



1 July 2020

To Parents, Guardians and Students of the Senior School and Sixth Form,

It has been, to say the least, a year full of surprises. I will reflect more on this at Speech Day, but for now it is good to be writing to you after a month back in College. We must count ourselves fortunate to have had this time to regroup, reflect and recover. I spent most of last week and the weekend reviewing end-of-term reports. I was struck by how our students have developed over the year: developing strong study habits, engaging in a wide range of activities and events, working in teams, communicating effectively and always with an underlying sense of responsibility for themselves and others, rooted in kindness. I hope each student will read their report and reflect on what they have achieved. Only they truly know how deeply they have needed to dig into their reserves of resilience and courage over the past months. I hope they will recognise that their teachers have thought long and hard about what to write in order to help, encourage and celebrate. All our girls should feel proud of what they have achieved this year.

### **Staffing update**

May I express my thanks to all my colleagues for their work throughout the year, but especially in these last few exceptional months of disruption and change. I am proud of the way in which they (and of course the girls) have responded to Covid-19. Without question it has been a true team effort and one which has reflected our College motto "*Fais ce que dois advienne que pourra*" (Do what is right, come what may).

### **Colleagues leaving this term**

Mrs Louise Cory, Teacher of English and Senior School Year Co-ordinator (Remove) returns to the UK to reunite with her family, who are currently spread between the UK and Asia. She will take up the role of Housemistress at Leighton Park School in Reading.

Miss Alison Coubrough-Barnett, Head of Learning Support, leaves us in July to work in a role within the States of Guernsey.

Mr Peter Fotheringham, Head of Business Studies & Economics, returns to the UK to take up the role of Assistant Head (Teaching & Learning) at Frensham Heights in Farnham.

Miss Katharina Walter, Teacher of Modern Foreign Languages, is currently in Germany (linked to Covid-19 repatriation) and intends to take up a position closer to family in Switzerland.

Mrs Ava Winter, Teacher of Science (part-time), and an alumni of the College, will leave to spend time with her two young daughters.

## **Colleagues retiring this term**

Mrs Maxine Watts, Teacher of French at Melrose, retires after almost 20 years' service. We wish her the very best for her retirement and time with her family.

We are fortunate to have fabulous adults at College and to those who will leave us at the end of the year, please accept our thanks and our best wishes for your future. We hope you will stay in touch.

## **New starters this term**

Mrs Karen Best, Teacher of Science (part-time) joined us from the UK this term. Mrs Best has previously worked at the College, providing maternity cover for Mrs McGregor (née Pretorius) as Head of Physics and we are delighted to welcome her back to College.

Mr Steven Ashford, Caretaker and General Maintenance Person, joins us in our final weeks of this term and will be a welcome addition to our Premises team who work incredibly hard to maintain our increasingly busy site.

## **Congratulations**

Mr James Henderson has become engaged to Lindsay and we send them our best wishes for their future happiness and are pleased to share this happy news with you.

Mrs Karen Best will marry Mr Steven Ashford over the Summer and will return as Mrs Ashford in September. We wish them health and happiness in their new lives together.

## **New responsibilities for September 2020**

Mrs Sophie Appelqvist, Senior School Year Co-ordinator (Remove)  
Mrs Belinda Smith, Senior School Year Co-ordinator (Upper Four)

Mrs Claudine Jackson, Teacher of French at Melrose (part-time). Mrs Jackson will also continue with her part-time role as Junior Department Learning Support Assistant.

## **New colleagues for September 2020**

Mr Daniel Bolt, Head of Business Studies and Economics  
Mrs Katey Cheshire, Academic Administrator (Sixth Form)  
Mrs Jessica Clements, Teacher of Science (part-time)  
Mrs Kathrin Elders, Teacher of Modern Foreign Languages  
Mr Ian Garner, Teacher of Science (part-time)  
Mrs Nicola Ingrouille, Head of Learning Support  
Miss Jessica Moon, Teacher of Religious Studies  
Dr Sheri Smith, Teacher of English  
Mr Rhys Wright, KS2 Teacher at Melrose

## Senior School Year Co-ordinators 2020-2021

Remove: Mrs Sophie Appelqvist  
Lower Four: Mr Tom McGovern  
Upper Four: Mrs Belinda Smith  
Lower Five: Mrs Maggie King  
Upper Five: Mrs Carrie Gribbens  
Sixth Form: Miss Emma Clements

## Privacy Notice and Data Protection policy

We have recently introduced a Privacy Notice and a new Data Protection policy (which replaces the previous Privacy, Data Protection (GDPR) policy). We have also updated our ICT policy and our Terms and Conditions to reflect these changes.

All updated policies can be found at: <https://www.ladiescollege.com/information/policies> and the latest Terms our Conditions under the Information tab at <https://www.ladiescollege.com/>

## Reports

Reports are accessed through the Parent **Portal**. If you are unable to access your daughter's information, please contact Mrs Le Cras, Network Manager, [jlecras@ladiescollege.ac.gg](mailto:jlecras@ladiescollege.ac.gg) in the first instance. Details on how we communicate can be found on the website link below, including how to reset your password if required: <https://www.ladiescollege.com/information/communication-to-parents>

## CareMonkey

All parents and guardians received a Parent Hub update this week, a copy of which is attached. CareMonkey is the only system we use to manage all aspects of offsite visits and, from September, it will be a requirement for you to have activated your CareMonkey account and verified your daughter's CareMonkey profile in order for her to participate in any offsite activities on or off the island.

## Public examination results days

Parents and students are warmly invited to The Core, where refreshments will be available from 08.30 until 10.00

- A-Level - Upper Sixth (Thursday 13 August)  
Collection from Senior School building at 08:30.
- I(GCSE) – Upper Five (Thursday 20 August)  
Collection from Senior School building at 09:00.

Results which are not collected by 12:00 will be posted to your home address.

If you know that you will be off-island and wish to receive your results by email on the day, your daughter must make arrangements to see Mrs Duguid, Examinations Officer, or email [sduguid@ladiescollege.ac.gg](mailto:sduguid@ladiescollege.ac.gg) with the email address she wishes her results to be sent to. **Please note that the request must come from the student, not the parent(s).**

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Principal  
Mrs A Clancy BA (Combined Hons)  
Email: [principal@ladiescollege.ac.gg](mailto:principal@ladiescollege.ac.gg)

Registrar  
Miss R McClean  
Email: [registrar@ladiescollege.ac.gg](mailto:registrar@ladiescollege.ac.gg)

Vice Principal, Bursar & Clerk to the Governors  
Miss E Bridge MA Oxon, ACA  
Email: [bursar@ladiescollege.ac.gg](mailto:bursar@ladiescollege.ac.gg)

Please also note if your daughter nominates a parent(s) to come and collect results on the day, photographic ID must be presented at the time of collection.

## Core Cards

The recently introduced Core Cards work well and proved timely linked to Covid-19 and the handling of cash. Having reviewed patterns of use, the overdraft facility on a student's Core Card will be limited to £15 from September. **Please ensure you/your daughter review the balance on her account regularly (as shown on the till receipt)** and that sufficient money is placed on the card to enable your daughter to make purchases in the Core. Thank you for your support with managing this.

## Returning in September

Subject to any updated guidance from Public Health, we intend to return to College in September continuing to adhere to the best practice outlined below:

- Thorough and regular hand washing, not touching the face and coughing into the arm are now accepted practice, in addition to “catch it, bin it, kill it”.
- Anyone who has **recently developed** respiratory/flu-like symptoms (cough, sore throat, running or blocked nose, muscle pain, headache, fatigue or a fever, loss of taste/smell or shortness of breath), no matter how mild, should not attend school. This applies to all colleagues and all students. **A minimum of 48 hours after all symptoms have cleared should be observed before returning to school.**

## Start of term arrangements: Monday 7 September 2020

- **Remove** arrive for 08:30 and go to form rooms
- **Lower Four** arrive for 09:00 and go to form rooms
- **Upper Four** arrive for 09:30 and go to form rooms
- **Lower Five** arrive for 10:00 and go to form rooms
- **Upper Five** arrive for 10:00 and go to form rooms
- **Lower Sixth** arrive for 09:00 and go to Leaf Centre
- **Upper Sixth** arrive for 10:00 and go to Leaf Centre

College will finish as normal at 15:30 for Remove and Lower Four and 16:00 for all other year groups.

## Second-hand uniform

Our PTA are keen to receive items of clothing to replenish the second-hand Uniform Shop and they will communicate how to access this next term. They would welcome clean items which your daughter has outgrown. These can be donated at Reception in the first instance - thank you to parents who have already done this.

## Weekly Bulletin and online calendar

In addition to our weekly bulletin, we encourage you to visit: <http://www.ladiescollege.com/diary> for key dates, or access our calendar in full (from an iPad or iPhone) via these links:

### How to (PDF):

<http://www.ladiescollege.com/media/91650/How-to-add-new-calendar-The-Ladies-College.pdf>

### Direct link to view online:

<https://outlook.office365.com/owa/calendar/0a8cd829e7d1405291734842ae5ae648@ladiescollege.ac.gg/0addae2c087a489185523cf17790b26f6974755477370769068/calendar.html>

### ICS file for devices:

<https://outlook.office365.com/owa/calendar/0a8cd829e7d1405291734842ae5ae648@ladiescollege.ac.gg/0addae2c087a489185523cf17790b26f6974755477370769068/calendar.ics>

## Contact with College

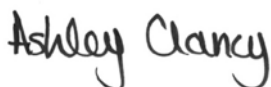
Please do contact us and discuss any queries or concerns. It is anticipated that this will be with your daughter's Form Tutor, or their Year Co-ordinator, in most instances. We will always aim to respond in a timely way, yet ask you to be aware that much of our work takes us away from immediate correspondence and into the classroom, where prioritising the education and care of your daughter is most actively achieved. You might also like to make a note in your daughter's student planner, which is reviewed weekly by her tutor.

We also ask parents to keep us up to date with changes in home circumstances as this helps us offer the best support to your daughter whilst she is in our care.

May I thank you for your continued support during your daughter's time with us. We have enjoyed being part of her journey this year, both in person and remotely! Whether it's a staycation or otherwise, I hope the summer break brings you rest and recuperation, and I look forward to when we will next be together.

Stay safe, stay well, stay in touch.

Yours sincerely



Ashley Clancy  
**Principal**



**Sent by Parent Hub 30/06/20**

Dear Parents and Guardians

We are about to reactivate CareMonkey – as you are aware, this is the online platform we will use to manage the processes and communications linked to school visits.

If you have already activated your CareMonkey account and verified your daughter's CareMonkey profile, no further action is required.

If you have not yet set up your CareMonkey account and verified your daughter's CareMonkey profile, it is important you do so because she will be unable to participate in any College offsite visits (either on or off the island) until these steps have been completed. CareMonkey will send weekly email reminders.

Should you have any problems during the set-up process, CareMonkey operates a 'Live Chat' help desk for immediate assistance and they will guide you through the process. This can be accessed by clicking on the purple monkey at the bottom right hand corner of the page. For further assistance we attach a document which includes other support options.

Should you have any general queries about the system, you may contact Mr Henderson ([jhenderson@ladiescollege.ac.gg](mailto:jhenderson@ladiescollege.ac.gg)) or Mrs Strawbridge ([cstrawbridge@ladiescollege.ac.gg](mailto:cstrawbridge@ladiescollege.ac.gg))

Kind regards

The Ladies' College

# CareMonkey Support

Great news! Your school is going digital and is adopting a new web-based system to reduce paperwork and make your lives easier.

This document includes the CareMonkey Support options available to you, as well as the most frequently asked questions the CareMonkey Support Team is asked by parents, guardians and carers.

Email

[support@caremonkey.com](mailto:support@caremonkey.com)

Online Chat



Accessible via your CareMonkey system, CareMonkey Mobile App or the CareMonkey website.

Look for the "We're Online!" icon found in the bottom right hand side of your screen to start an online chat session with one of our Support Team.

Within the chat function you can also access the CareMonkey Knowledge Base articles.

Online Knowledge Base

Access 100's of articles answering a wide variety of questions via this link;

[CareMonkey Knowledge Base](#)

## **Additional Parent Support**

As well as the support options listed above there are pages on our website which are specific to parents and answer questions such as, 'How can I give access to my partner or ex-partner?'. To access these pages, please click below;

[UK Parent and Guardian CareMonkey webpage](#)

Or, why not watch a quick 2 minute introduction video on CareMonkey? Click [here](#) to launch the video.



CareMonkey has two versions; *Community Edition* and *Group Edition*, both of which have slight variations. Your school is using the *Group Edition*.

Throughout the Knowledge Base articles you will see references each edition. Please ensure you reference the correct questions and answers for the edition your organisation is using.

# CareMonkey Most Frequently Asked Questions

Click on each link for more information where you will be taken to the CareMonkey Knowledge Base

## **CareMonkey Account** (For additional information on your account, click [here](#))

[I've forgotten my password, how do I reset it?](#)

[How do I change my password?](#)

[Can I change my default language to my preferred language?](#)

## **Attachments** (For additional information on attachments, click [here](#))

[How do I upload a Medical Condition Action Plan?](#)

## **eForms** (For additional information on eForms, click [here](#))

[How do I change a response to an eForm or Permission request?](#)

## **General** (For additional general information, click [here](#))

[What is CareMonkey?](#)

[How much does CareMonkey cost?](#)

## **Security** (For additional information on security, click [here](#))

[Is the CareMonkey system secure?](#)

[How do I turn on Two-Step Verification for an extra layer of security?](#)



# CareMonkey Additional Information

## CareMonkey Mobile App

We recommend that parents and guardians download the free CareMonkey Mobile App. By downloading the app, you can respond to eForms and Profile requests on the go when you receive them.

For information on how to download the Mobile App, click [here](#)



## Can't log into your account

CareMonkey is available in 3 regions; Asia Pacific, Europe and the USA.

If you can't log into your account and know your login details are correct, check to see that you are trying to log into the correct region.

Regions are found on the top right hand side of the CareMonkey screen



## When to contact your school

CareMonkey loves to help everyone, but there are some questions we just can't answer. Ask your organisation for questions relating to the following:

- Excursions and trips, such as what your son and/or daughter needs to take with them, or why is there a cost associated.
  - Why do you have to sign a consent form for your son and/or daughter
- Why you have been asked to sign a release eForm for the organisation to use a student photo, and what will the photo be used for.

Remember, the CareMonkey Support Team are available to help with queries relating to the CareMonkey system.

## Multi-language support

Parents, guardian and carers can set their preferred language from their CareCentral view. Setting a preferred language will translate your CareMonkey experience into your chosen language.

There are over 90 languages to select from.

To see how to set your preferred language click [here](#).



## Follow CareMonkey

Keep up to date with what's new at CareMonkey

