



13th June 2025

Headteacher - Patrick Earnshaw

Deputy Headteacher - Mathew Downs

Dear Parent / Guardian,

We are writing to inform you of some important system changes taking place at Highcliffe School this summer which may impact on some of our IT and Data Services over the coming months.

Due to changing needs, we will be transitioning from our current Management Information System (MIS) to Arbor. Many of you may already be familiar with Arbor through your experience with primary schools that use the platform.

Starting in September, the following functions will be managed through the Arbor Parent Portal and will see us retiring such services as Wisepay.

- Updating your child's personal, medical and contact details
- Making online payments
- Signing up to clubs and events
- Providing consent for your child to attend school trips
- Reporting an absence for your child (telephone will continue to be possible)

Other information such as rewards, attendance and behaviour records will continue to be accessed via MyHighcliffe until we implement these modules in Arbor in the future.

We will share detailed guidance on how to sign up to and use Arbor once the system is implemented over the summer break. We would recommend parents follow this guidance as soon as they are able so expressions of interests for trips, payments and club signup can take place over the first few weeks of the new school year.

To enable us to migrate our cashless catering system from WisePay to Arbor Payments, we will be turning off food payments in WisePay at the end of this term until the Arbor parent portal is launched. Cash payments can be made in school at the start of the year, should it be necessary.

MyHighcliffe will be unavailable for the first few weeks of the Summer holiday (it will be back on for sixth form and Year 11 results) as we perform the switchover and to enable us to implement a new sign in process. MyHighcliffe Parent accounts will no longer require a password. Instead, you will receive a one-time passcode via email each time you sign in, enhancing both security and ease of access.

For those of you utilising our instrumental music lessons or school transport services, payments for the first term should be made via WisePay by **Friday 11th July** for music lessons and **Tuesday 22nd July** for transport.

Thank you for your continued support as we make these improvements.

Kind regards,



Mathew Downs  
Deputy Headteacher



Harry Glyde  
Integrated Services Manager

