

ACE Support for parents during the School Admissions & Appeals Process

- New website
- Free text advice service
- Free helpline
- Free Appeals pack
- ACE are also providing experts for the Guardian newspaper's online live advice session on *Help for parents on school admissions*

Experts from the Advisory Centre for Education will be live online Tuesday 3 March and Wednesday 4 March from 2pm till 4pm, offering advice on school places and how to lodge an appeal.

<http://educationtalk.guardian.co.uk/WebX/.7760dec3?50@391.np6DfVJCbHS@>

Today is Secondary School National Offer Day!
ACE launch new website to help thousands of families handle applying for a school and appealing

Today, Monday 2nd March 2009 is Secondary School National Offer Day, when local authorities will send letters to thousands of families in England telling them what secondary school place their child has been offered. The Advisory Centre for Education (ACE), the leading charity providing free, independent advice on a wide range of school issues, is launching its new website today to enable parents and carers to easily access information on any part of the admissions process, including what to do if they wish to appeal.

Simon Hepburn, Chief Executive of ACE, said: "This is a very anxious time for many families and we hope our new website helps people to access information and advice. From January to March 2008, over 40% of the calls we received were on school admissions and appeals and over 39,230 admission appeals were heard from 2006 – 2007. Our message to parents and carers who have not been offered the school they want is: don't panic, seek help, think about appealing, put your child's name on waiting lists and go to visit alternative schools. It may feel like the end of the road but it is not – contact ACE for advice on what you can do."

A parent who has been advised by ACE said: "The Advisory Centre for Education is excellent. The people there are very kind and understanding, they know what they're talking about. If it wasn't for them I wouldn't have taken our situation further."

ACE provides information and advice on a wide range of school issues – from bullying to exclusions, disabilities and special educational needs to admissions and attendance. We also provide advice on the small questions that parents and carers may have about the education system - if they just want to check a fact, they can get in touch.

To contact ACE simply:

- Visit www.ace-ed.org.uk <<http://www.ace-ed.org.uk>> for information and to download booklets

- Text the keyword AskACE to 68808. Follow instructions to access advice on a range of issues, to ask questions and receive booklets by post. All texts are free to send and receive

- Call our free advice line on 0808 800 5793, Monday – Friday, 10am – 5pm

- Have a free ACE Appeal Pack posted to you: call 0808 800 0008

ACE gives advice to all parents and carers of children educated in state schools. We have been advising parents and carers for over 45 years.

In addition to seeking information from The Advisory Centre for Education, parents can also download a DCSF booklet, 'Primary and Secondary School Admissions and Appeals: A Guide for Parents' by visiting: <http://publications.teachernet.gov.uk/>

The **Advisory Centre for Education (ACE)** is a national charity that provides independent advice for parents and carers of children aged 5-16 in state-funded education. ACE aims to provide the information, support and advice that parents need to help their children at school, particularly when there are issues and problems.

ACE's perspective is informed through answering calls from parents and carers for over 45 years. From January – December 2008, ACE answered over 6,900 enquiries. We deliver training to educational professionals including admissions staff and appeal panel members and personnel. ACE produces a wide range of publications and has an influential membership scheme. Founded in 1960, ACE is a registered charity.



advice for parents, a voice for parents