



ULVERSTON VICTORIA HIGH SCHOOL



Springfield Road, Ulverston, Cumbria LA12 0EB

Telephone: 01229 483900

Web: www.uvhs.uk E-mail: uvhs@uvhs.uk

Headteacher: Mr Matthew Hardwick B.A. (Hons), N.P.Q.H.

Deputy Headteachers: Mrs Susan Hewson B.A. (Hons), N.P.Q.H., Mrs Alessandra Desbottes M.A. (Oxon)

Our Ref: MHa/MKa

An exceptional school at the heart of the community

27th April 2022

Dear Parent/Carer

Effective communication between home and school is essential to ensure the well-being of our pupils and their educational success. We have used a number of different tools over the past few years to support you in monitoring homework, communicating with the school and accessing letters and school reports, particularly during the disruption caused by COVID.

We have taken feedback from Parent Surveys and conducted our own review of the services these apps and platforms provide and believe that we can give parents access to most of the information and services they require through a single app called Edulink One. Edulink One will initially allow parents to view their child's details, timetable, homework, assessment data, achievement points and, for Years 11 and 13, their public examination entries. We will continue to email letters and reports home but the only other service parents will still need to make use of is ParentPay.

The app is free and available for all smartphones and tablets. We are requesting that all parents and carers download this app during the Summer Term 2022. The app is available to download via the Apple App Store and Google Play (links below).

<https://apps.apple.com/gb/app/edulink-one/id1188809029>

https://play.google.com/store/apps/details?id=com.overnetdata.edulinkone&hl=en_GB&gl=US

Alternatively, you can log in through a web browser.

<https://www.edulinkone.com/#!/login?code=ulverston>

We recommend that you download the app if you are able to, as it has additional functionality which is not available on the website, such as notifications when your child receives Achievement points.

Each parent will receive their log in details and passwords in a separate email. Instructions on how to log into the Edulink One app can be found below. Please make sure that you change your password when you first log on for security purposes. Pupils can also download the app and should use their own school log-in details to access their account.

As with any new application, there can often be some minor issues which may need resolving and we would like to thank you in advance for your patience if problems arise. If parents have any technical issues, they should email the school via teams@uvhs.uk.

At UVHS, we are always looking at improving and enhancing our lines of communication with parents. We have been very impressed with this app during the trial phase and we are excited by the facilities this app offers to parents. We do recognise that it can sometimes be difficult communicating with teachers immediately, teachers would wish to respond to parental queries at the earliest opportunity, however, the majority of teachers' time is taken up teaching and they are not in a position to check emails consistently throughout the day. They will always endeavour to respond at the earliest possible time, taking into account other demands on their time and the recognition that parents and carers also have very busy lives which can delay things further.

As an organisation that is concerned with the wellbeing of all of our students, parents and staff we appreciate that staff have lives and commitments outside of school so there can be no expectation to respond to queries during their personal/family time. We always aim to respond to you as soon as possible.



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Communication with parents and carers is very important to us, and we will continue to monitor our approach to improve the process further.

Yours sincerely

Mr M Hardwick
Headteacher

Logging in via the App

Download the free Edulink One app through Google Play or the Apple App Store.

The school ID is **ulverston**

The username and link to set your password will have been emailed to you. The email will come from **Edulink communication (edulink@uvhs.uk)**

Please check your junk mail or spam folder.

Press **Log In**

You can choose for the app to remember your details so that you do not have to always enter your username and password.





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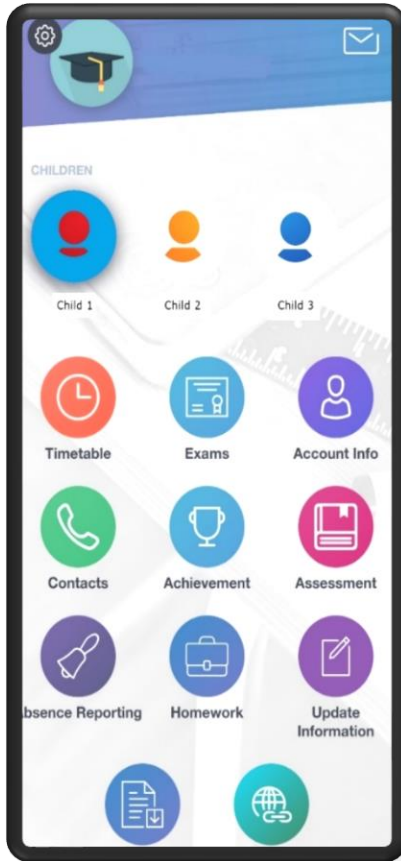
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Select the different icons to view different sections of the app. To switch between multiple children, click on their image/name at the top of the page.

Timetable – This gives you a view of your child's current timetable and will be kept up to date with any changes of teachers, groups or rooms as they happen.

Exams – This will show exam timetables and details for students who are sitting public examinations, as well as internal exam details for students in Y10-Y13.

Account Information – This screen will let you see general information about the selected child, such as contact information, form tutor, etc.

Contacts – This screen will show the contact information we hold about the account holder.

Achievement – This will show achievement points awarded, with information about when the points have been awarded and by which member of staff.

Assessment – This section will give you access to all of your child's Progress Reviews, most recent appearing first.

Absence Reporting – This allows parents to report an absence due to illness directly to our main office team.

Homework - The EduLink One app syncs with Teams. Parents can click on the homework icon and see due date and subject, and a link will open the homework from the app.

Update Information – Keep the school up to date with contact information. Parents can access and edit their details and those of their child.

Noticeboard – This will show useful documents relevant to the year group of your child, e.g. Options Guides and copies of any letters sent home.

Links – Parents can access other apps from within EduLink including the school website and ParentPay.

