



How Yondr Works: Frequently Asked Questions

What if I want to reach my child during the school day?

We want our students to be engaged in their learning. If you need to contact your child during the school day, contact the main office at school on 01473 742315.

What if there is a school emergency?

In case of a school emergency, we direct our students to safety first, following our school emergency preparedness protocol.

Will my child's phone be safe?

Students are in possession of their phone - in their Yondr pouch - for the entire school day. We will advise students to store the pouch safely in their bags or blazer pockets.

What if the Yondr pouch gets damaged or a student is caught on their phone?

If a student damages their pouch, or is caught on their phone, we will collect the phone/pouch and call home:

- The parent will come to the school and pick up their child's phone
- Consequences may include detention, seclusion or even suspension
- Damaged pouches will be billed to parents at a cost of £18

Note: Damage consists of any signs that the physical integrity of the pouch has been compromised, whether intentional or unintentional, as determined by the school or Yondr staff.

What happens if a student forgets to open their pouch at the end of the day?

In Yondr's experience, this almost never happens. All students funnel past the unlocking stations at the exits doors. They want their phones back and don't forget to unlock their pouches. If they do arrive home with a phone in a pouch, they can either come back to school to unlock it or have a phone free evening!

How quick is the unlocking process?

The unlocking process is quick and takes under a second per student. While students are still getting used to how to unlock pouches, staff will be on hand with mobile unlocking stations to stop queues forming in the first few weeks. If needed, we will add extra unlocking points.

