



# Clevedon School

BE KIND. BE BRILLIANT

Clevedon School  
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**Headteacher:** Jim Smith

Dear Clevedon Families

We will be sending a full welcome newsletter to you all in due course, but I felt that it was important to update you regarding our communication system, Bromcom.

### **Bromcom**

As you are aware, we have recently moved to a new school information system, Bromcom. We are currently experiencing technical issues with the Bromcom servers which have been impacting on our ability to communicate messages home. This is a national issue for all schools using Bromcom and we received the below update from them today. We are hopeful that this will improve over the coming days in order for us to be able to communicate with you all effectively.

### **My Child At School**

Families are able to access a full range of information regarding their child on My Child At School (MCAS). This portal will enable you to see school attendance, timetables and behaviour information. For students who are taking exams this year, you will also be able to see their exam timetables later in the year.

If you need support in setting up a MCAS account, please email our data team on [datamanagr@clevedonschool.org.uk](mailto:datamanagr@clevedonschool.org.uk)

Finally, we are aware that some families have been unable to access timetables for students. This should now have been resolved and timetables for students are available on MCAS.

Other than this slight technical issue, we have made a great start to term and we will be writing to you all shortly to outline what we've been up to, as well as to inform you of key dates for the year.

Many thanks,

**Sam Kent**  
**Head of School**

## Service Disruption – Message from the COO and CTO

Dear Customers,

On behalf of Bromcom, we want to offer our sincere apologies for the continuing disruption to the service. We know how essential our systems are for teaching, learning, administration and safeguarding, and we recognise the additional pressure and risk this places on school staff, students and parents.

Please be assured that resolving this issue is our highest priority. Our teams, alongside senior engineers and partners, have been working around the clock to identify and fix the underlying problems.

As COO and CTO, we are directly overseeing these efforts and are fully committed to restoring a stable and reliable service.

Because the situation is still evolving, the most accurate and up-to-date information will be published on our dedicated channels:

- [status.bromcomcloud.com](https://status.bromcomcloud.com)
- [community.bromcomcloud.com](https://community.bromcomcloud.com)

We will continue to post updates there as progress is made.

We deeply regret the disruption caused – especially given the impact on safeguarding and day-to-day school operations – and want to thank you for your patience and understanding while we work to resolve this matter.

Best regards,

Simon Walters, Chief Operating Officer  
Mark Wilson, Chief Technology Officer