



ST. AIDAN'S

CHURCH OF ENGLAND HIGH SCHOOL

25/11/2025

Dear Parent/Carer,

The Arbor Parent Portal at St Aidan's

At St Aidan's we are proud to be a centre of excellence where all our students flourish because of the quality care, nurture, and education they are given. We firmly believe that a strong relationship between home and school is essential for this to continue and to support our values of Wisdom, Aspiration, Learning Well Together and Kindness.

In our recent Headteacher update we explained that at St Aidan's we have been moving our school's Information Management System to Arbor. This work started last year, and we are now in the final stages of migration for Years 7-11, with Years 12-13 coming online in September 2025 along with our Associated Sixth form partner St John Fisher.

As we continue to use Arbor at St Aidan's this will enhance our ability to communicate with Parents and Carers. We are now ready to launch the Parent Portal and the Parent App that are associated with the Arbor MIS. This is an exciting development in our communications and information sharing processes at St Aidan's and this will enable us to deepen our highly valued strong relationships with Parents and Carers.

We have opted for a staged roll out and will be contacting the parents and carers of a year group at a time, starting with Year 7. This should enable us to respond to any queries efficiently and to address any frequently asked questions/common challenges before we extend communication to further year groups.

The launch will start with our **Year 7** students week commencing **25/11/2025**, with other year groups coming online in the coming weeks before the Christmas break as detailed below:

Year 7 - W/C - 25/11/2024

Year 8 - W/C - 09/12/2024

Year 9 - W/C - 02/12/2024

Year 10 - W/C - 09/12/2024

Year 11 - W/C - 02/12/2024

Further details can be found in the Parents section of our website. You will receive a link to this page in the further communications we will be sending.

How to Access the Parent Portal and Parent App

There are parents/carers within our school community who will be new to using the Arbor Parent Portal and Parent App. There will also be parents/carers who currently use it or who have previously used it and who may have already spotted St Aidan's appearing within the Portal and App.

All users, new and existing, will need to finish setting up their St Aidan's account within the Portal to be able to access the system for this school.

During the course of the relevant roll out week you will receive an email from St Aidan's, sent from arbor.noreply@staidans.co.uk with instructions on how to do this.

For existing users please note that when you navigate through the process you may receive automated emails from your other school(s) along with St Aidan's at the point that you request to change your password. Please ensure that you pick the email that relates to **St Aidan's** only.

There are other ways for you to initiate access to the Portal that are explained within the following user guide – [Arbor Parent Leaflet](#)

There is further information about the Parent Portal and Parent App available [here](#) from our provider.

The Parent Portal and Parent App will enable you to see information relating to many aspects of your child's education and the information we hold for them at St Aidan's.

Some features will be available immediately:

- Attendance
- Timetable
- Behaviour information
- Personal information
- Medical information
- Consents

Some features will become available over the rest of the academic year:

- **Assessment information for the Autumn Term 2024 is planned for release in late December 2024, with all reports being sent via the Parent Portal, Parent App, and email in 2025.**
- Exams information for Year 11 students is planned for the summer exam series and will be released in February 2025
- Activities, Clubs and Trip information is planned for the Summer Term 2025
- Migration from ParentPay to Arbor pay in the Summer Term of 2025

Timescales for these features being launched will be communicated in due course as we roll these features out.

Action Required:

When you have successfully gained access, please can we ask you to check the information for your child and change this if required. Please pay particular attention to medical details and consents to ensure they are up to date.

Please also check and update your contact details if required so that we have the correct information should we need to get in touch.

Any changes/updates that you make to the information will require approval by the school and will therefore not be visible until this process has been completed. We will endeavour to action changes/updates within 48 hours, although this may be longer depending upon the volume of notifications received whilst parents/carers gain access for the first time. Some change/update requests may need to be referred to the relevant Year Team which may also result in a delay.

Further Important Information -

We would like to draw your attention to the following information which should prove useful as you start to access the Portal/App:

- The initial communication roll out is to the parents/carers of students in Year 7. If you have other children at St Aidan's, you will be able to see and amend their details as well.
- **Students in Years 12 and 13 will have limited information showing during this academic year, attendance, behaviour, and assessment data is currently stored in our Associated Sixth shared MIS with our partner St John Fisher and migration for this information is not planned until September 2025.**
- Not all information is visible now, for example Payments, Trips and Clubs. We will notify you as this is made available over the coming months.
- If you need to update another guardian's details, they will need to log in and update if they are a primary guardian, or you can contact us to make any changes for you.
- If you do not appear to have received the initial email from arbor.noreply@staidans.co.uk during the relevant year group's designated week, please check junk/spam folders.

We anticipate that there may be a variety of questions and enquires as we roll the Parent Portal and Parent App out. Your patience, understanding and Kindness as we Learn Well Together during this process will be appreciated.

If you do need to contact us about the Parent Portal and Parent App, can you please use the following contact streams:

For log in and access issues please email us at – arbor@staidans.co.uk and we will aim to respond within 3 working days.

For enquires relating to personal information visible to you please email us at – arbor@staidans.co.uk and we will aim to respond within 3 working days.

For enquires relating to information displayed for attendance, behaviour and timetable please contact the relevant year teams, in the usual way.

We would like to remind you that information displayed for behaviour and attendance will be inline with our Attendance guidance which can be found [here](#) and our behaviour pathway which can be found [here – \(Page 16\)](#)

We thank you for your support and cooperation during this process and look forward to sharing information with you on your child's education at St Aidan's through these platforms.

Mr Tristan Hainsworth
Systems Implementation Lead