p>Trainers for PE or Plimsoles for indoor PE</p>
Outerwear	<p>Plain jacket/coat in either Purple, Navy or Black.</p> <p>Optional (from Stevensons):</p> <p>Purple ski jacket</p> <p>Navy light rain coat</p>



Additional items	House T shirt: Gandhi (red), Pankhurst (green), Parks (yellow) or Shackleton (blue) Navy winter hat Navy winter gloves Navy winter scarf
Hair	Plain navy or purple hair ribbons, bands or clips
Yellow Highlight = Compulsory item that needs to be purchased from Stevensons	
All other plain items can be purchased from other retailers of your choice.	

Year 5 and Year 6	
Winter uniform options	<p>Purple knitted jumper (with Omnia logo) Navy Blazer Navy and purple striped tie White school shirt Navy trousers Short navy socks</p> <p>Winter Dress Option: Purple cardigan (with Omnia logo) Navy and purple striped tie White school shirt Navy pinafore or skirt Navy tights Long navy socks</p>
Summer uniform options	<p>Purple knitted jumper (with Omnia logo) Navy Blazer Navy and purple striped tie White school shirt Navy shorts Short navy socks</p> <p>Summer dress option: Purple cardigan (with Omnia logo) Purple check dress White short socks</p>
PE	<p>PE purple T shirt cotton or dry – fit with Omnia logo PE Sweatshirt (with Omnia logo) Navy shorts or jogging bottoms or leggings</p>

Shoes	Black shoes (boys and girls) Trainers for PE or Plimsoles for indoor PE
Outerwear (optional)	Plain jacket/coat in either Purple, Navy or Black. Optional (from Stevensons): Purple ski jacket Navy light rain coat
Additional items	House T shirt: Gandhi (red), Pankhurst (green), Parks (yellow) or Shackleton (blue) Navy winter hat Navy winter gloves Navy winter scarf
Hair	Plain navy or purple hair ribbons, bands or clips
Yellow Highlight = Compulsory item that needs to be purchased from Stevensons	
All other plain items can be purchased from other retailers of your choice.	

Jewellery, Hair and Make-up

Children are not allowed to wear jewellery to school, except for plain studded earrings. Hair ribbons, bands and clips must be purple or navy, no cat ears please. Pupils must not wear make-up and nail varnish is not permitted.

Lost property:

All uniform should be clearly named. Any lost items including sports kits will be put into the lost property box in the school foyer. At the end of each half term, any unclaimed items will be given to the PTA as part of our second hand uniform stock or disposed of.

Care of property:

Personal items should not be brought into school especially toys, trading cards, mobile phones, fit bits etc. unless it has been requested for learning or walking home. If pupils are requested to bring in money for a bake sale or a fundraising event then they will be told in advance.

Unfortunately, the school cannot accept responsibility for loss or damage of any sums of money or valuable items.

Walk Home Alone / Mobile Phones:

Parents of children in Year 5 and Year 6 may request their child walk to / from school alone. Children in Year 5 and Year 6 may bring a mobile phone if parents feel that this makes walking independently

safer. Please email the school office on office@twickenhamprimaryacademy.org for a consent form. Only children with this consent may bring a mobile phone to school. An adhoc request for a child to walk with another pupil who has consent can also be requested.

Lunch:

A healthy hot meal is provided on a daily basis including a vegetarian option plus a small healthy pudding or piece of fruit. We do expect pupils to know how to use a knife and fork and how to sit at a table. **Please inform the school office of any dietary requirements via the online form and provide supporting documentation for allergies to be reviewed.**

Currently all children are entitled to a free school meal. Bookings can be made via iPayimpact. This will enable you to book for the entire half term or up to 24 hours before. Should a meal not be booked, please provide a packed lunch or inform the office.

Nuts:

Please note the school is nut free. This includes all food brought into the school. If a child brings in an item that contains nuts then this will be taken from them.

Snacks:

Please provide a nut free snack for your child for morning breaks. Snack boxes should contain healthier items and no sugary cakes, chocolate, sweets or crisps. We do monitor these daily. Below are acceptable snacks:

- Fruit and vegetables (please cut up and peel whole large items e.g. apples and satsumas; grapes should be cut in half for children in Reception and KS1)
- Brown bread, bread/roll and butter (or a spread)
- Corn and rice cakes, raisins, cheese, pitta bread

Please also provide a named water bottle.

Birthdays:

Please do not send in cakes or sweets for your child's birthday. We kindly ask that you donate a book to the library instead, and the school will put a donation label in from your child. Please drop the book off into the school office if you choose to make a donation.

Educational Visits:

Pupils take part in three educational trips or visits each year. Parents are given information regarding these trips well in advance. For most trips there is a charge which is a voluntary contribution, however, if parents do not pay, the trip may be at risk of being cancelled. In your pack you will find a consent form for local visits which you should complete. You will need to notify the Class Teacher or the School Office if you do not want your child to attend a trip. A full and detailed risk assessment is carried out for all trips prior to any visit. The school's policy regarding Educational Visits is available on the website. For all other educational visits, consent forms and payments will be made online only via your Arbor account.

Curriculum:

At Twickenham Primary Academy, we strive to ensure that all children are given a curriculum which is relevant broad and balanced, promoting their emotional, social, physical and intellectual needs. We create a stimulating and inviting learning environment where all children's interests and learning are built upon. We wish for all our children to feel safe and secure in their environment, developing self-confidence, independence, self-esteem and an eagerness to learn. We aim to work in partnership with parents, carers and families, promoting the very best relationship to support learning.

We actively promote British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs to prepare our pupils for life in modern day Britain. We also provide opportunities for our pupils to learn about the contribution of Britons to innovation, excellence and changes in the world.

All pupils learn one foreign language from Reception class. At TPA, our language is Spanish. Learning languages at young ages not only has proven benefits for cognitive development, but also offers our pupils a competitive advantage when they are older.

Additional curriculum time is afforded by the length of the school day (8:30am-3:30pm) for Reception children increasing slightly each year to 4pm by year 5. The longer day ensures that the important and enriching subjects such as languages, PE, music, art, independent learning projects and response to feedback and self-improvement targets is possible without compromising a focus on high academic outcomes in core subjects. A truly enriched and enriching education is offered to the pupils.

Wrap around Care:

Our breakfast club runs from 7.45am - 8.30am £4.00 per day including breakfast

Our breakfast club is led by our dedicated teaching assistants. Your child will have a choice from our healthy breakfast menu (served until 8:15am) and will be able to play and interact with their friends in a safe and familiar environment. Bookings are available to all parents to book online via Arbor up to 30 minutes before the breakfast session starts.

Our afterschool care is provided by Junior Adventure Group and will run from 3:30pm - 6pm

Operated from the school premises Junior Adventure Group's Ofsted-registered after school clubs offer fun and affordable childcare delivered in a safe and supervised environment by qualified staff. Further information is available on our website: www.twickenhamprimaryacademy.org.uk/wrap-around-care/

Arbor:

The school uses Arbor as our main form of communication to parents for Newsletters, Parents Evening, school or class information as well as a parent pay system and club bookings. Arbor allows parents to book and pay for lunches, school trips, breakfast club, school events, swimming and extracurricular clubs. An account will be setup for both parents at an appropriate time and we would recommend that you activate both accounts and also download the Mobile App.

Absence Procedures:

It is important that your child attends school every day.

Lateness:

Pupils need to be in school by 09:00 am for registration. If your child arrives after 09:00 am, they will receive a late mark (L). If your child arrives after 09:30 am, they will receive a 'U' code (missed session) on their registration certificate which will impact on their overall attendance percentage. If you know that you are going to be late, **please ring the school office on 020 3019 6196 and press 1 to inform us of your child's full name and class and reason for lateness** so we can inform the class teacher.

Absence:

If your child is unwell, please ring the office by 08:00 am **and press 1 to inform us of your child's full name and class and reason for absence**. Depending on the illness the school office will advise on how long, if any, time needs to be taken off. If your child's attendance falls below 90%, all further sickness will be recorded as unauthorised unless a medical note or proof of prescription is provided.

Whilst your child is unwell, we do ask that you update us regularly to give the school an indication of when your child is likely to return and where possible provide medical evidence.

Appointments:

The school asks that you refrain from taking your children to appointments during the school day. However, in exceptional circumstances the school will authorise an appointment providing that sufficient evidence is presented to the school office in advance.

Holidays:

In line with DFE guidance, the school does not authorise any holidays during term time.

General Attendance Guidelines:

We wish to work in partnership with parents and carers and so are seeking your full support in ensuring that your child attends the school every day and on time. We are always pleased to work together with parents/carers in resolving any difficulties but we are also committed to ensuring that attendance levels are high at Twickenham Primary Academy.

We expect a minimum of 97% attendance from all pupils. If your child's attendance falls to 95% this is a cause for concern, and if it is at 93-94.9% there is a risk of underachievement. Even within the Reception classes, children are learning something new every day and this is not always very easy to catch up.

Regular attendance is not just a legal requirement, it is a vital element in order for children to maximise their learning and achieve their full potential. There are a number of important steps you can take to ensure your child maintains a high level of attendance:

- Ensure the school has up to date addresses and phone numbers. We will contact you by phone if your child is absent and you have not contacted the school.
- If your child is ill, contact the school on a daily basis.

- If no contact is received regarding the absence, it is recorded as unauthorised. Ultimately the school is responsible for deciding if the absence is acceptable or not.
- Only genuine absences will be authorised. You will be asked to provide medical evidence if your child has a poor attendance record (below 90 %).
- Ensure that medical appointments are made outside of school time where possible.
- Avoid trivial absence such as 'buying new shoes', haircuts or birthday treats. These would not be accepted as reasonable absence and will be treated as truancy.
- Holidays should not be taken in term time and will not be authorised.

Safeguarding:

At Twickenham Primary Academy we take the safety of our children extremely seriously. All staff are trained in safeguarding procedures annually and the children have regular lessons, as part of the well-being programme, on how to keep themselves safe both in and out of school. The Designated Safeguarding Lead is Miss Erin (Principal). In the event of serious safeguarding concerns, the school has the right to contact, with or without parents' consent, SPA (Single Point of Access) at the London Borough of Richmond. SPA may involve other agencies in these discussions. The school will keep parents informed, where appropriate, however please remember that the school will follow guidance given by SPA and the other agencies. Please see the school's Child Protection Policy on our website.

Photographs / Video Recordings/Social Media:

Images of the school, pupils and staff may not be circulated or posted in the public domain (e.g. by email, on social networking sites e.g. X, Instagram, or on YouTube etc.) by parents. The school has its own X account on which photos and videos are posted by staff. Please ensure there is no tagging of children's names on social media. Pupils are made aware of their responsibilities in this regard through the e-safety curriculum. From time to time the school will use un-named photos of pupils for bona fide promotional purposes e.g. newsletters, prospectus, etc. Likewise, photos, video clips, children's work will be published on our school website and Twitter. There is a consent form which will allow you to inform the school of your wishes with regards to the use of photos/video clips or for your child's name to appear on our website.

Assemblies

Monday (09:00 am)	KS2 Assembly
Wednesday (09:00 am)	EYFS and KS1 Assembly
Friday (09:00 am)	Whole School Celebration assembly, values and achievement awards.

Behaviour:

At Twickenham Primary Academy, we expect everybody in our community to treat one another with respect and courtesy at all times. You will find a copy of our Behaviour Policy on our website which outlines the systems in place for promoting good behaviour, anti-bullying and exclusions.

We only have three rules at TPA and expect these to be followed at all times:

- Follow instructions with thought and care
- Show respect and good manners at all times
- Care for everyone and everything

If you have concerns about another child behaving inappropriately with your child, please inform your child's class teacher and allow the school to deal with it rather than dealing with it yourself.

The behaviour of adults is as important to us as the behaviour of the children. We expect adults in school to behave with respect and politeness. This includes parents – Twickenham Primary Academy expects parents to be respectful and polite to staff and children. If any parent behaves in a threatening manner (verbal or physical) to a member of staff or a pupil, they will be at risk of not being allowed on school premises.

Communication:

Twickenham Primary Academy has an open-door policy and encourages strong links between staff and parents.

If parents have any concerns about their child at school, they should first speak to the Class Teacher. Informal meetings can usually take place at the end of the school day, but occasionally, due to time constraints and other commitments, it may be necessary to make an appointment. If parents feel the concern has not been adequately dealt with by the class teacher, then do please ask to see a member of the Senior Leadership Team. The Principal will be happy to see you if you make an appointment via the school office. Should you wish to speak directly, although for matters relating to your child, the Class Teacher should be the first point of contact.

Your child will receive a reading record book once they start to bring reading books home. This can also be used for short messages to the teacher. For administrative matters, the School Office is the main contact. The school produces a weekly Newsletter on Fridays containing details of forthcoming events, class news, celebrations and any general information regarding the school. It is sent out at the end of the week. Most letters and notices are sent home to parents via Email/Arbor. We endeavour to keep paper consumption to a minimum. Parents are asked to notify the School Office immediately in writing of any change of address, email address or telephone number.

Parent / Teacher Meetings:

Parent / teacher meetings for each year group is held twice a school year, during the Autumn and Spring term plus an additional **optional** meeting towards the end of the school year. You will receive dates of Parent / teacher meetings in the key dates and invitations to book via your Arbor account.

Reports to Parents:

Parents will receive three written reports – one at the end of each term.

Governance:

Omnia Learning Trust Governance Structure

The Omnia Learning Trust is an educational charity with Academy Sponsorship status, approved by the Department for Education and established to deliver high-performing free schools and academies. Our people are education experts with many years of experience in their chosen specialism. We provide support for new schools and academies, creating exceptional learning environments and delivering high-quality education.

The Trust consists of Members, Directors and Governors. The Members delegate oversight and accountability to the Board of Directors and the Governors assist the Directors at local school level. The Board oversees all the schools in the Trust.

Members are independent professionals who determine the vision and values of the Trust.

Directors (also called Trustees) are made up of the Trust CEO and independent professionals who oversee the quality of performance of the Trust.

Governors are staff, parents and community members and represent each school in the Trust.

Working Together

Working together is a strength which delivers an excellent academic and enriching education in OLT schools.

Omnia Learning Trust schools collaborate at every level to ensure the best quality education possible for all pupils in every school. Staff expertise, resources, workshops and a friendly, supportive and honest relationships exist between the schools. School leaders benefit from professional support and challenge from the Director of Education, as well as from the other principals in the trust.

At the heart of our curriculum is the wish for pupils to fully engage, enjoy and understand their learning experiences; working with the teacher and their classmates to stretch their abilities whilst developing resilience and perseverance by responding to constructive feedback from their teachers and peers. The Trust schools expect this level of commitment from all staff leading to a highly reflective and effective workforce ensuring that all pupils have stimulating and successful teaching and learning experiences.



Parent, Teacher Association (PTA):

The PTA are a group of parent volunteers who spend their free time organising fundraising events for the school so that further educational resources can be purchased.

How can I make contact with the PTA?

You can contact the PTA via email pta@twickenhamprimaryacademy.org. The PTA welcome any queries or comments that you may have.

Fire Alarm:

In the event of a suspected fire emergency, the alarm will sound and pupils will be led quickly and in silence to designated assembly places to gather, where a register will be taken. Fire notices/exit routes are posted up in classrooms.

Lock Down Procedures:

In the event of a major incident, the school may be required to follow lock down procedures to ensure the safety of all pupils and staff. If the school is in lock down mode at the start or end of the day, parents will be informed via email.

Thank you for taking the time to read through the Handbook, please feel free to contact the school office at office@twickenhamprimaryacademy.org with any questions you may have.