



Thriftwood

School and College

website: www.thriftwoodschool.com

12th October 2026

Dear Parents & Carers,

Learner information and learner emergency contact details

What is Arbor and why do we use it?

Arbor is the secure online system we use to manage learner information and communicate with families.

Through the Arbor Parent Portal or App, parents and carers can view and update important details such as contact information, medical needs, clubs and trips as well as make payments.

In-app messages can be used to share information about your child or the college.

Arbor helps us keep records accurate, improve communication, and ensure we have the information we need to support every learner effectively.

Why is it important to keep learner information up to date?

Keeping learner information up to date is essential for safeguarding, medical needs, emergency situations, effective communication, legal compliance, and ensuring learners receive the correct support.

How do I update my child's information?

Please regularly log into Arbor and go to the 'student profile' section to check the details are accurate. You can make any necessary updates which includes deleting data that is no longer relevant or current plus add missing information or amend data. We would encourage you to do this anytime there is a change.

Could we please ask you to pay particular attention to:

- emergency contact details, specifically telephone numbers
- medical information
- dietary and allergy requirements

Emergency contacts

You will notice that you do not have access to contact details given for family members/friends who have been listed as secondary contacts (to be used in an emergency if we are unable to contact you).

We rely on you to ask them to contact us to confirm their details. Alternatively, you can email or telephone us yourself to clarify names/contact numbers and then inform us if there are any changes:

- if your child attends **Thriftwood School** (years 3-9 inclusive), please email admin@thriftwoodschool.com or telephone 01245 266880 (option 2)
- if your child attends **Thriftwood College** (years 10-14 inclusive), please email admin@thriftwoodcollege.com or telephone 01245 262779 (option 3)

Emergency file

From Friday 16th October 2026 onwards, we will presume that the information in Arbor is correct and prepare our emergency files.

Keeping a printed copy of key learner information in an emergency file provides a reliable backup if electronic systems are unavailable or inaccessible.

How can I access Arbor as a parent or carer?

Parents and carers can access Arbor either via the Parent Portal on a web browser on a computer, tablet, or phone - or by using the Parent App on a mobile phone or tablet. Both use the same login details and show the same information.

How do I create a parent/carers Arbor account?

If you do not already have an Arbor account set up, you can get started by clicking on the link below:

<https://thriftwood.uk.arbor.sc/>

Click on 'First time logging in?' - you will need to use a computer or tablet to initially sign up, from then on you will be able to use your smartphone, computer or tablet.

Enter your email address in the box and click the green 'Reset Password' button.

If two parents or carers use the same email address, Arbor will only be able to create one Parent Portal login. To enable more than one parent or carer to access Arbor separately, each parent/carers must have their own email address. Otherwise, the email address will need to be recorded against just one parent.

Follow the on-screen instructions to set up a password - please ensure you can remember this password as Thriftwood staff will not have access to it.

After the initial setup, you can access the Parent Portal via a computer, tablet or smartphone - Arbor has an app available for you to download to your phone or tablet to enable even easier access - please visit the App Store or Google Play Store to download it.

Once you have opened the app, enter your email address and select 'Thriftwood' as your school. Enter the password you previously set up and select 'Log in'. You will then be prompted to accept the Terms & Conditions and enter your child's date of birth.

We highly recommend that you set up notifications.

Should you require assistance, please do not hesitate to contact us.

With kindest regards

K. Mountain

Kirsty Mountain
Examinations and GDPR Compliance Lead

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