



ELTHAM COLLEGE  
SUPPLEMENT 2011-2012



# ELTHAM COLLEGE

Christian principles, a commitment to scholarship, excellence within and beyond the classroom and respect, service and care for others remain the essence of a child's education at Eltham College.

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# The Aims of Eltham College

To educate within a Christian environment so that young people can discover the meaning of the Christian faith and spiritual values.

To encourage personal integrity and consideration for others.

To create good staff-pupil relationships based on co-operation, good humour and courtesy.

To encourage enquiring and enthusiastic minds and to teach pupils tolerance of others' views.

To foster all forms of communication in oral and written English; through drama, music and art; in at least one foreign language; and through mathematical, scientific and technological discovery.

To offer a broad and balanced curriculum, which enables children to achieve at the highest level.

To provide a safe and healthy environment.

To introduce pupils to a variety of recreational pursuits, to develop physical fitness combined with health consciousness, and to foster team spirit and magnanimity.

To promote Community Service, reaching out into the local community to create better mutual understanding.

To promote greater awareness of environmental issues and actively pursue practices that produce more effective sustainability.

To prepare the pupils for the opportunities, responsibilities and experiences of adult life.

To develop a mutually helpful school community embracing governors, staff, parents, pupils, former pupils and friends.

To ensure that all who are employed by the school find fulfilment in their work.

To keep abreast of change while preserving and nurturing those features of the school which are of proven value.

To promote and preserve the school's independent and charitable status.

To preserve the school's foundation by the membership of its Governing Body and by the continued admission of the sons of missionaries.

# Academic Staff

Headmaster PJ Henderson BA FRSA

## Senior School

### Art

- † Ms E Brass BA MA  
PD Agate BA  
Mrs M Franklin MA (part-time)  
A Gillespie (Artist in Residence)  
Mrs ACE Richards BA (part-time)

### Biology

- † Mrs CM Hobbs BSc  
Mrs HC Clough BSc (part-time)  
Dr F Morris, BSc PhD  
Mrs J Perry, BSc  
CK Robinson BSc

### Chemistry

- † PC McCartney BSc MA MSc (Examinations Consultant)  
GS Morgan MA PhD  
Dr F Morris BSc PhD  
Mrs J Perry, BSc  
J Zablocki BSc (part-time)

### Classics

- † TA Hotham BA  
PJ Henderson BA FRSA  
Mrs CMP Taylor, BA (part-time)

### Design and Technology

- † KG Roberts TEng (CEI) Dip Ed (Head of Lower School)  
AC Hillary BEd FRGS (Deputy Head of Middle School)  
P Wren TEng

### Drama

- † JAC Yarnold BA  
TC Mitchell BA

### Economics and Business Studies

- † JD Walker BSc (Head of Sixth Form)  
Mrs H Barsham-Rolfe BSc  
Mrs S Potter, BA (part-time)

### English

- † M Pollard BA MA  
KL Barron MA FRSA (Senior Master)  
Mrs C Green Dip Ed (part-time)  
M Hamblin, BA  
TC Mitchell BA († PSHE)

### Geography

- † J Chesterton, BSc  
AD Beattie MA  
J Cooper, BSc, MA (Deputy Head – Pupils)  
D K Cotterill BSc (Registrar)  
J Willatt BSc

### Geology

- † PC McCartney BSc MA MSc

### History

- †\* DR Grinstead BA  
MER Chesterton BA  
DP Tuck BA, MA († Liberal Studies/  
Deputy Head of Sixth Form)  
PJ Mander BA (Head of Middle School)  
O Weatherly BA

### ICT and Computing

- † JP Pringle BSc (Curriculum Co-ordinator)  
P McIntyre BA

### Information Technology Services

- P Zdarzil MA

### Learning Support

- Mrs CW Shipp BA MA  
Cert Sp LD Dip Sp LD AMBDA (part-time)

### Librarian

- Mrs SB Fearn BA ALA  
Mrs JK Mingozi (Assistant Librarian)

## Mathematics

- † J Backhouse BA MA
- JL Baldwin BSc
- Mrs N Bilsby, BSc
- V Broncz BSc
- Ms R Gordon BSc
- Mrs C Head-Rapson BSc (part-time)
- JM Munn Math PhD (Chief Exams Officer)
- L Watts BSc (Deputy Head – Academic)
- Mrs S Wood BSc (part-time)

## Modern Languages

- † B Pollard MA (Head of German)
- Ms S Dunne BA (Head of Spanish)
- D Boudon L-ès-L (Head of Community Service)
- PG Cheshire MA
- Mrs S Horton, BA (part-time)
- PA Howls BA
- Mrs N Rosado BA (part-time)
- Mrs I Sadler BSc (part-time)
- Miss L Scarantino BA (Head of French)
- Mrs A Senior L-ès-L (part-time)
- M Stickings MA (part-time)
- Mrs M Su BA (part-time)
- Mrs A M Classen (part-time)
- Mrs A McCullough BA

## Music

- † AG Tighe, BA (Director of Music)
- NA Levy GGSM
- Mrs LE Oldfield BA

## Physical Education

- † A Thomas, BEd (Deputy Head of Lower School)
- J Cooper BSc MA (Deputy Head – Pupils)
- \* A Fermor-Dunman BSc (Academic †PE)
- S Thomson, BSc
- \* ET Thorogood BSc

## Physics

- † MM MacKenzie BSc
- Mrs SM Donaldson BA
- E B Wright MA

## Politics

- † PJ Mander BA (Head of Middle School)
- \* DP Tuck, BA, MA († Liberal Studies/  
Deputy Head of Sixth Form)

## Religious Studies

- † Revd P Swaffield, BA MA (Chaplain)  
PG Cheshire MA

## Key

- † Head of Department
- \* Head of House

## Junior School

Master E R Cavendish, MA

Deputy Master P McIntyre BA

Mrs N Chamberlain BA Ed  
Miss J Donegan BA Ed MA Dip Ed  
Mrs A Hallett BEd  
RAJ Johnston Dip Ed  
Mrs L Jones BEd  
Mrs A McCullough BA (part-time)  
Mrs K Newham, Learning Support  
M O'Dwyer BEd  
Mrs A Pain Cert Ed (part-time)  
JMG Poole BA Ed  
WC Schaper BA Ed  
Mrs J G Smith BSc  
Mrs L Wrafter Cert Ed

# Summer 2011 Upper Sixth Advanced Level Examinations

Subject	Entries	A*	A	B	C	D	E	A* Percentages	A*/A
Art	9	3	3	3	0	0	0	33.3	66.7
Biology	22	8	7	4	2	1	0	36.4	68.2
Business Studies	8	1	4	1	2	0	0	12.5	62.5
Chemistry	14	2	8	1	2	1	0	14.3	71.4
Computing	1	0	1	0	0	0	0	0.0	100.0
D&T	7	0	2	2	3	0	0	0.0	28.6
Drama	6	0	2	2	2	0	0	0.0	33.3
Economics	35	3	15	11	5	1	0	8.6	51.4
English	30	6	13	8	3	0	0	20.0	63.3
French	17	2	8	6	1	0	0	11.8	58.8
Geography	26	1	8	8	8	1	0	3.8	34.6
Geology	7	1	4	2	0	0	0	14.3	71.4
German	3	1	2	0	0	0	0	33.3	100.0
History	28	5	16	6	1	0	0	17.9	75.0
Latin	3	1	0	1	1	0	0	33.3	33.3
Further Mathematics	4	3	1	0	0	0	0	75.0	100.0
Mathematics	44	11	23	6	3	1	0	25.0	77.3
Music	5	0	4	1	0	0	0	0.0	80.0
Physics	16	1	8	3	1	3	0	6.3	56.3
Politics	17	2	5	7	2	1	0	11.8	41.2
Religious Studies	3	0	2	0	1	0	0	0.0	66.7
Spanish	7	4	1	2	0	0	0	57.1	71.4
Other	1	0	1	0	0	0	0	0.0	100.0
<b>Totals</b>	<b>313</b>	<b>55</b>	<b>138</b>	<b>74</b>	<b>37</b>	<b>9</b>	<b>0</b>	<b>17.6</b>	<b>61.7</b>

## Advanced Level Grade Percentages

(The new A star grade was introduced in 2010)

YEAR	A*	A	B	C	D	E
2010/2011	17.6	44.1	23.6	11.8	2.9	0.0
2009/2010	25.6	41.9	21.3	8.4	2.0	0.8
2008/2009		70.0	23.7	5.0	1.3	0.0
2007/2008		65.8	25.5	7.7	1.0	0.0
2006/2007		61.8	27.4	7.5	2.6	0.6
2005/2006		63.0	23.5	10.7	2.8	0.0
2004/2005		58.1	27.6	10.7	3.6	0.0

## University Destinations of Leavers

90 Old Elthamians will start at the following 28 universities in 2011.

Nottingham	11
Exeter	10
Leeds	7
Oxford	6
Warwick	5
Bristol	4
KCL	4
UEA	4
York	4
Cardiff	3
Durham	3
Loughborough	3
Queen Mary	3
Sheffield	3
UCL	3
Cambridge	2
Imperial	2
Southampton	2
Sussex	2
Aberdeen	1
Bath	1
Birkbeck	1
Birmingham	1
Edinburgh	1
Manchester	1
Newcastle	1
Reading	1
St Andrews	1

## Summer 2011 Year 11 GCSE Examinations

Subject	Entries	A*	A	B	C	D	E	A*-A %	A*-C %
Art	29	10	6	8	3	2	0	55.2	93.1
Biology	63	38	16	6	2	1	0	85.7	98.4
Chemistry	64	44	13	7	0	0	0	89.1	100
D&T Resistant Materials	9	3	3	2	1	0	0	66.7	100
D&T Systems & Control	13	5	5	3	0	0	0	76.9	100
Drama	12	0	2	7	3	0	0	16.7	100
English Language	78	28	31	16	3	0	0	75.6	100
English Literature	77	34	21	18	4	0	0	71.4	100
French	37	14	12	7	3	1	0	70.3	97.3
Geography	40	23	7	9	1	0	0	75.0	100
German	31	5	10	12	2	2	0	48.4	93.5
History	57	30	18	5	4	0	0	84.2	100
IT	22	4	9	4	4	0	1	59.1	95.5
Latin	46	37	6	3	0	0	0	93.5	100
Mathematics	77	45	22	10	0	0	0	87.0	100
Music	11	3	5	3	0	0	0	72.7	100
Physics	63	41	10	8	3	1	0	81.0	98.4
RS	52	32	13	6	1	0	0	86.5	100
Russian	4	3	1	0	0	0	0	100	100
Science	14	0	3	10	1	0	0	21.4	100
Additional Science	14	0	4	5	5	0	0	28.6	100
Spanish	20	10	5	3	1	1	0	75.0	95.0
Other	2	2	0	0	0	0	0	100	100
<b>GCSE Totals</b>	<b>835</b>	<b>411</b>	<b>222</b>	<b>152</b>	<b>41</b>	<b>8</b>	<b>1</b>	<b>75.8</b>	<b>98.9</b>

## GCSE Grade Percentages

YEAR	A*	A* - A	A* - C
2010/11	49.2	75.8	98.9
2009/10	38.3	73.9	99.0
2008/9	36.7	68.9	98.2
2007/8	37.6	73.1	99.0
2006/7	32.6	72.6	98.4
2005/6	38.4	75.6	99.3
2004/5	36.4	73.2	99.9

# The Curriculum – Senior School

## Years 7-9

In the first three years, pupils follow a common curriculum as set out below. In addition, all forms have a weekly tutorial period during which PSHE is taught. Information Technology is introduced in Year 7. All pupils start French, Latin and Mandarin in Year 7; German is introduced in Year 8, Spanish in Year 9. In this year, pupils choose three from: French, German, Spanish, Latin and Mandarin.

### Common Curriculum

Art and Sculpture	Information Technology (Year 7)
Biology	Latin
Chemistry	Mandarin
Design and Technology	Mathematics
Drama	Music
English	PE and Games
French	Physics
Geography	Religious Studies
German (from Year 8)	Spanish (from Year 9)
History	

## Years 10-11

In Years 10 and 11 pupils follow a common core of seven subjects to GCSE, plus a PSHE period, Thinking Skills, PE and Games. RS is taken as a half GCSE in Year 10 and can be continued as an option in Year 11 to complete a full GCSE. These are complemented by a choice of three further subjects to GCSE from a wide range of options.

### Core Subjects

Biology  
Chemistry  
Physics  
Mathematics  
English  
English Literature  
Modern Language  
RS  
PE  
Games  
PSHE  
Thinking Skills

### Optional Subjects

Art  
Computing  
Design and Technology  
Drama  
Modern Language  
Geography  
History  
Latin  
Music

# The Curriculum - Sixth Form

For A level, pupils choose four subjects at AS level to be examined at the end of the Lower Sixth and the majority of students reduce this to three subjects to be taken through to A2 level in the Upper Sixth. Some will be encouraged to take four subjects at A2, subject to guidance about its suitability. The timetable is constructed on the basis of free choice. The subjects on offer at AS and A2 level are:

Art	German
Biology	Government and Politics
Business Studies	History
Chemistry	Latin
Computing	Mathematics (Pure and Mechanics)
Design and Technology	Mathematics (Pure and Statistics)
Drama and Theatre Studies	Mathematics (Further)*
Economics	Music
English	Philosophy and Ethics
French	Physical Education
Geography	Physics
Geology	Spanish

\*Further Mathematics must be accompanied by one of the mathematics courses.

In addition, all Sixth Formers have an afternoon of Games. In the Lower Sixth everyone participates in the Community Service programme. In the Upper Sixth a Liberal Studies course enriches a student's academic studies with a wide range of cultural, practical and intellectual experiences.

Sixth Formers are expected to participate in extra-curricular activities to broaden their education and opportunities abound, whether they be in Drama, Debating, Music, Sports, Duke of Edinburgh Award Scheme, intramural House Competition, or as a member of the School Council, Eco- Eltham, the Charities Committee or other society committees.

# Admissions Procedures

## Registration

Registration for entry may be made at any time. A registration form is included in the prospectus. The registration fee is non-returnable and acceptance of registration does not constitute the offer of a place.

## Age of Entry

Pupils are admitted to the Junior School at 7+ and 8+. There are normally 44 places each year at 7+ and some at 8+.

Pupils are admitted to the Senior School at 11+, 13+ and Lower Sixth. At 11+ there are normally about 75 places of which approximately 30 places go to external candidates from about 90 external offer letters. At 13+ between three to six boys are admitted. At Lower Sixth there is no specific quota for boys or girls. At other ages there is no regular entry but, occasionally, vacancies arise and a pupil may be admitted, subject to satisfactory performance in examination papers and interview.

## Entrance Examinations

For the 7+ entry there are a series of assessments in English, Maths and Reading as well as an informal interview. Further details about the process are available upon request from the Junior School Secretary.

**Candidates at 8+** take papers in English, Mathematics and Verbal Reasoning. The English examination tests comprehension, writing and reading. In the writing test, boys will be asked to write a short story in which credit will be given for imaginative ideas and interesting vocabulary. Punctuation, spelling and handwriting are also taken into account. The Mathematics examination will include: addition and subtraction (to hundreds); some simple multiplication and division sums; calculations with money and time; symmetry; fractions; area, measure and problem solving. The Verbal Reasoning test is of a standardised format for pupils of this age.

**Candidates at 11+** take papers in English, Mathematics and Verbal Reasoning. The written examination for 2012 entry is on Saturday, 21 January 2012. Examples of the English and Mathematics papers are sent to candidates after registration:

**English (75 minutes)** There will be three sections to the paper:

**Section A:** Understanding. There will be comprehension questions on a narrative passage and questions testing understanding of vocabulary.

**Section B:** Comment and Analysis. Candidates will be asked to write about the writer's techniques and their effects.

**Section C:** Expressive Writing. Candidates will be asked to write descriptively. Candidates will be assessed for interesting ideas, range of expression and vocabulary and accuracy of spelling, punctuation and grammar.

# Entrance Examinations continued

## Mathematics (45 minutes)

No calculators may be used. The paper is likely to include questions on: whole numbers, decimals and fractions; the metric units of length, area, volume and time; calculation of perimeters, areas and volumes; time and the 24 hour clock; simple direct proportion; number patterns; averages; estimation and approximation; simple use of indices; linear graphs; common geometric shapes; lines of symmetry; angles: acute, obtuse, reflex; simple use of percentages; simple function machines and algebraic equations in words; nets of simple solids; interpretation of simple pie charts. A boy's ability to solve worded problems and to display problem solving skills will be tested as well as his skills in computation. All working must be clearly shown where appropriate.

## Verbal Reasoning (45 minutes)

This paper is intended to supplement, in the candidate's interest, the result of the English and Mathematics examinations.

Boys will be interviewed by members of staff on the same day; this is a valuable part of the selection process. Places are allocated very shortly after the examination process.

Shortly after the 11+ entrance examination day, a significant number of candidates will be invited to attend an afternoon of lessons. This will give us an opportunity to judge their aptitude for our teaching and learning style and for them to get a real foretaste of what it is like to be a pupil at Eltham College.

**Candidates at 13+** take papers in English, Mathematics, Science and a Modern Foreign Language (French, German, Spanish or Latin). The written examination for 2012 entry will be held at the school on Monday, 30 January 2012.

**Candidates at Lower Sixth** take papers in three subjects of their choice and a Critical Thinking Test. The written examination for 2012 entry will be held at the school on Saturday, 12 November 2011.

## Interviews

Informal interviews are held in the Junior School.

All Senior School candidates of whatever age are interviewed. The Headmaster attaches considerable importance to the interviews and forms his decisions about admission on the basis of these, the examination results and a report from the candidate's current school.

## Parent Contract

On accepting a place, parents are required to pay a deposit and sign a contract which outlines the standard terms and conditions under which their son/daughter is accepted as a pupil at Eltham College. Offer of a place is subject to satisfactory references from the candidate's current school.

# Scholarships and Bursaries (Financial Assistance)

## Scholarships

Scholarships are awarded to children who excel in our entry requirements and can be worth up to 50% of annual fees. They are given at the Headmaster's discretion and are normally valid for a pupil's time at Eltham College but they are subject to academic review. Further information on any of these scholarships is available from the Admissions Secretary.

- At 11+ entry, up to 20 Academic Scholarships are available annually. A limited number of Sports and Music Scholarships are also available. These scholarships are open to all, whether current Eltham College Junior School pupils or new applicants.
- At 13+ entry, one or two Academic Scholarships and Music Scholarships may be available for external applicants.
- For Sixth Form entry, up to 15 Academic Scholarships are available annually. A limited number of Sports, Music, Drama and Art Scholarships are also available. These scholarships are open to all, including current Eltham College Year 11 pupils and new applicants. A Leverhulme Trust Scholarship is available to children of Chemists, Commercial Travellers or Grocers.

## Bursaries (Financial Assistance)

Bursaries may be given to those parents who need financial assistance in order to pay the school fees.

The value of bursaries as a proportion of fees will be dependent upon the financial circumstances of parents' combined net resources. As a guide, parents with net resources of less than £15,000 may be eligible for a 100% bursary and those with net resources of more than £50,000 are not likely to be eligible for any assistance. Net assets are also considered in these calculations.

Applicants for bursaries will be considered on the basis of their performance in the entrance examination and at interview and are given at the Headmaster's discretion. Parents will be asked to complete a confidential statement of financial circumstances; if a bursary is awarded, its value will be reviewed annually.

Children applying for bursaries may also qualify for scholarships.

## Community Bursaries

A Community Bursary of up to 100% of fees is available for boys living within or attending a local primary school in the immediate neighbourhood (approx. 1.5 miles from Eltham College). The Community Bursary is available for 11+ entry only. It is assessed on financial need and awarded in a similar way as for other bursaries (detailed above), but with a positive assessment based on living in the local community. This bursary may be upgraded to a Community Scholarship should the child excel academically in the entrance test.

# Fees

An Acceptance Deposit of £1,500 is payable at the time of accepting a place at Eltham College. Should a place that has been accepted not be taken up, an account for a term's fees (minus deposit) will, nevertheless, be payable.

The current termly fees are as follows:

Tuition	Senior School	£4,260
	Junior School	£3,675
Lunch		£205
Music		£172.50

All fees and charges are payable by Direct Debit. For the first term, these are due upon acceptance of a place, and become payable on presentation of an account by the Bursar. Ongoing payment of tuition fees may be made either termly on 1 September, 1 January and 1 April, or by ten consecutive monthly instalments commencing on 1 August. Sundry charges are collected separately on 1 September, 1 January and 1 April.

The level of fees is reviewed in March each year. The Governors reserve the right to vary tuition and other charges from time to time.

## School Fees Plan

It is advisable to plan ahead to meet the cost of school fees. Good independent advice is vital. The Bursar is always available to discuss this and the financial side of admissions with parents.

## Withdrawal

A pupil's attendance at Eltham College shall be terminated only by the parent giving a full term's notice in writing prior to the beginning of the last school term to be attended by the pupil, or alternatively by payment of the fees for a full term. A term's notice of withdrawal from private music tuition is required and the termly fee will be charged if due notice is not given. Half a term's notice of withdrawal from lunches is required and the termly fee will be charged if due notice is not given.

# Disability and Admissions to Eltham College

Meeting the needs of the SEN and Disability Act 2001.

Admission to Eltham College is by selective, competitive examination. This is a permitted form of selection within the meaning of the Disability and Discrimination Act.

Pupils must meet standards which will enable them to benefit from the school's educational standards and academic ethos. All entrants at 11+ are tested in Mathematics and English in addition to a Verbal Reasoning Test.

The school's policy is to apply these criteria to all those who apply irrespective of any Disability of which it is made aware.

## Reasonable Adjustments

Reasonable adjustments are made to the examination procedures for all those who are identified as having a learning difficulty. Prospective parents are asked to identify their child's disability or learning difficulty on the registration form and to provide evidence (in the form of an educational psychologist's report or medical report) to qualify for an adjustment to the examination procedures. The adjustment will usually take the form of extra time for the Mathematics and English papers, but not the Verbal Reasoning Test as this would compromise its objectivity and meaning.

## Exceptions

The site consists of a number of separate buildings of more than one storey and without lifts. As is common in most secondary schools, subjects are taught in fixed classrooms and in faculty areas. This requires pupils to move from classroom to classroom and frequently up and down steps or flights of stairs.

Parents of children with a marked physical disability should, therefore, note that reasonable adjustments cannot immediately be made to the accessibility of the buildings, and that major alterations would be prohibitively expensive, impractical and architecturally inappropriate. Nevertheless, in accordance with the Special Educational Needs and Disability Act 2001, the school has drawn up an Accessibility Plan which aims to improve, in the short, medium and long term, physical access to the buildings, access to the curriculum and the means of delivery of information.

## Provision for those who meet Admissions Criteria

Parents who accept a place for pupils who successfully meet the selection criteria and who have registered a disability or learning difficulty will be invited to discuss their child's needs in the term before they take up a place. Parents who have a cause for concern should contact Learning Support if they wish to discuss their concerns before September. Some pupils may need some additional tuition.

# Pastoral Care at Eltham College

Pastoral Care at Eltham College is a mixture of care, concern, support and, of course, discipline. The school places a very strong emphasis on pastoral matters and this was an area which received many favourable comments at the last inspections.

## Personnel and Structure

Although all of the teaching staff has a role to play, the first link in the Pastoral Care system is the Form Tutor. Above the Tutors is a layer of year or section heads covering Years 7 to 11. In Years 7-10 we also have designated Form Prefects. We have a Head of Sixth Form who is supported by a Deputy and an Assistant. The Chaplain also has a role to play right across the whole school community. The Deputy Head – Pupils is directly responsible to the Headmaster for the running of the Pastoral Care system.

The School Nurses play a vital role in the system, and with their specialised knowledge and confidentiality protocol they can deal with areas where teaching staff involvement might be inappropriate. A key part of the approach to pastoral matters is the Personal and Social Education programme, which deals with a wide range of topics, including health issues. Addresses in Chapel and Junior Assembly cover many areas, but invariably support the caring ethos of the school.

## Discipline

School rules and policies are readily available in all form rooms and in the back of the termly calendar.

The system of formal sanctions begins with one hour Friday detentions for bad behaviour and Imposition Slips for inadequate or incomplete work. More serious offences may incur a three hour Saturday detention. Naturally, parents are always informed of these punishments. Suspension and permanent exclusion are used very rarely and always with considerable reluctance, but occasionally these are the only appropriate responses either to repeated serious offences or to gross misconduct.

Commendations for effort, quality of work and contribution to the life of the school, complement the system of sanctions. School and House colours are awarded for achievement in sport, drama, music, debating etc. A wide array of prizes for academic achievement, personal endeavour and service to the Eltham College and the wider community are presented every July at Speech Day.

Achieving the right balance between the interests of the individual and of the school community requires a thoughtful and sometimes flexible approach if this system of sanctions is to achieve the desired result.

In our experience, the partnership between parents, pupils and the school works most effectively when there is an open and easy exchange of views on shared concerns.

# Complaints Procedure

If parents have a complaint or concern about something at Eltham College, they should in the first instance contact either by letter or telephone their child's Tutor, or the Head of Year; their complaint will be treated as an expression of genuine dissatisfaction which needs a response. It will be treated in a confidential manner and with respect.

If, after pursuing this course of action, parents remain dissatisfied, the matter will be referred to the Headmaster who will consult with staff who can help; then if he deems it appropriate he will arrange a meeting of all parties concerned in an attempt to resolve the matter. Throughout these matters, the school will keep an effective record of complaints and concerns, and confidential files will be maintained on all meetings and their outcome; these files will be available to the parents concerned.

Should the matter remain unresolved after a meeting with the Headmaster, within five days the parents may request that it be considered by a Panel (of three) one of whom is independent of the school, by writing to the Chairman of Governors. The Chairman will call for a full report from the Headmaster and all relevant documents. The Chairman may offer a new approach to the matter and/or a meeting within ten days of the request of a review. Subsequent to a meeting between parents the Headmaster and the Panel, the Panel will reach its decision and inform all parties involved within a further ten days. Their decision will be in writing and contain reasons; and it will be final. Further details of the procedures for a request for such a review are available on request from the Headmaster.

# Travel Details

School coach routes are designed to meet pupils' needs and are adjusted appropriately when these needs change.

## By School Coach

Morning start times as set out below. Return journeys commence at 4.10pm each day from outside the pick-up and drop-off triangle. We also run a late coach on the Blackheath route only, leaving at 5.50pm Monday to Thursday.

### Blackheath Coach Route

7.44 am	Westcombe Park Road/Beaconsfield Road
7.45 am	Vanbrugh Park Junction/Westcombe Park Road
Afternoon only	Bus stop opposite the Clarendon Hotel
7.50 am	St John's Church, St John's Park
7.55 am	Princess of Wales pub/pond (am)/Hortus shop (pm)
7.57 am	Bus stop on Lee Road/Manor Way Junction
8.10am	Bus stop in Burnt Ash Road (near Micheldever Road)

### Bromley/Chislehurst Coach Route

7.30 am	Chislehurst Station/Summer Hill
7.32 am	Blackbrook Lane/Barfield Road Junction
7.35 am	Bus stop opposite shops in Southborough Lane
7.37 am	Bromley Common/Hook Farm Road Junction
7.45 am	Westmoreland Road/Hayes Road Junction
7.47 am	Westmoreland Road/Hayes Lane Junction
7.55 am	Hayes Lane/Shortlands Road Junction
7.57 am	Ravensbourne Avenue/Beckenham Lane Junction
8.02 am	Plaiestow Lane/Burnt Ash Lane Junction
8.05 am	Orchard Road/Rosewood Court Junction
8.10 am	Wood Drive/Elmstead Lane Junction

### Beckenham Coach Route

7.40 am	Lennard Road/Kent House Road (bus stop in Kent House Road just before Lennard Road)
7.45 am	Beckenham Road/Hayne Road Junction
7.47 am	Foxgrove Road/Southend Road (in Foxgrove Road at safest point immediately after Junction with Southend Road)
7.50 am	Foxgrove Road/Westgate Road (first safe point in Westgate Road after right turn from Foxgrove Road)
7.52 am	St Christopher's School, Bromley Road (turn left into Bromley Road and head towards Shortlands just after the school)

## Orpington Coach Route

7.10 am	Spur Road (Court Road End)
7.12 am	Spur Road (near War Memorial)
7.15 am	Sevenoaks Road (Repton Road)
7.16 am	Sevenoaks Road (Warren Road)
7.18 am	Farnborough Hill (bus stop near Metrobus Depot)
7.20 am	Farnborough High Street bus stop by school
7.23 am	Crofton Road (RC Church at Chapter One end)
7.25 am	Crofton Road (Starts Hill bus stop)
7.28 am	Crofton Road (Oakwood Road)
7.30 am	Crofton Road/Crofton Lane
7.31 am	Crofton Road (Crofton Infant School)
7.33 am	Crofton Lane/St John's Road
7.34 am	St John's Road (between The Close and Berger Close)
Afternoon only	St John's Road (Crofton Lane end)
7.35 am	Tudor Way (Ash Close)
7.38 am	Poverest Road roundabout
7.41 am	Chislehurst Road (Leesons Hill)
7.45 am	Bulls Head, Chislehurst
Afternoon only	Bus Stop just after junction with Manor Park
7.50 am	High Street, Chislehurst (Sainsbury's bus stop)

## By Train

The nearest main line stations are Mottingham (10 minutes walk) on the Central London to Crayford/Gravesend line via Sidcup and Grove Park (20 minutes walk) on the Central London to Orpington/Sevenoaks line via Orpington.

## By Public Service Bus

The following bus services stop in Mottingham.

- 124 – Catford via Grove Park to Eltham
- 126 – Bromley to Eltham
- 161 – North Greenwich via Eltham to Chislehurst
- 624 – Grove Park to Welling
- 638 – Beckenham via Bromley to Chislehurst
- 661 – Petts Wood via Chislehurst to Eltham College

