

# WEEKLY BULLETIN | Friday 18 March

# The Week Ahead

Weekly Menu	Please <u>CLICK HERE</u> to see our current Menu
Extra-Curricular Clubs	Please <u>CLICK HERE</u> to see our current programme
Sports Clubs and Fixtures	Please <u>CLICK HERE</u> to see our current programme
Vacancies	Please <u>CLICK HERE</u> to see a list of our current Vacancies

# Key Dates

Monday 21st March	Year 11 GCSE Geography trip to Epping Forest (all day)	
Tuesday 22nd March	Trip: Design Competition to London (10am to 6pm)	
Thursday 24th March	Taking up Space - Art Gallery opening (6pm to 8pm)	
Friday 1st April	Last day of term!	
Monday 4th to Monday 18th April	Easter Holidays	
Tuesday 19th April	Staff training day - SCHOOL CLOSED FOR ALL PUPILS	
Wednesday 20th April	All pupils return to school	

# ACANCIES Current Cambourne Village College vacancies

Please see the most recent vacancies at Cambourne Village College - all relevant paperwork, including the adverts, job descriptions, person specifications and application forms, can be found on the vacancies page of the website: <u>www.cambournevc.org/contact-us/vacancies</u>. Please feel free to share these amongst friends and family.

Should you like to speak to anyone regarding these vacancies please contact the HR team on 01954 284034 or email our <u>HR department</u>.

- Afternoon Receptionist
- Teacher of Computer Science
- Teacher of Maths
- Independent Study Room Supervisor and Teaching Assistant
- Pastoral Support Assistant Maternity Cover
- Cover Supervisors
- Exam Invigilators
- Level 1 Teaching Assistants



# Year 11 GCSEs Revision Timetable

This revision timetable has been shared with all Year 11 pupils via Teams and has been designed for pupils to use if it is helpful for them. It runs from now until the end of the exams in June.

To use it, they can follow these easy steps:

- 1. Select subject options from the drop-down functions at the top of the revision timetable tab
- 2. Delete out any tabs for subjects they don't study (leave the Options Subjects List tab otherwise all the formatting won't work)
- 3. Use the built-in formatting to put a subject in each box of the revision timetable (this may take 10 minutes) and look at the tally along the top to try and ensure an even spread across the subjects

4. Stop selecting a subject after the final exam for that subject and focus on the exams remaining.

When pupils come to revise, they can look at the session lists for the particular subject and focus on the targeted topic and rotate through these i.e. when revising Geography, the first session would be looking at plate theory.

There is a tab which shows the different after-school sessions available on different days of the week. These can be factored in as part of planned revision time.

For more information please see our website: <u>Exams - Cambourne Village College</u> (cambournevc.org.

**The Taking Up Space group** is very excited about our first evening event of art and culture, celebrating the diversity in our community and examining some of the issues faced in society today. Join us for food, music, art, dancing, and a rich and interesting sharing of experiences on **March 24th.** 

# A NIGHT FULL OF DIVERSE ARTS, MUSIC AND FOOD

# NOT JUST BLACK AND WHITE

Dress code: Smart clothing or cultural clothing Entrance is free, but a donation will be appreciated.

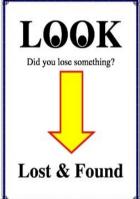
MARCH 24, 2022 6:00-8:00 PM CAMBOURNE VILLAGE COLLEGE



If your child has **lost an item of uniform**, please ask them to check with their **Year team office** in the first instance, or please **email <u>thecollege@cambournevc.org</u>** so that we can arrange for your child to check our unnamed items.

There are also a large number of smaller personal items that have been in lost property all year. The pictures below show a sample of these. <u>These (and many more) can be claimed from Reception.</u>













Please reclaim all lost property from Reception!







Music activities are up and running again this term, and we are really keen for pupils from all years groups to join our clubs.

### Lunchtime Clubs

### **Tuesday lunchtime: Junior Choir**

### Wednesday lunchtime: Beginners Ukulele Club

To help them to take part in a 30-minute rehearsal, if pupils are regularly attending Junior Choir or Beginners Ukulele then they are given permission to leave their period 4 lesson a few minutes early to get to the front of the lunch queue.

### The following clubs still run after school:

Concert Band: Years 7 – 11 (Monday 3 – 4pm)

Jazz Band: Years 9 – 11 (Tuesday 3 – 4pm)

Senior Choir: Years 9 – 11 (Friday 3 – 4pm)

### **Instrumental Lessons**

If you child would like some additional one-to-one music lessons (on a range of instruments, or as a singer) then please consider signing them up for instrumental lessons. They can start at any time.

Further information, and a new online sign-up form can be found on the school website: <u>Instru-</u><u>ment lessons - Cambourne Village College (cambournevc.org)</u>

If you would like your child to have instrumental lessons, and they receive the pupil premium, we are able to contribute significantly towards the cost of these lessons. Please contact <a href="mailto:gpage@cambournevc.org">gpage@cambournevc.org</a> for further details.

# A quick reminder to all parents, carers and students of the health and safety rules in PE lessons.

Students should not be wearing earrings or any jewellery in their PE lessons. The covering of earrings with tape is not a sufficient safety measure; students should be fully removing all earrings in order to participate in their practical PE lessons.

Additionally, long nails, acrylics and nail extensions also pose a significant health and safety issue during PE. Please ensure all long nails or acrylics are cut short or removed for the start of term.

These rules are to keep everyone safe and we thank you for your support with ensuring students can abide by them.

### PE Fixtures

There are a large number of fixtures that take place across the year and many pupils are selected for these based on their participation in clubs.

Parents should note that pupils will be selected and informed about fixtures prior to the event and given the timings of these and details about the location and what to wear. This information is displayed on the board outside the PE office for all pupils to see.

It is expected that it is pupils' responsibility to pass on this information to parents.

We therefore do not get written consent for every fixture each week.

If any parent does not agree with their child being selected and taken on fixtures in this way, please contact the school to make alternative arrangements.

### Parents (and visitors) attending sports fixtures

If any parent would like to come along to one of our PE fixtures and watch, they are more than welcome to do so **after 4pm**. If any parent arrives before 4pm, they will be politely asked to wait off site until 4pm. Parents should also note that there are no toilets available.

### **Barons' Sporting Bursary**

We have been incredibly lucky to work alongside Barons BMW in Cambourne to create the Barons' Sporting Bursary. This bursary is awarded to any student who would like to join a community sports club or to participate in a sporting festival or event but cannot afford the membership or associated costs.

Its aim is to ensure that every student at CamVC can participate in sport, dance and physical activity regardless of costs and is primarily aimed at students of families who cannot afford to pay for these opportunities. Some examples of how the bursary can be used are:

- Paying for a year's membership to a Sports Club, e.g. Cambourne Netball Club - Paying for transport costs to get into Cambridge to participate in a club

- Paying for additional equipment e.g. a new hockey stick

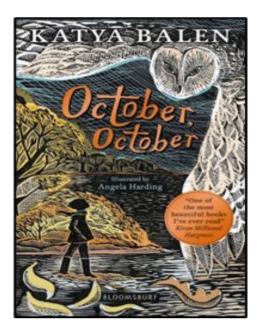
- Paying for the entry costs of an event like the Cambridge Schools Cross Country

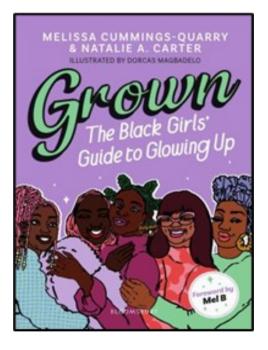
- Paying to attend a sports coaching or refereeing course such as a FA young officials course

If your son/daughter would like to apply for the bursary then please encourage them to fill out the form <u>HERE</u> with as much information as possible about themselves and the sporting opportunity.



# BOOK RECOMMENDATIONS





# October, October by Katya Balen

October and her dad live in the woods. They sleep in the house Dad built for them and eat the food they grow in the vegetable patches. They know the trees and the rocks and the lake and stars like best friends. They read the books they buy in town again and again until the pages are soft and yellow - until next year's town visit. They live in the woods, and they are wild. And that's the way it is. Until the year October turns eleven. That's the year October rescues a baby owl. It's the year Dad falls out of the biggest tree in their woods. The year the woman who calls herself October's mother comes back. The year everything changes. (Available from the School Library)

# Grown: the Black girls' guide to

## glowing up by Melissa Cummings-Quarry

A guide to teenage life for Black girls and women. From understanding identity to the politics of hair to maintaining squad goals to dealing with microaggressions to consent to figuring out what career you might want, *Grown* has got your back. The authors share stories - the wins and the losses - and offer honest, practical advice that will show you how to own your choices. To live your truth without fear. To be grown on your own terms without limits or apologies. With a foreword from the inimitable Spice Girl Melanie Brown and contributions from inspirational Black women such as Diane Abbott MP, Dorothy Koomson and Candice Carty-Williams and gorgeous illustrations from Dorcas Magbadelo, *Grown* is a celebration of Black British girlhood that will empower you to live your very best life. *(Available from the School Library)* 



Students have access to a Teams channel of articles that school staff have chosen as being particularly interesting.

If your child is looking for something to read, there is a continually-updated selection – they'll fit nicely into the reading time each day, and offer something current to learn more about.

Find it here: <u>Recommended Articles</u>



## follow @Historic\_All for updates



### Introducing our first FREE HISTORY COMMUNITY CONFERENCE 29th-30th April 2022

### Register your interest here <a href="https://forms.office.com/r/D8EAEKKSui">https://forms.office.com/r/D8EAEKKSui</a>

Last academic year we hosted public lectures in the early evenings at school, which had been very well attended. More recently, these lectures have moved online via Microsoft Teams, and have had over 200 people – pupils, staff, members of the community as well as pupils and teachers from other schools – attending and contributing to discussions. We have so far hosted lectures with academics from the universities of Cambridge, Nottingham, Durham, Oxford, Southampton, and numerous others. You can view recordings of some of these lectures via our school website: <a href="https://www.cambournevc.org/news-and-events/historic-all">https://www.cambournevc.org/news-and-events/historic-all</a>

We have kept these events free of charge to reinforce our belief that education should be for all. The aim of these lectures is multifaceted: they expose our students and the wider community to academics and scholarly debate, and they are also intended for teachers to continue to build subject knowledge as a form of Continued Professional Development.

We have been overwhelmed with the positive response we have had from these lectures, and now are looking towards a face-to-face event to showcase the joy in learning about History! We plan to host a free 'Community Conference' 29th-30th April 2022 for our students, staff, local schools, and the wider community. We aim to have a programme that encompasses:

### Friday 29th April

- 2pm-3pm: Dr James Crossland (Liverpool John Moores University):The First War on Terror": Bomb-Throwers, Spies and Panic in the Victorian Age
- 3.30pm-4.30pm: Professor Malcolm Gaskill: Witches on the Frontier: A Seventeenth-Century American Tragedy

### Saturday 30th April

- 11.30am- 12.30pm: Family lecture TBC
- 1pm-2pm: Chris Thatcher (Oxford Archaeology): Cambourne's Archaeology
- 2.30pm-3.30pm: Professor Carenza Lewis (University of Lincoln): Digging pandemics: how to find the Black Death in your back garden.



## PE Department Extra-curricular Clubs – February 2022

#### MONDAY 3-4pm

Year 7 Football – Astro Year 9/10 Football – Astro Glow in the dark club – Performance Hall Netball – Hard Courts Boys' Basketball – Sports Hall

Boys' Rugby – Fields

#### **TUESDAY 3-4pm**

Year 8 Football – Astro Table tennis – Performance Hall Girls' Basketball – Sports Hall Volleyball – Gym Girls' Rugby – Fields Dance – Drama Studio

WEDNESDAY 3-4pm

## FIXTURES

GCSE Catch Up – meet at PE office

#### THURSDAY 3-4pm

Team games – Sports Hall (SL) Football Leadership Academy – 3:15-5:15pm – Speak to Mr Young

#### FRIDAY 3-4pm

Badminton – Sports Hall & Gym Girls' Football – Astro BTEC Catch Up – IT04

**Boys changing** – meet at the back doors to the **orange** changing rooms **Girls changing** – meet at the back doors to the **green** changing rooms



# Exclusive opportunity available to Year 11 students who apply to study with Long Road Sixth Form College.

Please see the letter below from the Scholarship Lead Coach:

Further your football passion, whilst enjoying your studies, by joining the Histon Football Club Scholarship Programme.

# EXCLUSIVE TO LONG ROAD SIXTH FORM COLLEGE APPLICANTS – TRIAL SESSION FRIDAY 8 APRIL!

Complimenting your chosen study choice is a full-time training/games programme, which is designed to develop you as a footballer, as well as create opportunities within semi-professional/professional environments.

All commitments needed are midweek day time, so, whilst being able to continue playing for your current teams, the Scholarship Programme will provide you with the following benefits:

- 6-10 hours per week of games/training with UEFA qualified coaches who work at professional clubs.
- Individual Training Plans which focus on your position and improving the key attributes required to excel.
- Recorded Matches that are available for you to watch back and analyse.
- Access to Sport Therapists to monitor all injuries back to full recovery.
- Gym Sessions with qualified staff to correctly develop the physical demands of the sport.
- Guest Sessions from industry leading experts.
- + More.

Historically, this Scholarship has been a platform for a number of players to progress into Professional and Semi-Professional football, and we aim to continue this trend.

The two posters on the following pages are some documents about our trial on Friday 8th April.

If you, or anyone you may know, are interested in finding out more, then simply complete our application form, and a member of our team will be in touch to explain more.

Application form: <u>https://www.histonfc.co.uk/scholars/</u> <u>#1586786877405-f717b1a2-eeea</u> Email Address for any queries: <u>histonapply@gmail.com</u> Telephone Number: 07504194972 Website: <u>https://www.histonfc.co.uk/scholars/</u>

We look forward to telling you more.

Harry Smart Scholarship Lead Coach



# HISTOREFIC U19 SCHOLARSHIP IN PARTNERSHIP WITH LONG ROAD SIXTH FORM COLLEGE

## **RECRUITING NOW**

Full-Time Study, Full-Time Football For 16-18 Year Olds

## ENJOY...

A Variety of Study Options Individualised Training Plans Recorded Matches A Step into Semi-Professional Football + Much More

# TRIAL DATES FRIDAY 8TH APRIL

## FOR MORE INFO

www.histonfc.co.uk histonapply@gmail.com

We're Serious About Your Future







mitre

# HISTON FC U19 SCHOLARSHIP

## AVAILABLE ONLY AT LONG ROAD SIXTH FORM COLLEGE

The Histon FC Scholarship Programme enables you to select the course of your choice, and then benefit from our full-time training/games programme, which works alongside your studies.

# WHAT YOU GET

Those in our programme will train for between 6 - 10 hours a week, and will get to benefit from:

UEFA license coaching sessions | Gym sessions Qualified sport therapists | Video analysis sessions Personalised player development system | Recorded matches Guest sessions with industry leading experts | Life skills workshops

# HOW TO APPLY

Simply head over to **www.histonfc.co.uk** and complete the application form to register for our trials.

For further information, please email **histonapply@gmail.com** and one of our team will reach out to you







		Cambridge University Hospitals NHS Foundation Trust			
		Y Safe Safe Kind E E E E E E E E E E E E E E E E E E E			
Caring in the NHS					
Are yo	ou interested in a career	in the NHS?			
Are you in year 9- 13?					
If so, come and join a range of live virtual sessions discussing different					
	roles within the NHS	S			
Insight into Bioinformatics and		Insight into Nursing Adult/			
Genomics (Genetics)	Insight into Occupational Thera	Approximation ap			
Thursday 7 <sup>th</sup> April 2022 5-6pm	Physiotherapy, and Audiolog	Tuesday 26 <sup>th</sup> April 2022			
	Wednesday 27 <sup>th</sup> April 2022 5-6pm.	5-6pm			
Insight into the Roles in Theatres Physician's Assistant and Mental He	5,	Insight into Dietician, Prosthetics and			
Wednesday 4 <sup>th</sup> May 2022		Speech & Language			
5-6pm	Insight into Pharmacy, Midwif and Roles in the Ambulance Ser				
	Tuesday 17 <sup>th</sup> May 2022				
Insight into Life Science Wednesday 18 <sup>th</sup> May 20	0-DU00-C	ight into Imaging Ionising and Non- Ionising			
5-7pm	Insight into Clinical Research	(Radiology / Radiography) Wednesday 25 <sup>th</sup> May 2022			
	Tuesday 7 <sup>th</sup> June 2022	5-6:30pm			
Insight into Human Resources, Final and Administration	5-6pm	ight into Support Workers in Nursing,			
Wednesday 8 <sup>th</sup> June	113	Maternity and Theatres			
5-6:30pm	Insight into being a Doctor	Tuesday 14 <sup>th</sup> June 2022			
	Tuesday 21 <sup>st</sup> June	5-6pm			
Insight into Apprenticeships and Ca					
in the NHS, Your Questions Answe Tuesday 28 <sup>th</sup> June	red				
5-6pm					
To register for any of these events and receive joining details please click on the link below and complete the relevant online application forms on our website.					
	https://www.careers.cuh.nhs.uk/where-could-i-work/work- experience/insight-programmes/				
	re-could-I-work/work-				





Insight into Roles in Estates – You will be surprised what is available Tuesday 29th March 2022 5-6pm



Did you know the NHS has more jobs other than medical and clinical?

Did you know that it is not always patient facing?

Look at what is available within our Estates Department. Cambridge University Hospital will not be able to run without them! The session to include information:

Portering, Water Quality Processors, Electricians, Carpenters, Plumbing, The Contact Centre / Voice Services, IT Data Installers including Home working and 4G, Administration, Fitness and Wellbeing, Postal Services, Property Management, Security and Parking.

There are so many options have a look by joining our programme.

To register for this event and receive joining details please click on the link below and complete the application form.

https://addenbrookes.onlinesurveys.a c.uk/insight-into-roles-in-estates-youwill-be-surprised-what



workexperience@addenbrookes.nhs.uk Work Opportunities Team







# **Cricket Umpiring Course**

# Who is it for?

Anyone aged between 13 – 18 who would like to learn more about umpiring and scoring cricket and is keen to volunteer some of their time to do so.

# What will I learn?

The basics of being an umpire, including the major laws, set up of the game, hand signals, game management and how to score.

## Are there any other benefits?

This course is free! You will also receive a free officials t-shirt to wear when umpiring, a free umpire clicker and membership of the ACO. You will also be asked to umpire at county competitions in the summer.

# When will this take place?

Thursday 31<sup>st</sup> March, 3:15pm, meet outside the PE office.

# If interested, sign up outside the PE office!

For more information, speak to Miss Gassner.



"The teaching is a joy and I have the flexibility to deliver a course that engages and empowers the children in a fun way." an Outspoken cycle instructor

# We're searching for new Cycle Instructors

# Could you inspire the next generation of cyclists?

Outspoken Training are looking for confident

communicators to enthuse school children to make more

#### journeys by bicycle.

If you have loads of enthusiasm to share and are looking for rewarding work to deliver during school term time, we would love to hear from you.

Role: Employed—Variable Hours

Hourly Rate: £12

Cycle Training Programme: Bikeability

**Training and Support**: We provide full, free training and ongoing support including nationally recognised qualifications.

#### For more information, please contact Graham:

jobs@outspokentraining.co.uk

01223 473820



## careers.outspokentraining.co.uk

# **Upcoming Community Events**

All upcoming community events are FREE to join, and FREE to take part. The stalls for the communities are FREE and the venues are either at the Cricket Pavilion or Hub Community Centre, and are supported by Cambourne Town Council.

- <u>Holi Festival of Colours</u> Saturday 19th March 11:-3:00 PM. This is very relaxing, joyful and fun for all age groups!
- <u>Art Exhibition & Sale</u> Sunday
  27th March 5-8 PM
- <u>Coffee Morning for UKRAINE</u> -Saturday 2nd April 10-1:00 PM
- <u>Cambourne Mela (Ethnic Minority</u> Fete) - Sunday 10th April 12:00 -6:00 PM
- <u>Fundraising sitting dinner</u> for UKRAINE - Sunday 24th April 5:00-8:00 PM





### Reporting your Child's absence from school

The best way to report your child's absence from school is to email <u>thecol-</u> <u>lege@cambournevc.org</u> <u>before 8:30am in the morning</u>. Please use this email rather than contacting the Year teams or a member of staff directly, as this inbox is monitored all the time and other notifications may be missed.

Please email your **child's name along with their year group and tutor group** with a brief description of the reason they will be absent. Just reporting 'unwell' is not sufficient and this will need to be followed up by the Year team.

### Covid

If your child has ANY Covid symptoms, a positive LFD or you are accessing a PCR test, then please report this to the College on <u>thecollege@cambournevc.org</u>. This will be dealt with by dedicated staff, and the year team notified of the pupil's absence.

### **Medical Appointments**

If your child is going to be absent from school due to a prearranged medical appointment, we ideally need notification of this 2 school days in advance. Please email

thecollege@cambournevc.org with the date and time of the appointment and if

possible, a copy of the appointment letter/card. This will ensure the Year team and Reception staff are aware of your child arriving late / leaving early and the necessary arrangements can be put in place. If your child needs to leave early for an appointment, they should inform their teacher that they need to be excused early and make their own way down to Reception. The Reception staff will try to help locate children for appointments, but we do not always have someone available to do a collection from lessons.

All pupils leaving early for appointments need to be collected by a parent to sign them out through our main Reception.

### **Planned Absence Request**

For any planned absence which is not a medical appointment, please complete a <u>planned ab</u>-<u>sence request form</u>. If possible, please submit this form two weeks before the absence. This will enable us to give you a response before the absence is taken. If a request for planned absence is not made, it is likely to be recorded as Unauthorised on your child's attendance record.

## **Safeguarding**

At Cambourne Village College we work hard to make sure that we build up positive relationships with the pupils in our care and we hope that we can support families in safeguarding your children.

## What is safeguarding?

AFEGUARDING

TRAINING

• Protecting children

EGUARD

• Preventing harm to a child

REPORT IT.

This includes a variety of different aspects. We are here to help your child make good choices but also support them if they make a mistake.

We work with individual students, their families and external agencies.

**ISSION** 

UNTEER

SAFEGUARDING

INTERNATIONAL

## What do we do at CamVC to safeguard your child?

• **Staff are vigilant** – staff are very good at noticing small changes and listening to the concerns of those in our care. Tutors are well placed in this process, however all staff play an active role in this.

• **Designated Team** – we have a specific team of people working each day to address concerns raised by staff, pupils, parents and external agencies. This team works to make sure concerns are addressed and the appropriate support is advised

• **Pupil Voice** - we encourage pupils to speak to us or raise their concerns via the 'Report a Concern' button on their iPad

### How can we help you?

If you have any concerns about your child or you would like any support, please contact us via <u>cam-safeguarding@cambournevc.org</u>

# **Online Safety Tips**

## **KEEPING YOUR CHILD SAFE ONLINE**

Please see below some links to helpful ideas and materials around keeping children safe online:

https://www.net-aware.org.uk/ https://www.thinkuknow.co.uk/ https://oursaferschools.co.uk/home-learning-hub/



# **Staying Safe**



# Combined Minds

## COMBINED MINDS APP

Combined Minds is an app for parents and carers developed for teenage mental health charity Stem4 by Clinical Psychologists. The app aims to help families and friends support young people with their mental health.

Combined Minds use a 'strength based approach' which focuses on the positive attributes of the person and builds on resourcefulness and resilience. The app helps families to find ways to provide the right environment to help individuals they support affect their own change.

The app includes providing further information on certain needs such as anxiety and digital addiction as well as offering ways of accessing further help and useful suggestions of 'things you can do in the moment' to help support the young person.

More information can be found through the Combined Minds website at <a href="https://combinedminds.co.uk/">https://combinedminds.co.uk/</a>

## TEAMS | ONENOTE

Microsoft Teams, Teams assignments, and OneNote are becoming increasingly more central to the way we are providing and receiving work. Below are some resources to help you support your children with these services.

Click here for a guide to handing in Teams Assignments: https://catrustorg.sharepoint.com/:b:/s/CambourneVCPublic/Eckeb-WkJX1NoaAciPBjAScBG\_cU4zuSmd0A0WEUDyO-Fw?e=OgjANx

<u>Click here</u> for a YouTube playlist with short tutorial videos (if you prefer, your child can access the same videos through their school account <u>here</u>)





# Students IT Support

If your child needs a password reset, for example to their email, Show My Homework or any of the platforms we use at the College, or if they have any issues with their iPads, please email <u>cam-</u> <u>support@cambournevc.org</u>.

We will aim to respond to any enquiry within 24 hours.

# **Communication with the School**

### How can I contact my child's Year Team?



Please email cam-year7@cambournevc.org | PSA Louise Eadie

Please email cam-year8@cambournevc.org | PSA Louise Boyd

Please email cam-year9@cambournevc.org | PSA Mel Stanford

Please email cam-year10@cambournevc.org | PSA Kayleigh Blane

Please email **cam-year11**@cambournevc.org | PSA Sam Tomlinson

We will aim to respond to any enquiry within 48 hours.

There are a variety of ways in which we will contact you, including by telephone, by letter, by email, in our newsletters and via our website. There are several ways in which you can contact us, and these include:



By email to thecollege@cambournevc.org



By calling Reception for all general enquiries on 01954 284 000



By writing to Cambourne Village College, Sheepfold Lane, Cambourne CB23 6FR



Via the 'contact us' page of our school website www.cambournevc.org

We aim to respond to any enquiry within 48 hours.