RAINHILL
HIGH SCHOOL

FRIDAY 16TH OCTOBER 2026

PARENT & PUPIL NEWSLETTER

WWW.RAINHILLHIGHSCHOOL.ORG.UK

ST. HELENS
SECONDARY SCHOOLS

ALL STARS AWARDS
2026

OUTSTANDING RECOGNITION

We are incredibly proud of our students who represented Rainhill High School at the **St. Helens Secondary Schools All Stars Awards 2026.**

1
CATEGORY WINNER

2
RUNNERS-UP
ACROSS OTHER CATEGORIES

IN PURSUIT OF EXCELLENCE

RAINHILL HIGH SCHOOL

PARENT & PUPIL NEWSLETTER

Friday 16th October 2026

Dear Parents and Pupils,

Good afternoon, and welcome to this week's newsletter.

This week we were pleased to welcome Vibe Outdoors into school on Thursday afternoon to deliver an engaging Duke of Edinburgh training workshop for 36 of our Year 10 pupils as part of our Character Curriculum. The workshop helped pupils build valuable skills such as teamwork, communication, and self-confidence ahead of their expedition next weekend. We would like to thank Vibe Outdoors for such a productive afternoon.

A huge thank you to our alumni who returned to RH6 at our Open Evening to share their experiences, advice and fond memories with our current pupils. Our alumni highlighted many benefits of continuing their education after Year 11 at RH6 which included smaller class sizes, supportive relationships with teachers and greater independence. It was wonderful to hear about the exciting paths our alumni have taken since leaving Rainhill and the lasting impact their time here has had. You can read more about our alumni's career paths on page 4.

On Tuesday evening we had the pleasure of attending the St Helens All Star Awards, where we celebrated pupils from across the region. It was an inspiring evening, and we are incredibly proud of our Rainhill pupils who were nominated. More details can be found on page 3.

A big well done to all Year 11 pupils on their start to LP exams this week - attendance and effort have been strong. It is clear from seeing them around school how hard they are working; their attitude completely reflects the school's values. With exams continuing next week, it is important that pupils maintain this fantastic effort, stay focused and continue to prepare thoroughly. Every lesson, revision session and extra bit of effort makes a difference. Keep pushing yourselves and stay positive.

Finally, as we approach the end of this half term, please help us finish strongly by ensuring your child attends school every day they are well enough to do so, including our final day on Friday 23rd October. Every day of learning matters, and regular attendance helps all pupils make the most of every opportunity to learn, progress and succeed. Thank you for your continued support.

Have a lovely weekend.

Mrs Thorogood, Principal.

RAINHILL HIGH SCHOOL

PARENT & PUPIL
NEWSLETTER

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NEXT WEEK FOLLOWS THE WEEK A TIMETABLE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
19/10/26	Year 11 LP1 Exams (all week)		KS3 Trip to Yorkshire Sculpture Park		

RAINHILL HIGH SCHOOL CELEBRATES SUCCESS AT THE ST HELENS ALL STAR'S AWARDS 2026

We are incredibly proud to celebrate the achievements of three Rainhill High School pupils who were recognised at this week's **St Helens Secondary Schools All Stars Awards 2026**.

The awards celebrate exceptional young people from across St Helens, recognising their talents, achievements, determination and contributions to their schools and communities.

WINNER – Joseph Stanley | Young Carer of the Year
Joseph received this prestigious award in recognition of his remarkable resilience, compassion and determination. Despite balancing significant caring responsibilities at home with his education, Joseph demonstrated an outstanding commitment to his studies, successfully completing his GCSE examinations and achieving excellent results. His strength of character and positive attitude make him a truly inspirational role model.

RUNNER-UP – Daisy Hatton | Sportsperson of the Year
Daisy was recognised for her exceptional achievements in athletics. A talented and dedicated sprinter, she holds school records in the 100m, 200m and 300m, alongside town records in the 100m and 300m. Her success has also earned her qualification for the English Schools Championships. As Deputy Head Student, Daisy is an outstanding ambassador for Rainhill both on and off the track.

RUNNER-UP – Khiara Denniss | Creative and Performing Arts Student of the Year
Khiara was celebrated for her outstanding contribution to Performing Arts throughout her time at Rainhill. Excelling in Music, Drama and Dance, she has participated in numerous concerts, musicals and showcases. Her creativity, dedication and willingness to support others have made her a valued member of our school community.

Congratulations to Joseph, Daisy and Khiara.

Their achievements reflect our Rainhill values of **Learn, Think, Contribute and Care** and our shared commitment to being **In Pursuit of Excellence**.

We are exceptionally proud of all three pupils and the wonderful example they set for our school community.



ALUMNI RETURN TO RH6 OPEN EVENING

A group of former students recently returned to Rainhill Sixth to take part in an engaging Q&A session, sharing their experiences and highlighting the many benefits of continuing their education after Year 11 at RH6. The event was hosted by our current Arts Leaders Grace & Siena.



The alumni spoke openly about their time at Sixth Form, offering valuable advice and answering questions about life beyond GCSEs at Rainhill. They discussed the advantages of staying on, including smaller class sizes, supportive relationships with teachers with a bespoke approach, greater independence and the opportunity to focus on subjects they genuinely enjoy.

Pupils also heard how Sixth Form can help prepare them for the future, whether that means progressing to university, entering an apprenticeship or moving directly into employment.

Current pupils had an opportunity to gain an honest insight into Sixth Form life from those who had experienced it themselves. Their stories demonstrated that staying on at RH6 is not only about achieving academic qualifications, but also about personal growth, exploring new opportunities and building a strong foundation for the future. Our Alumni spoke fondly of the many theatre trips they had enjoyed during their time with us, and about how much they enjoyed the RH6 New York trip.

Hannah who graduated from LMA with a degree in Musical Theatre is now a giggling local musician who has just finished a stage show contract, teaches baby ballet and dance at a children's musical theatre school.

Jamie graduated from University of the Arts London signed with a casting agent and has recently finished filming for a BBC production coming out next year.

Alice is in her third year at Manchester School of Theatre.

Shaun has just signed a contract with the British Army.

George works in the laboratories at Alder Hay Hospital and regularly auditions and gains contracts for stage shows.

Mia is an English Teacher who was joined by our very own Miss Sharples who is an English and Drama Teacher.

It was a valuable and inspiring session, helping pupils make informed decisions about their next steps and showcasing the many rewards of continuing their education at our Sixth Form.

Thank you to all who attended.

Mrs Renison, Teacher of Performing Arts.

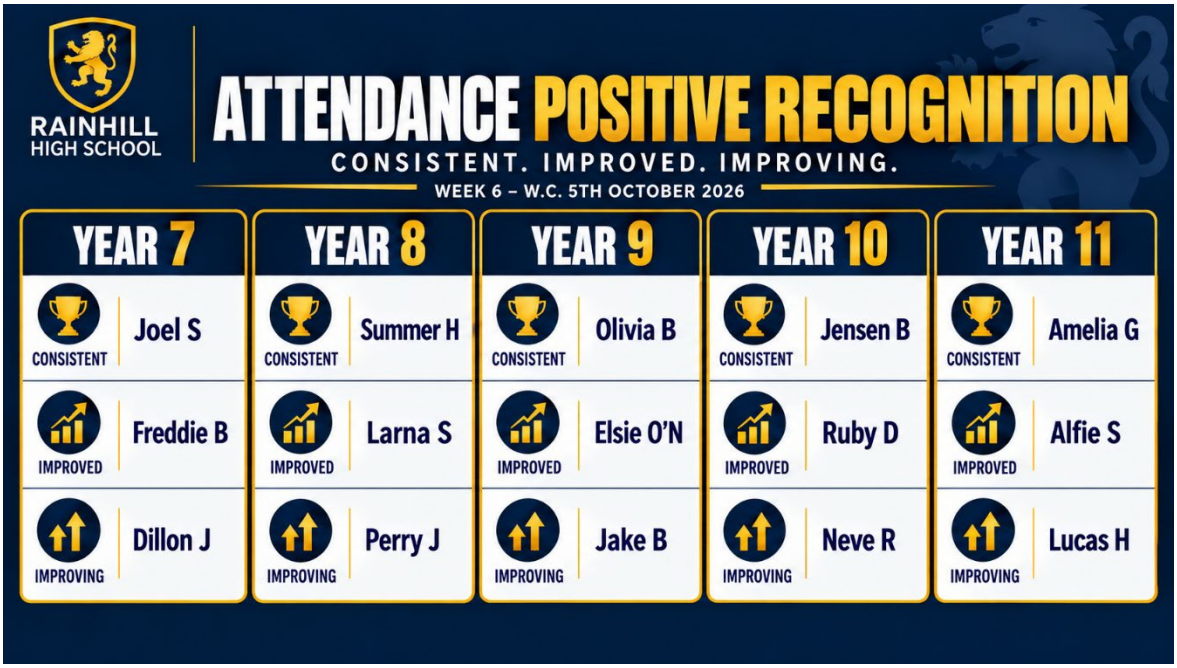
RainhillSixth

CELEBRATING ATTENDANCE

We would like to congratulate our Year 8 pupils for their consistent, improved, and improving attendance. Your commitment to being in school each day shows great determination and resilience. Regular attendance is a key part of your success, and it is wonderful to see so many of you making the effort to be present, engaged, and ready to learn.

Mrs Coxhill, Attendance Manager.





ATTENDANCE - EVERYDAY COUNTS

Well done to our Year 11 pupils, who have shown strong attendance during the first week of their Learning Point assessments. Keep it up.

Following our recent attendance letters sent to all in Week 5 and targeted letters that have been sent this week, please continue to prioritise attendance throughout the final week. Learning continues right up to Friday 23rd October. Please check your child's attendance on Arbor and contact their Year Team or Attendance Team if you need support.

LION AWARDS – OVER AND ABOVE RAINHILL PROFESSIONAL STANDARDS

Congratulations to our Year Team Professional Standards winners of the week

Your dedication, consistency, and commitment to excellence continue to set the standard for what it means to be a Rainhill Pupil. Thank you for upholding our values and inspiring those around you every single day.

Well done to this week's winners below - you should be incredibly proud.

Matthew McK, Harriet D, Mille P, John S, Jessica McK, Noah T, Chloe G, Oscar D, Chloe L and Jamie H.

Mr East, Assistant Principal Culture & Behaviour.



VICE PRINCIPAL WEEKLY SPECIAL RECOGNITION AWARD

Congratulations to our Vice Principal's Weekly Special Recognition Award winners, who have all been chosen as the highest positive points scorers for each year groups 7-11. What a fantastic achievement.

Congratulations to Ewa O, Vanessa A, Jessica F, Ava McG and Ryan L.

Mrs Munro, Vice Principal - Behaviour, Culture, Attendance & Safeguarding.

PE NEWS

Important News: PE Kit

We have been in contact with our supplier, Price and Buckland, who have informed us that all orders that have been placed, but not yet delivered, should be completed and delivered before half term.

There is now far more stock available for order and Price and Buckland do not anticipate another waiting period for orders.

As a result, all pupils will need to be in PE kit, new or old (the house colours) after October half term.

We will no longer be allowing pupils to wear plain black t-shirts.

Plain black shorts/leggings and socks are acceptable.

Mr Wood, Head of PE.



Year 9 Football

A good win for our Year 9 team with an impressive 8-3 score line. Goals from Josh M, Brandon P, Leon M and Jacob L.



Year 10 Padel

Thanks to Soul Padel in St Helens for hosting some of our Year 10 option block pupils. We had a great time and learned a lot about this fast growing sport.



Year 7 Girls Football

On Wednesday our Year 7 girls football team took part in their first football festival. Both teams played 4 games, winning 3 and drawing 1. A huge well done to all involved.

Year 7 Boys Football

A huge well done to our Year 7 boys who took part in their first ever football festival at Ruskin Drive. Both teams played outstanding. Well done to all involved.





Year 8 Girls Football

On Monday 12th October, our Year 8 team played a very strong Calderstones team in the Merseyside Cup. A great effort from our girls who showed great character and resilience but unfortunately were on the wrong end of this result. Special mention to Holly in Year 7 who played up for the team on her first appearance for the school and to Eva, in goal, who made some outstanding saves.

NATIONAL CHILDREN'S BRASS BAND

Congratulations to Eva W, Year 9, who has been reselected for the National Children's Brass Band for 2027 following a successful summer course and concert where she played 1st tenor horn with them.

The band is made up of the best 56 brass players for their age nationally. This is a massive achievement, congratulations Eva.

You can watch the summer concert here.

LIBRARY NEWS

Short Story Writing Competition

Congratulations Logan H, Y11 pupil, on winning the Short Story Writing Competition. Logan wrote a fantastic, creative and imaginative story. Enjoy your prize.

A special recognition to Oliver S in Y8 for his delightful story and characterisation and thank you to all the pupils who took part in the competition, you have really done a wonderful job.



10x10 CHALLENGE

It has been a successful first 5 days of the 10x10 reading challenge, let's get 5 more done.

Pupils have been invited to take part in a challenge to read for 10 minutes each day, for 10 days. Thay come to the library in the morning to read their book, get their 'Reading Passport' stamped and collect a small, sweet treat.

By completing 100 minutes of reading, the pupils enter a draw to win a £10 National Book Token that they can spend on any bookshop.

This challenge aims to help the pupils develop a reading habit and a love for reading for life.

Ms Griffa, School Librarian.

RAINHILL HIGH SCHOOL CELEBRATES NATIONAL ATTENDANCE SUCCESS

We are delighted to share some fantastic news with our school community. Rainhill High School has been recognised with two prestigious FFT National School Attendance Awards for the 2025/26 academic year.

These awards recognise that Rainhill High School achieved attendance figures placing us:

- In the top 25% of ALL FFT secondary schools in England.
- In the top 25% of similar FFT secondary schools in England.

This is a fantastic achievement and reflects the commitment of our pupils, families and staff to ensuring that every school day counts.

Excellent attendance is the foundation of educational success. Being in school every day gives our pupils the best possible opportunity to learn, achieve their potential, develop friendships and make the most of everything Rainhill High School has to offer.

Recognising and Supporting Attendance in 2026/27

As part of our continued commitment to excellent attendance, letters were sent home during Week 5 to recognise and celebrate pupils who had achieved 97% attendance or above. We are incredibly proud of these pupils and thank their families for their continued support in making attendance a priority.

We also sent targeted letters to parents and carers of pupils whose attendance had fallen below the expected level. These letters are intended to highlight concerns at an early stage, encourage improvement and ensure that families are aware of the support available to help pupils attend school regularly.

Finishing the Half Term Strongly – Friday 23rd October

As we approach the end of our first half term, we want to draw particular attention to Friday 23rd October, our final day before the half-term break.

Historically, attendance at Rainhill High School on the final day of term has been lower than on other school days and below national attendance levels. This is a pattern we are determined to change.

We want to be absolutely clear that Friday 23rd October is a normal school day, with the same routines, expectations and high-quality learning as every other day. Pupils will be in lessons, working hard and continuing with their curriculum. There will be no reduction in expectations simply because it is the final day of the half term.

During next week's Character Curriculum sessions and assemblies, we will be reinforcing this message with pupils, highlighting the importance of attending every day, maintaining positive routines and demonstrating our school values right through to the end of term.

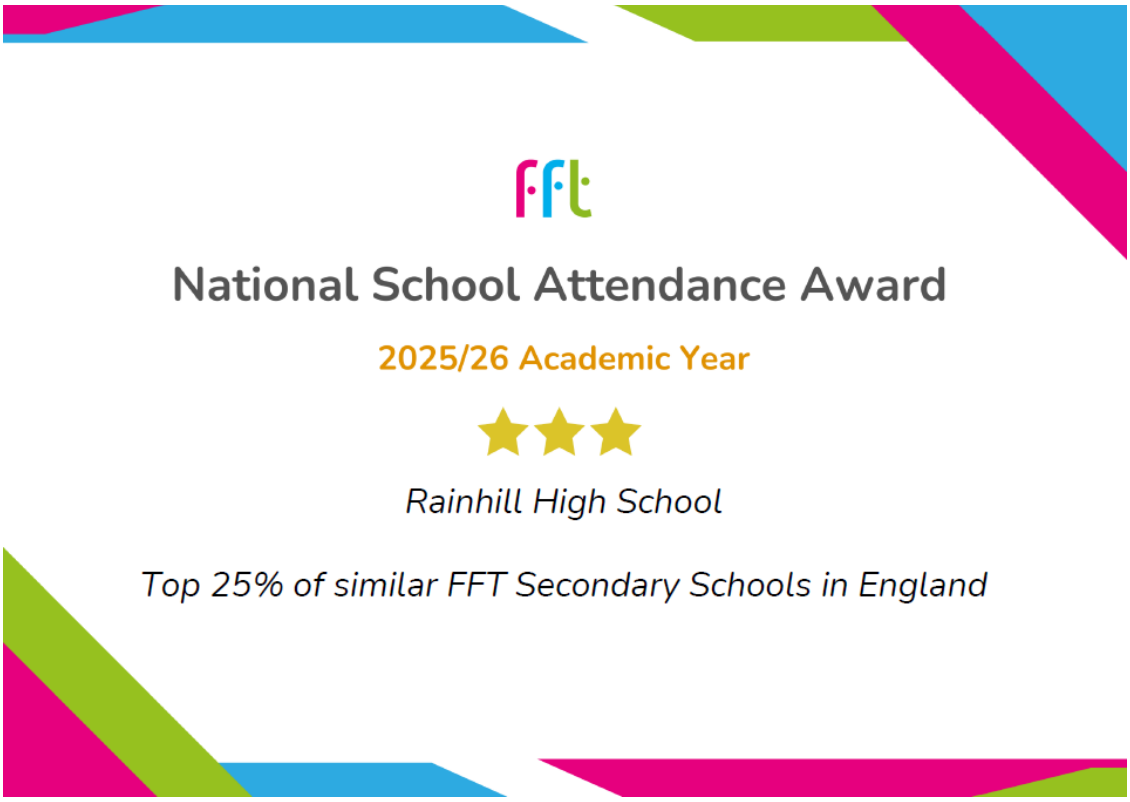
We ask all parents and carers to support us by ensuring that their child attends school on Friday 23rd October, arrives on time and is fully prepared for learning.

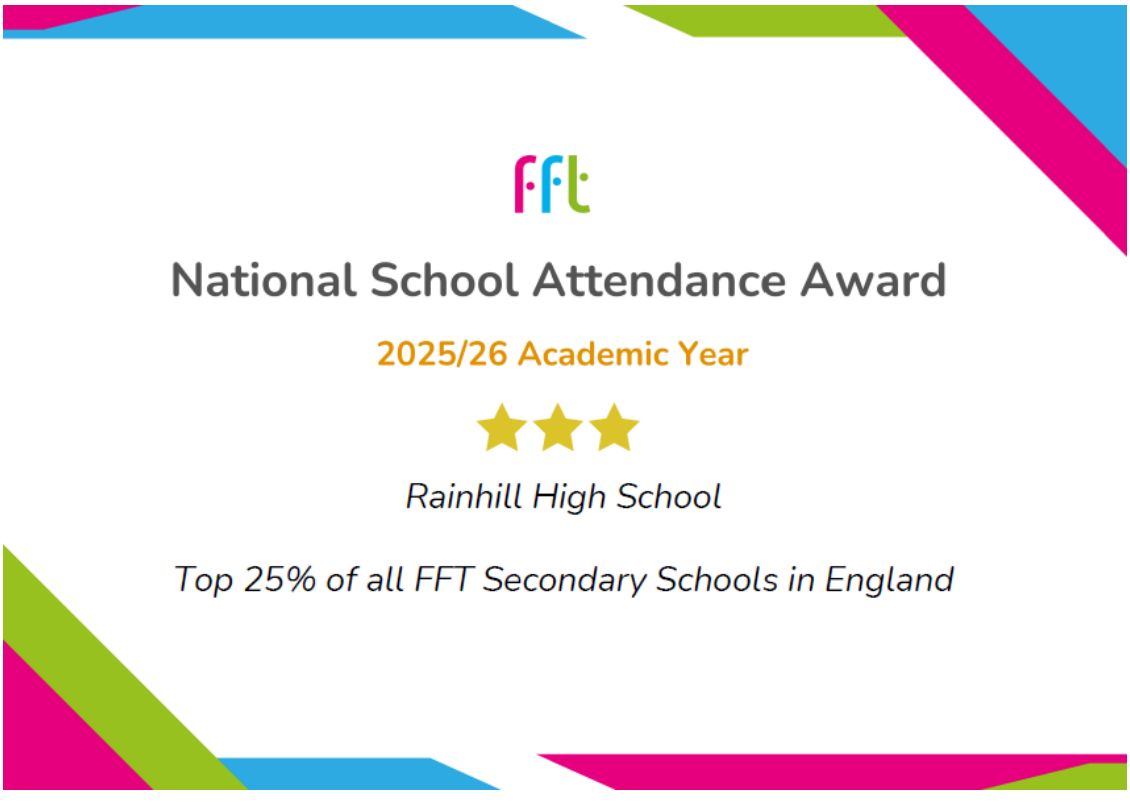
Everyday matters – including the last day. Let's finish the half term as strongly as we started it.

We would like to thank all our parents and carers for their continued partnership in promoting excellent attendance and punctuality.

As we move through the 2026/27 academic year, we are determined to build on our national recognition and ensure that every pupil has the opportunity to succeed.

Mrs Munro, Vice Principal.





YEAR 11 LEARNING PROGRAMME – ASSESSMENT WEEK 2

Monday 12th October to Friday 23rd October (inclusive)

From Monday 12th October to Friday 23rd October (inclusive) all pupils in Year 11 will be undertaking mock examinations in the subjects they are currently studying. For both GCSE and Applied (BTEC/CamTech) subjects these examinations will be based on past paper questions, and indeed complete papers, and will be taken under exam conditions to best prepare your child for their final examinations in May/June 2027.

Please find attached the exam timetable so your child is aware of when their examinations take place. All morning examinations will start as soon as possible and by 9:15am. Pupils must go to Character Curriculum with their form tutor to register. Afternoon examinations will commence after lunch at 1:30pm.

Pupils are expected to attend lessons as normal on the completion of their examinations and when not scheduled in examinations.

Please could you encourage and support your child to prepare thoroughly for these examinations as they will give them a good indication of the progress they have made to date.

The school will continue to provide revision guidance sessions during character curriculum time to ensure your child can prepare effectively for these important examinations.

Mr Webster, Year 11 Progress Leader.

	Monday 19th October 2026	**Tuesday 20th October 2026**	**Wednesday 21st October 2026**	**Thursday 22nd October 2026**	**Friday 23rd October 2026**
Period 1	English Literature Paper 2 – 1 Hour 45 Mins	Mathematics Paper 2 – 1 Hour 30 Mins	Physics (Separate Science) - 1 Hour 45 Min Physics (Combined Science) - 1 Hour 15 Mins	Mathematics Paper 3 – 1 Hour 30 Mins	**Modern Foreign Languages** German Paper 3 – Writing Higher – 1 Hour 20 Mins Foundation – 1 Hour 15 Mins Spanish Paper 3 - Writing Higher –1 Hour 20 Mins Foundation –1 Hour 15 Mins
Period 2	Exams continuing into Period 2	Exams continuing into Period 2	Exams continuing into Period 2	Exams continuing into Period 2	Exams continuing into Period 2
Period 3	**Lessons as normal**	**Lessons as normal**	**Lessons as normal**	**Lessons as normal**	**Lessons as normal**
			LUNCH		
Period 4	**Block A subjects (Period 5)** Business Paper 2 – 1 Hour PE Paper 2 – 1 Hour Food and Nutrition – 1 Hour 45 Mins If no scheduled exam, then lessons as normal	**Block C subjects (Period 5)** German Paper 2 Reading - Higher – 60 Mins Foundation – 45 Mins Spanish Paper 2 Reading - Higher – 60 Mins Foundation – 45 Mins If no scheduled exam, then lessons as normal	**Block D subjects (Period 5)** Business Paper 2 – 1 Hour Food and Nutrition – 1 Hour 45 Mins If no scheduled exam, then lessons as normal	Computer Science Paper 1 – 1 Hour 30 Mins If no scheduled exam, then lessons as normal	Computer Science Paper 2 – 1 Hour 30 Mins If no scheduled exam, then lessons as normal
Period 5	Exams continuing into Period 5	Exams continuing into Period 5	Exams continuing into Period 5	Exams continuing into Period 5	Exams continuing into Period 5

RAINHILL PE



ELITE PERFORMERS

We are creating our new 2026-27 Elite Performer/Gifted and Talented lists for 2026/27.

If your child is at a registered academy, or elite talent pathway whereby school may need to work in partnership with the club or organisation with regards to authorised absences (due to fixtures or regular training such as day release) and academic support, please contact Dr Rotheram with information of your child's level, club and requirements. Please also send a relevant picture of your child in their kit and/or competing for our display - David.Rotheram@rainhillhigh.org.uk

Dr Rotheram will be looking after these Elite Performers, if they fall into the Elite Performer remit. Please click here for more precise details.

If you child represents school boys/girls, represents at country or regional level in their chosen sport, then we would love to celebrate their achievements by placing them on our Gifted and Talented registers. We will celebrate these pupils alongside our Elite Performers by spreading good news of their achievements on newsletters, socials and on our PE display wall.

If you believe your child would be classed as gifted and talented then please send information of your child's level, club and sport to Mr Wood - Michael.Wood@rainhillhigh.org.uk

Please also send a relevant picture of your child in their kit and/or competing for our display.

Mr Wood, Head of PE.

CHARACTER CURRICULUM - EXTRA-CURRICULAR SPORT

Please see below our extra-curricular timetable for our first term. All pupils are invited to attend as many clubs as they can. There is no need to pay for any clubs, all we ask is pupils have PE kit for afterschool clubs and girls have shorts for the trampolining. These clubs are not school teams; they are recreational clubs for anybody and everybody.

As part of our Character Curriculum, we are urging pupils to engage in as many extra-curricular opportunities as possible. Regular participation in school sports clubs provides pupils with far more than just the opportunity to develop their sporting ability. By attending clubs consistently over time, pupils can build confidence, resilience, teamwork, communication, and leadership skills, while developing positive habits around physical activity and healthy lifestyles. Sustained involvement also helps pupils learn how to set goals, respond to challenges, manage success and disappointment, and commit to something over a longer period. Our extra-curricular programme is designed to give every pupil the opportunity to belong to a team, represent their school, develop their skills, and enjoy being active, with the aim of creating positive experiences that can encourage a lifelong interest in sport and physical activity.

Please note, some clubs may be cancelled if the facility is unavailable (e.g. sports hall being used for exams or if a fixture has been arranged after school).

Communication in these cases will be done via Arbor, so please sign up to our clubs via Arbor.

Term 1: September - December

@ RainhillPE	LUNCH 12:55 -13:25	AFTER SCHOOL 15:30 -16:15
MONDAY	**Trampolining** – *Gym* Year 7	**Girls Netball** – *Courts* – All Years **Boys Football** – *Astro* - Y8 (Wk A), Y9 (Wk B)
TUESDAY	**Badminton** – *Sports Hall* Year 9 and 10	**Girls Football** – *Astro* – All Years **Boys and Girls Rugby** – *Field* – All Years
WEDNESDAY	**Badminton** – *Sports Hall* Year 7 and 8	
THURSDAY		**Boys Football** – *Astro* – Year 7
FRIDAY	**Trampolining** – *Gym* Year 8-10	**Boys Football** – *Astro* – Year 10

Please note, clubs are subject to **fixture/facility clashes, appropriate and safe weather**, and **appropriate pupil participation.**
Please sign up to clubs on ARBOR – for help and support, contact your form teacher

CAREERS

WE NEED YOUR HELP.

We are looking for employers, businesses and professionals to get involved in our Careers Fair and Year 10 Mock Interview Day. These events make a huge difference to our pupils, giving them real-world insight, confidence and valuable experience of the workplace.

If you can spare some time to support our young people or know someone else who can, please sign up using the link below. Even a few hours can make a lasting impact.

Mock Interviews and Careers Fair 2027

Mrs Thomas, RH6 Manager





PARKING AND ROAD SAFETY REMINDER

Please help us keep pupils safe by parking safely, legally and considerately when dropping off or collecting children from school. We have received reports of vehicles parking on the white zig-zag markings, obstructing the school entrance and exit, blocking pavements and stopping around the bus stop on Warrington Road. These actions restrict visibility and put pupils, pedestrians and other road users at risk.

Please remember, to keep the school entrance, exit and crossing points clear. Do not park or stop to drop off or collect pupils on the zig zag markings, and keep bus stops clear so pupils and other passengers can board and leave buses safely.

Where possible, please consider walking, cycling or using public transport for the journey to school. These choices help reduce congestion and emissions around our school and support our Climate Action Plan. We recognise that these options will not suit every family but even choosing an alternative to the car on some days, or parking further away and walking the final part of the journey, can make a positive difference.

Please also treat staff with courtesy and cooperate if asked to move a vehicle. They are acting to protect pupils and keep access clear.

Thank you to all parents and carers who park responsibly and support us in keeping our school community safe.

HELP AND SUPPORT

CURRICULUM QUERIES

Heads of Department

English	Ms Dickman	**Business Studies**	Mr Farrell
Mathematics	Mr Rimmer	**Social Sciences**	Mrs R Evans
Science	Mr Flynn	**Computer Science**	Miss Curphey
Biology	Miss Harper	**Art Design Technology**	Mr Bennett
Chemistry	Mrs Bancroft	**Languages**	Mr Farrell
Physics	Mr Hurst	**Food Studies**	Mrs King
History & Politics	Mr Swan	**Performing Arts**	Mrs McCann
Geography	Mr Iddon	**PE**	Mr Wood
Philosophy & Ethics		**Life Skills (PSHE/Citizenship)**	Miss Burgess

PASTORAL QUERIES

Stage 1	Form Tutor	
Stage 2	Year Student Manager/Progress Coach	
Stage 3	Year Progress Leader/Director RH6	
Stage 4	Assistant Principal - Behaviour & Culture	Mr East
Stage 5	Vice Principals	Mrs Munro, Mrs Aylward
Stage 6	Principal	Mrs Thorogood

Pastoral Structure

Y7 Student Manager	Dr Rotheram	**Y7 Progress Leader**	Mrs Haselden
Y8 Student Manager	Mrs Beardwood	**Y8 Progress Leader**	Mr Giles
Y9 Student Manager	Miss Hill	**Y9 Progress Leader**	Mr Barry
Y10 Student Manager	Mr Lambert	**Y10 Progress Leader**	Mr Brown
Y11 Student Manager	Miss Humphreys	**Y11 Progress Leader**	Mr Webster
RH6 Progress Coaches	Mrs Thomas/Mrs Garton	**Director RH6**	Mr Cunningham
Young Carer Champion	Miss Wordsworth		

BREAKFAST CLUB BOOKINGS

Breakfast Club is available free of charge every school day from **8:00am to 8:30am**. Pupils can sit quietly before school or purchase breakfast from the catering service using their normal lunch card.

Places must be booked in advance through the **Arbor Parent App**:

1. Open the Arbor Parent App.
2. Select **Menu**.
3. Select **Clubs**.
4. Choose **Breakfast Club**.
5. Select **Register for this club** and book the dates required.

MOBILE PHONE POLICY

Our Mobile Phone Policy can be found here.

ACCESSING FREE SCHOOL MEALS

If you have been in receipt of free school meals previously and believe this should still be the case, you will need to apply to St Helens Council. Please click here.

FREE SCHOOL MEAL ELIGIBILITY



Dear Parent/Carer,

You may or may not be aware that from September 2026 the government are changing the criteria required to be eligible for free school meals. This means that across England there may be an additional 500,000 pupils that hit this new criteria. The even better news is that we can check your eligibility to see if your child(ren) are eligible under the scheme, and if they are, that will directly begin the application.

Please scan the QR code or clink on the link to take you to a short MS Forms and we will be in touch to let you know if you are eligible and whether your application has been processed.

Free school meal eligibility checker – Fill in form

Free school meal eligibility means that your child/children will get £1.25 for breakfast, which can be used at breakfast or break time, and £2.50 for their lunch. As this money comes from central government, they apply a 'claw back' rule which means if funds are not used, they are removed and not rolled over. You can still, if you want, add funds to your child's/children's account through Parent Pay.
NB All decisions are made by central government and not by the school.



SCHOOL MENU

Please click here to view our latest menu.

Please click here to view our allergens menu.

ARBOR - GETTING STARTED ON ARBOR

Please click here to view our Arbor guide.

MICROSOFT AUTHENTICATOR SETUP GUIDE

Microsoft Authenticator Setup Guide

http://www.outlook.com/rainhillhigh.org.uk Set up the Microsoft Authenticator app and add your mobile

You will need your school email address and password, a mobile phone, and internet access.
Complete both sections below so you can approve sign-ins and recover access if you change phones.

Before you start

You need	Details
School account	Your school email address and password.
Mobile phone	A phone that can install the Microsoft Authenticator app.
Your number	The mobile number you normally use. Do not use someone else's number.

Part 1 Set up Microsoft Authenticator

1	**Install the app.** On your phone, open the Apple App Store or Google Play Store. Search for Microsoft Authenticator and install the official Microsoft app.
2	**Open your security information page.** On a laptop, tablet or phone browser, go to https://mysignins.microsoft.com/security-info. Sign in using your school email address and password.
3	**Add a sign in method.** Select Add sign-in method. Choose Authenticator app, then select Add or Next. Keep this page open.
4	**Add your school account in the app.** Open Microsoft Authenticator. Tap the + symbol, choose Work or school account, then choose Scan a QR code.
5	**Scan the QR code.** Use the app to scan the QR code shown on the security information page. If asked, allow the app to use your camera.
6	**Finish and test.** Select Next on the web page. Approve the test notification in the app. If a number is displayed, type the same number into the app, then select Approve.

Part 2 Add your mobile number

Adding your mobile number gives you another way to receive a verification code if you cannot use the app.

1	**Return to Security info.** If you are not already there, go to https://mysignins.microsoft.com/security-info and sign in.
2	**Add a phone method.** Select Add sign-in method, choose Phone, then select Add.
3	**Enter your number.** Choose United Kingdom (+44). Enter your mobile number without the first 0, then choose Text me a code. Example: 07700 900123 becomes 7700 900123.
4	**Verify the code.** Enter the code sent to your phone and select Next. Your mobile number should now appear in your Security info list.

If you get stuck

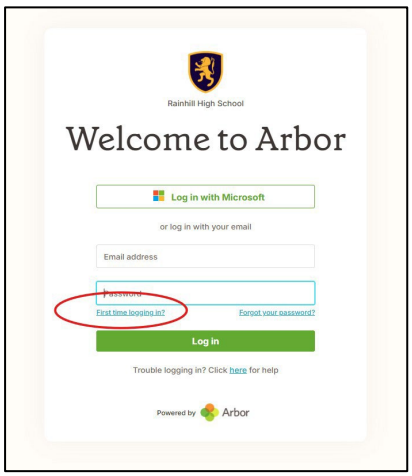
Problem	What to do
No mobile phone	Speak to IT support. Do not use another account or phone number.
New or lost phone	Tell IT support as soon as possible so your old Authenticator method can be removed safely.
Wrong password or no prompt	Check you are using your school email address. If it still does not work, contact IT support.

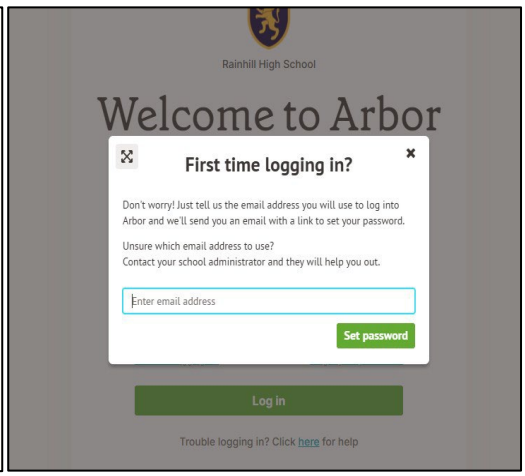
Keep your phone secure. Never approve a sign-in notification that you did not start.

FIRST TIME PUPIL LOGIN TO ARBOR

Use your school email address to set up your Arbor password.

1. Go to https://rainhill-high-school.uk.arbor.education
2. On the Arbor sign-in page, click first time logging in?
3. Enter your Rainhill High School email address, then click set password.
4. Open your school email and click the link from Arbor to create your own password.





Still having trouble? Please visit the IT Service Desk during school time.

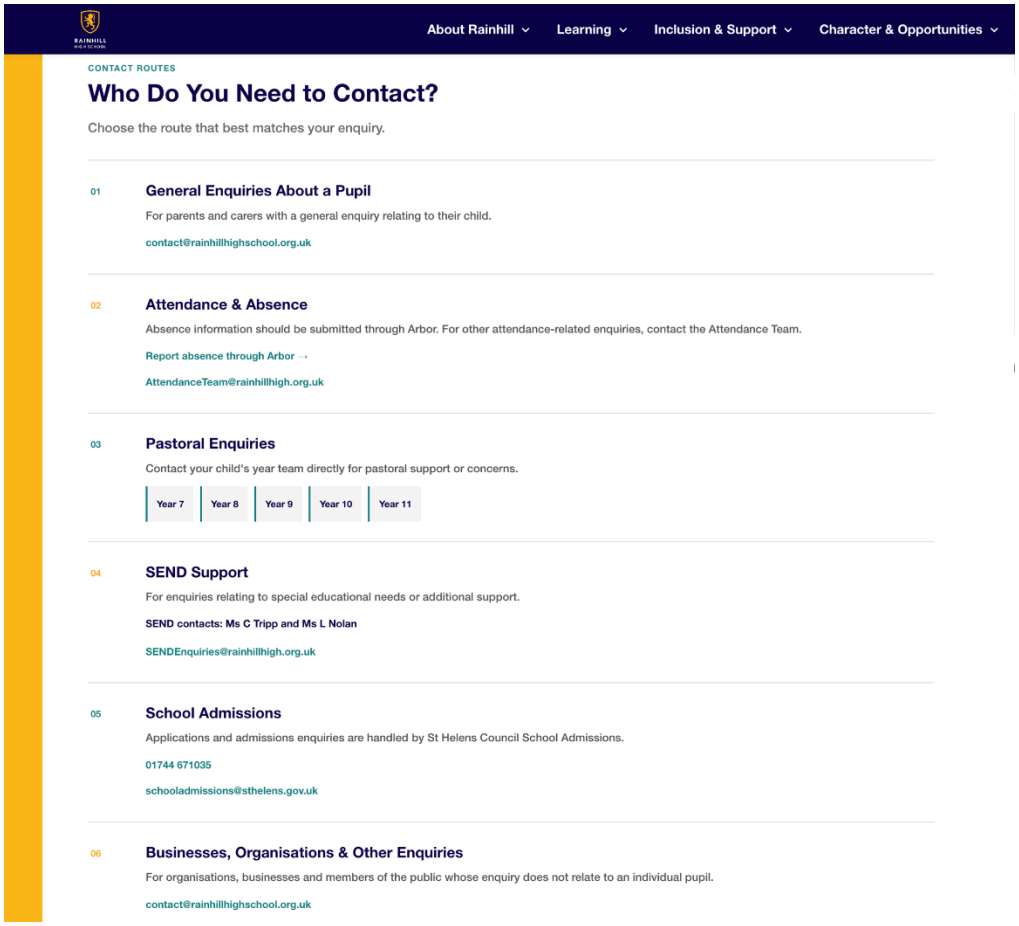
CONTACTING SCHOOL: THE RIGHT HELP, FROM THE RIGHT TEAM

A question about your child's school day, a concern you would like to discuss or a request for a meeting—we want you to know who to contact and what to expect next.

Alongside the launch of our new website on **Monday 12th October**, our updated Parent and Carer Communications Policy sets out clear routes for getting in touch. These arrangements will help your enquiry reach the staff best placed to support you.

What to look for:





Three things to remember:

1. **Email the right team.** For pastoral matters, including wellbeing, friendships and behaviour, contact your child's year team. Attendance, Sixth Form, SEND and general enquiries have their own dedicated addresses. You can find these in the contact guide shared through Arbor this week and on our new website's **Contact Us** page. Please include your child's full name, form group and a clear explanation of your enquiry.

Enquiry	Email address
Year 7 pastoral enquiries	Year7Team@rainhillhigh.org.uk
Year 8 pastoral enquiries	Year8Team@rainhillhigh.org.uk
Year 9 pastoral enquiries	Year9Team@rainhillhigh.org.uk
Year 10 pastoral enquiries	Year10Team@rainhillhigh.org.uk
Year 11 pastoral enquiries	Year11Team@rainhillhigh.org.uk
RH6 pastoral enquiries	sixthform@rainhillhigh.org.uk
Attendance enquiries, including evidence or documents	AttendanceTeam@rainhillhigh.org.uk
SEND enquiries, including evidence or documents	SENDEnquiries@rainhillhigh.org.uk
General enquiries or FAO a member of staff	GeneralEnquiries@rainhillhigh.org.uk

2. **Allow five school days for a substantive response.** An acknowledgement confirms that your email has arrived. The response that follows may answer your question, explain the next steps, request further information or arrange a telephone call or meeting.
3. **Follow up if you have not heard back.** If you have not received a substantive response within five school days, forward your original email to **5days@rainhillhigh.org.uk** so we can follow it up.

What about Arbor?
Please continue checking Arbor for information about your child, timetables, behaviour information, homework, clubs and use it to report absence. From Monday, parents and carers will no longer be able to send in-app messages, unless reporting an absence. Routine enquiries and meeting requests should be sent by email.

For an **urgent safeguarding or welfare concern**, telephone **01744 677205** and speak to the main office who will contact the most appropriate available member of staff rather than waiting for an email response.

Read the full Parent and Carer Communications Policy here.

RAINHILL HIGH SCHOOL

In Pursuit of Excellence

HOW TO REPORT AN ABSENCE

Using the Arbor Parent App

Report by 8.30am on the first day of absence.

1 OPEN ARBOR

Log in and select the correct child.

2 GO TO ATTENDANCE

Tap Quick Actions (the three-line icon at the bottom of the screen), then Attendance.

3 SELECT LOG ABSENCE

Tap the green Log Absence button.

4 ADD DETAILS AND SUBMIT

Check the start and end times, enter a brief reason, then tap Log Absence to send.

MEDICAL EVIDENCE

You do not need to send medical evidence for every absence. The Attendance Team will contact you if it is needed.

Email any requested evidence or medical information to:

AttendanceTeam@rainhillhigh.org.uk

Please include your child's full name and form group.

NEED A REPLY?

Routine absence and appointment reports are not individually acknowledged. If you need a reply, please say so clearly.

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