



ASCOT HIGH SCHOOL

Sector 1 North
Greater Portmore
St. Catherine
Tel: 876-649-0526/0529
Email: ascot.high.sce@moe.gov.jm

Chairman: Dona Stewart Sykes Principal: Mr. Shannell Talbert Vice-Principal: Mrs. Heather Boyd-Cunningham

Thursday November 4, 2021

Dear Parent/Guardian,

The school administration is pleased to announce the launch of its Parent Customer Care Centre on Friday November 4, 2021. Through the customer care centre, parents will be able to contact the following offices at the school:

Office	Contact Info	Features Available
Main Office (Front Desk)	876-579-0082 front.desk@ascothigh.edu.jm	- Request General Information - Request Registration Information - Query Registration Status - Request Transcript/Recommendation - Request Information on Package Details - Request Fee Information - Check Availability of SBA Contracts - Request Fee Payment Options - Request Class Codes
Help Desk	876-579-0079 itsupport@ascothigh.edu.jm	- Create and Reset Accounts for the School Website, Ascot Email and AscotVLE - Assistance Setting up Google Classroom on Devices - Assistance Using School Website, AscotVLE and Google Classroom - Request Copy of Printed Report (at a cost) - Contact School Library - Request Information on Training for Students to Use Online Systems - Request Class Codes
Bursary	876-579-0081	- Request Fee Information - Request Exam Fee Information - Create Fee Payment Plan - Request Items in Package - Submit Pictures of Payment Receipts - Request Refunds - Donate to the School - Query Payment Status
Guidance/ Dean of Discipline	876-579-0085 guidance@ascothigh.edu.jm	- Request Counselling - Request Psychosocial Support - Report Issues at Home affecting Children - Report Student Extended Absence - Request PATHE Information - Request Assistance

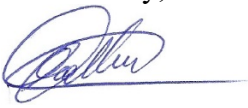
		✚ Request Information on Child Care & Protection ✚ Report Incidents ✚ Request Information on Student Welfare Programmes ✚ Report Unavailability Student Devices
Dean of Studies	876-579-0086 deanofstudies@ascothigh.edu.jm	✚ Request Class Codes ✚ Request Timetable ✚ Request Information on Academic Programmes ✚ Request Class Assignment Information ✚ Report Concerns with Classes ✚ Subject Selection Guidance ✚ Children's Attendance to School (<i>Information on this may take some time</i>) ✚ Report Unavailability of Devices

Please note the following as it relates to the Parent Customer Centre:

- The centre will operate between the following hours daily (8:00am – 3:00pm). Parents are being encouraged to access the centre between the times indicated.
- Teachers, students and other members of the school community are free to use the customer care centre to access information, submit information and/or make requests.
- Parents are being encouraged to use WhatsApp as much as possible so that multiple queries may addressed at the same time.
- The school administration requests the patience of its customers as they may experience delays when accessing the centre. Some request may take some time to be completed. However, all queries will be processed.

Parents are valuable stakeholders of the school and they should be able to request information and share their concerns with school officials much easily and regularly. If you have concerns about our customer service centre, please do not hesitate to contact the school at 876-649-0526 or 876-649-0529 or send an email to ascot.high.sce@moey.gov.jm. The principal may be contacted at 876-781-6264 via WhatsApp or by email at principal@ascothigh.edu.jm.

The school administration looks forward to your continued support as it seeks to improve the communication systems of the school. God's richest blessings on you and your family and please remember to keep safe.

Yours Truly,

Shannell Talbert
Principal