

Tuesday 4th June 2024

Dear Parents/Carers,

Arbor – Our New Student Information and Communication Platform

Throughout this academic year we have continued to focus on improving the way we communicate with our students, parents/carers and our WMA community and the way information about students is shared and can be accessed.

Feedback has suggested that sometimes parents/carers find it frustrating that information about students such as behaviour, attendance and reports can only be accessed by logging into a number of different platforms. Additionally, feedback has told us that our WMA community feel that communication isn't always shared in a consistent manner resulting in some communications being missed.

Having reviewed your feedback and the platforms we use in school we are delighted to let you know that we have recently moved our main student information and management platform from SIMS to Arbor.

What will the move to Arbor mean for Parents/Carers?

Arbor will allow parents/carers to see information about their child(ren) such as current attendance, behaviour and academic reports in one place via the Arbor app. The app will also allow parents/carers to update important emergency contact information, medical information about students and consent information as often as they wish to.

When will Parents/Carers be able to sign up to the Arbor App?

Over the coming week, as we progress through our move to Arbor, we will begin to send personalised invitations to parents/carers via the email address we hold for you. This invitation will allow you to register for Arbor and sign into the app. Whilst you wait for your invitation email, why not download the app so you will be ready to go as soon as you receive your personalised email? For more information, please click the following link or search Arbor on your phone app store: [The Arbor App is here - Arbor \(arbor-education.com\)](https://arbor-education.com)

How will Arbor change how we communicate?

As we transition to Arbor, we will begin to send messages (in app messages and text messages) and emails to parents/carers via the Arbor app, these will appear as messages in your app and will remain there for you to refer back to as and when needed. By September 2024 we will move away from sending messages through ClassCharts and ParentPay and Arbor will become our main way of communicating.



01274 851152



Whitcliffe Mount,
A SHARE Academy
Turnsteads Avenue, Cleckheaton,
West Yorkshire BD19 3AQ



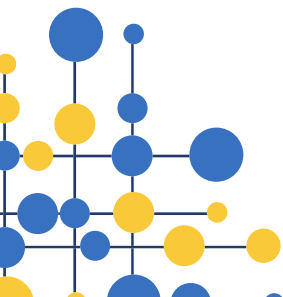
whitcliffe.office@sharemat.co.uk



www.whitcliffemount.co.uk

Valuing people, supporting personal best

Share Multi-Academy Trust, an exempt charity and a company limited by guarantee. Registered in England and Wales 07729878.
Head Office SHARE Multi-Academy Trust, c/o Shelley College, Huddersfield Road, Shelley, Huddersfield, HD8 8NL



Will ClassCharts still be used?

We have already started our move to Arbor and therefore we have already moved our attendance tracking away from ClassCharts to Arbor. Unfortunately, this does mean that for a short period of time parents/carers won't be able to see up to date attendance information for their child(ren), if you would like this information then please do contact the Academy (Whitcliffe.office@sharemat.co.uk) and it can be shared with you.

When parents/carers need to report an absence, this should now be done by contacting the Academy via telephone and selecting the attendance line or via email WMA.Attendance@sharemat.co.uk Once you have signed up to the Arbor app you will be able to see attendance information in real time.

We will continue to use ClassCharts for logging both positive and negative behaviour and sending some communication until the end of this academic year (July 2024). We have made this decision to ensure that this important information remains available and easily accessible for our parents/carers and students whilst we transition to Arbor.

From September 2024, we will no longer use ClassCharts for anything including attendance, behaviour and communication.

Will ParentPay still be used for payments?

Yes, we will continue to use ParentPay for payment items such as topping up dinner money, paying for trips and visits and purchasing replacement items etc. whilst we transition to Arbor. Once Arbor is fully established, we may look to step away from ParentPay and use Arbor. We will share further information with parents/carers if and when we make this switch.

Will we still need the SIMS Parent App?

From September 2024 we will no longer use the SIMS Parent App for sharing academic attainment reports with parents/carers as this will move to Arbor. Once we have transitioned over to Arbor should any parents/carers need access to previous reports then please contact the Academy (Whitcliffe.office@sharemat.co.uk).

We are really looking forward to getting started with Arbor and we are hopeful that this will be a positive change for all our WMA community. Ahead of personalised invitations being shared should any parents/carers wish to familiarise themselves with Arbor information can be found here: [Log into the Parent Portal and the Parent App – Arbor Help Centre \(arbor-education.com\)](#). Arbor also offers access to many training resources which are completely free for you to make the most of! These can all be found [here](#).

In summary, we hope that Arbor will be enable parents to access school information with ease, all in one place. We thank you for your support in working with us whilst we make these changes.

Yours faithfully



Mrs S Brierley
PA to Headteacher/Admin Manager

