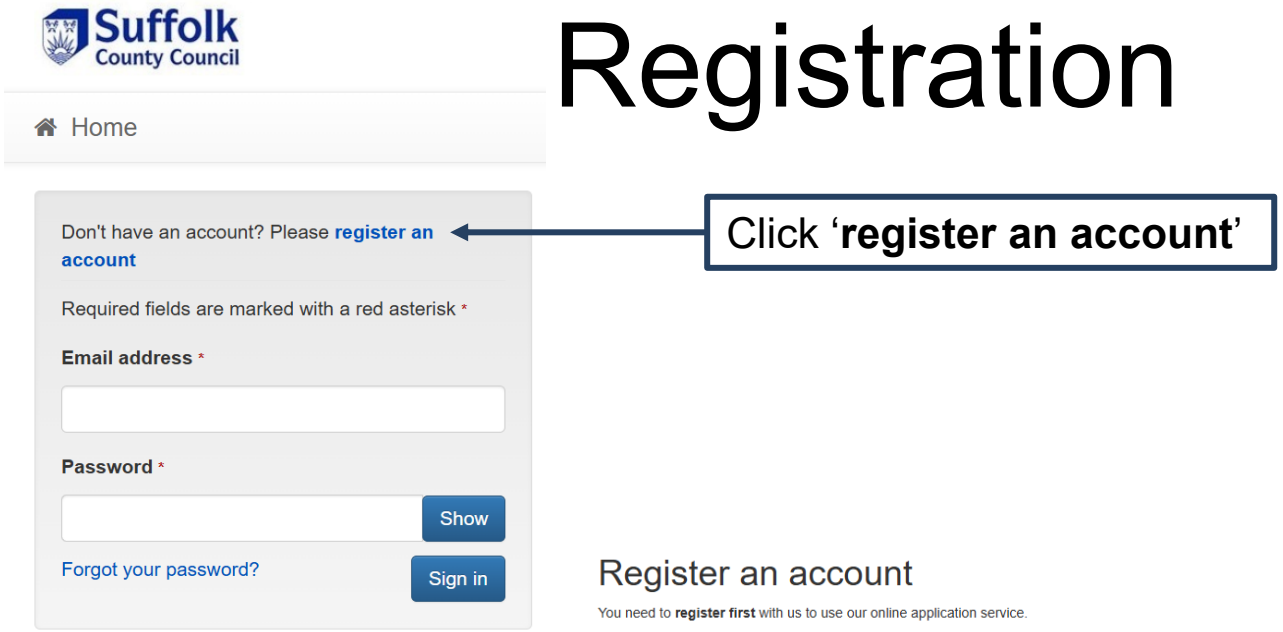
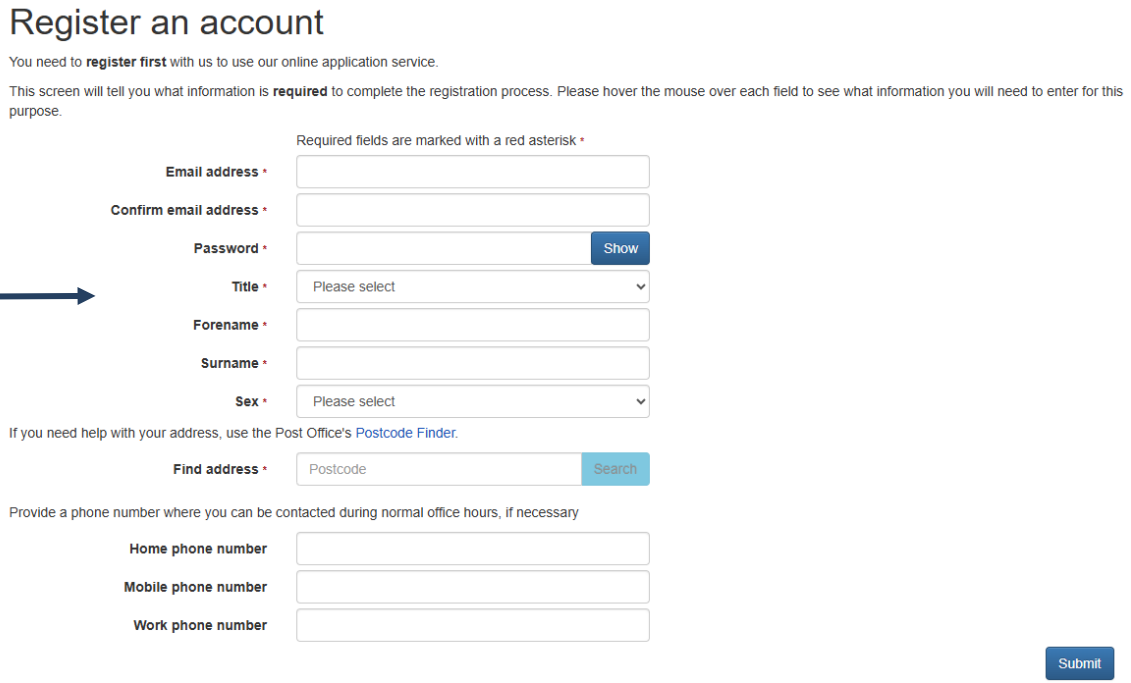
Parents/Carers Guide to Online Admissions 2027/2028

Please note that some of the text may vary slightly – this is for example purposes only

Registration

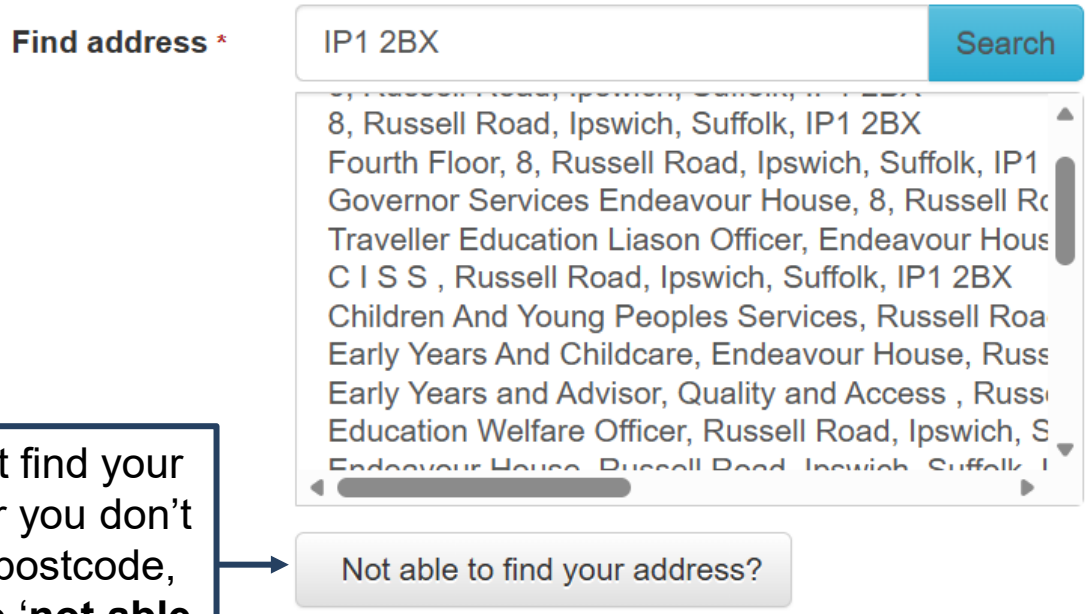


Click '**register an account**'



Add your details

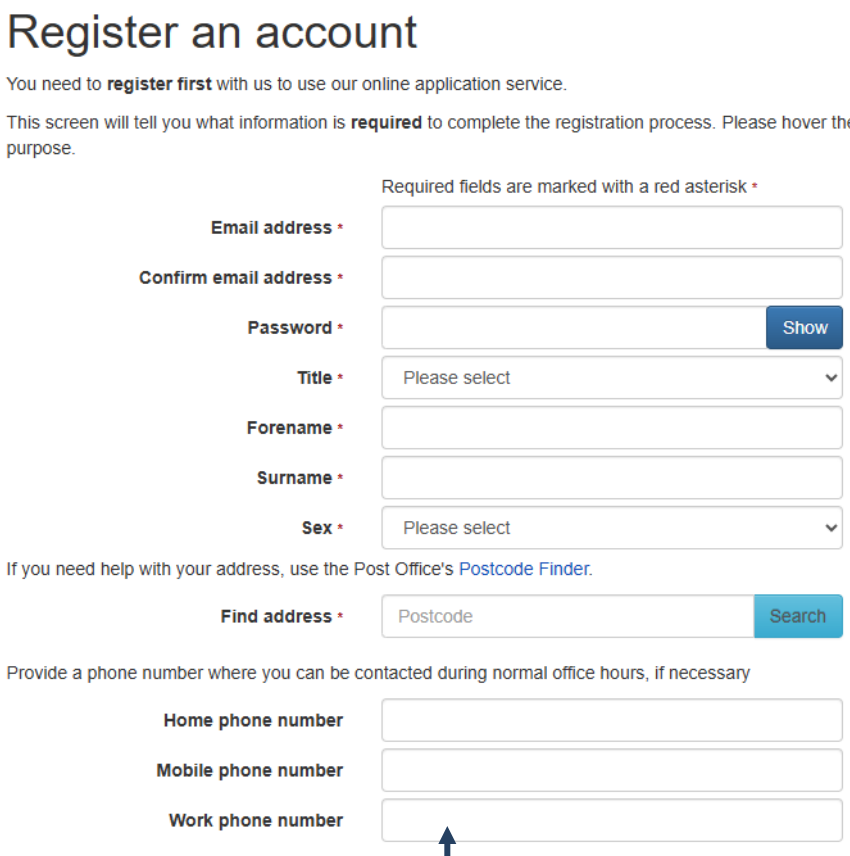
Where do you live



If you know your postcode, enter it here, then click on '**Search**'. Find your address from the list and click on your address to populate.

If you can't find your address, or you don't know the postcode, click on the '**not able to find your address?**' button to enter address manually.

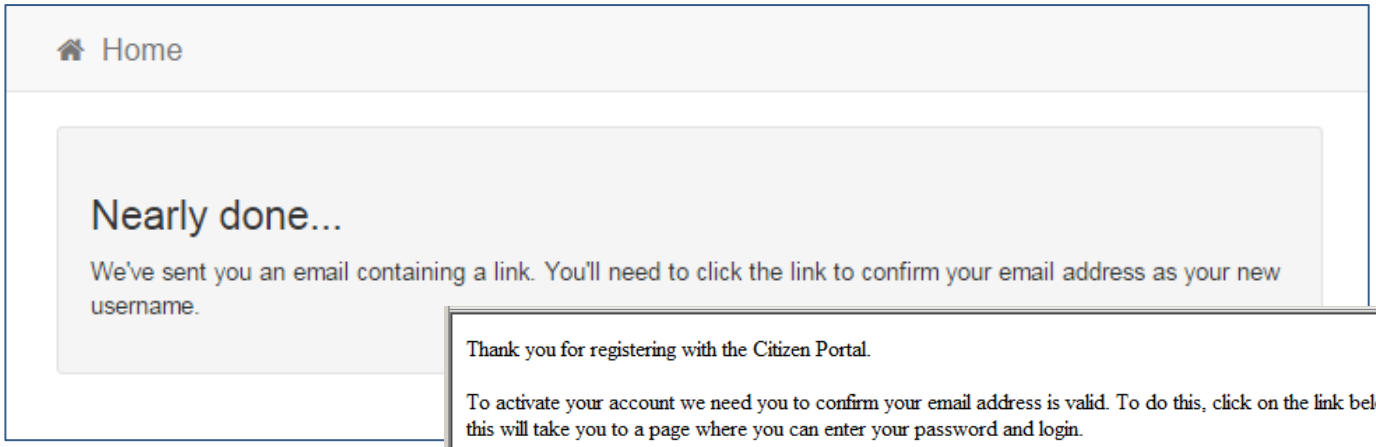
Tell us your contact details



Enter a telephone number that we can use to contact you during normal working hours.

When all required fields are completed click '**Submit**'.

What happens Next



You get an email

Thank you for registering with the Citizen Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login.

https://vm2008x64r2/CitizenPortal/Account.Mvc/CompleteRegistration/1388__6f207ec5-b12d-4730-83d9-faaf592a6bc5

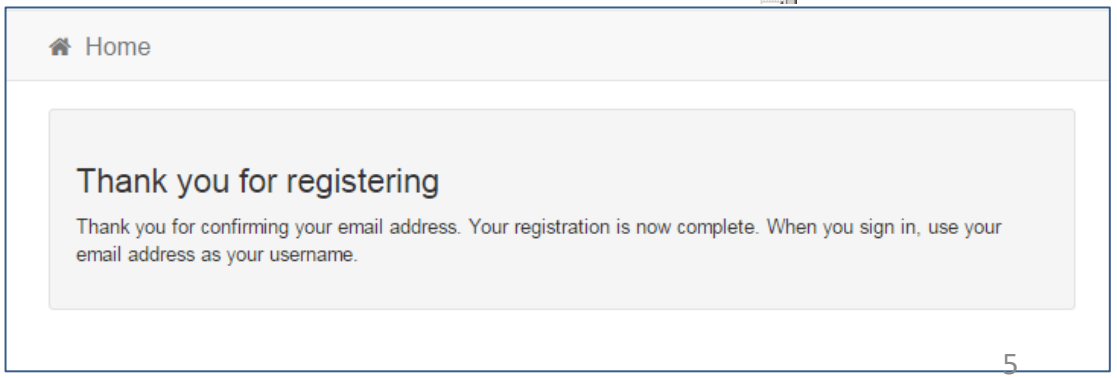
Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Kind Regards, Portal Administrator

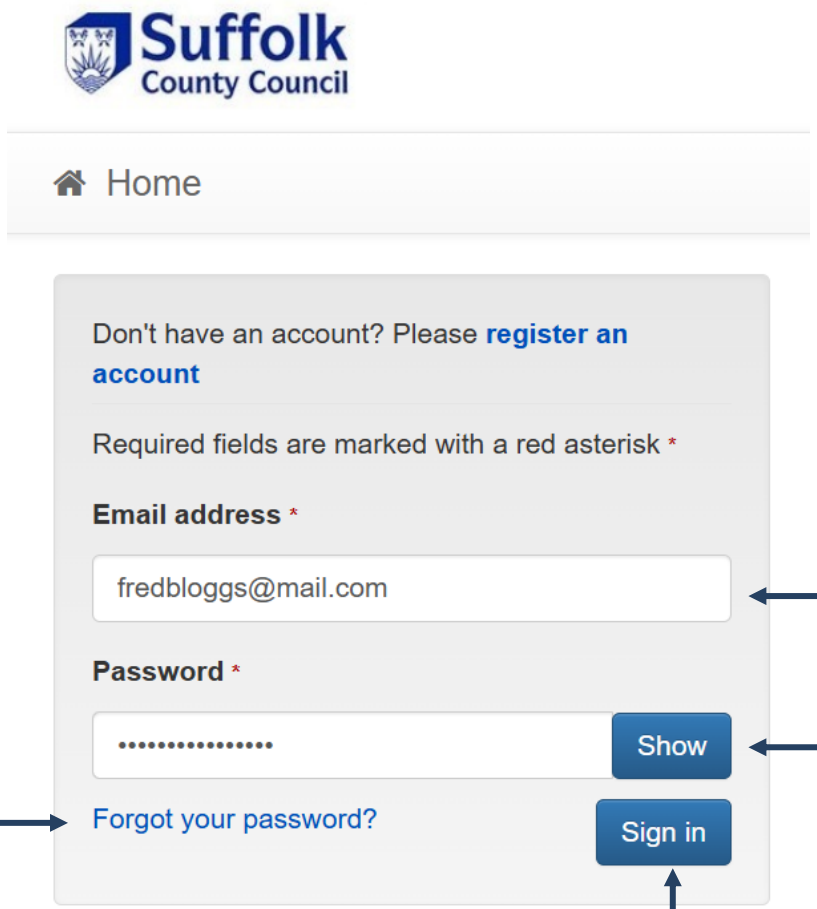
Important - Please do not reply to this email as this account is not monitored.

Click on the link within the email.

- If the email is not in your inbox, check your Junk/Spam Mail folder.
- If the link is not highlighted copy and paste into your browsers URL box.



Log in

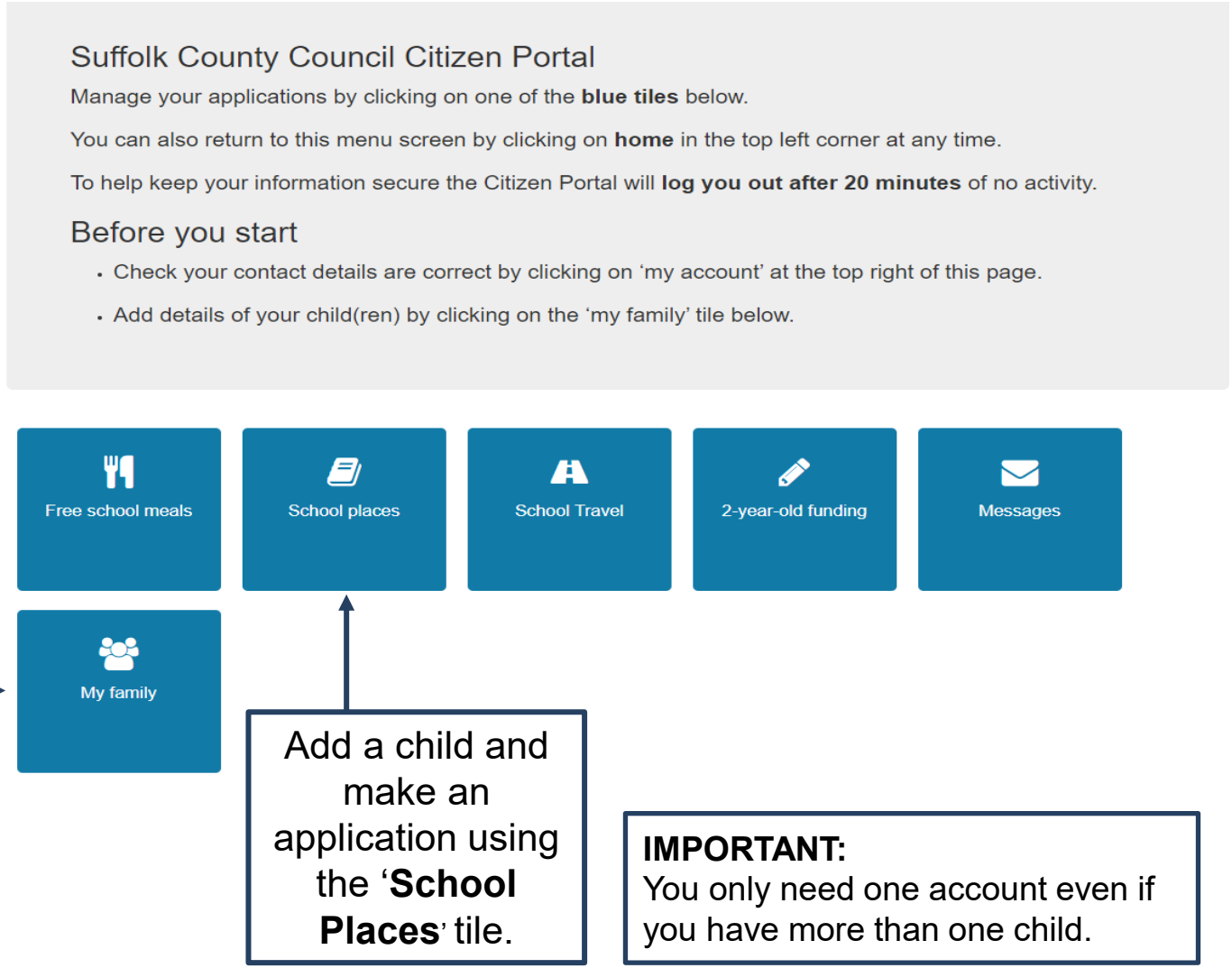


If you have forgotten your password click on the '**Forgotten your password?**' link. If your email has changed since you registered – you will have to register again. **YOU CAN ONLY CLICK ON THE LOGIN BUTTON IF YOU HAVE ALREADY REGISTERED**

Type in your **Email address** and **Password.**

Click on the **'Sign in'** Button.

Your Home Page

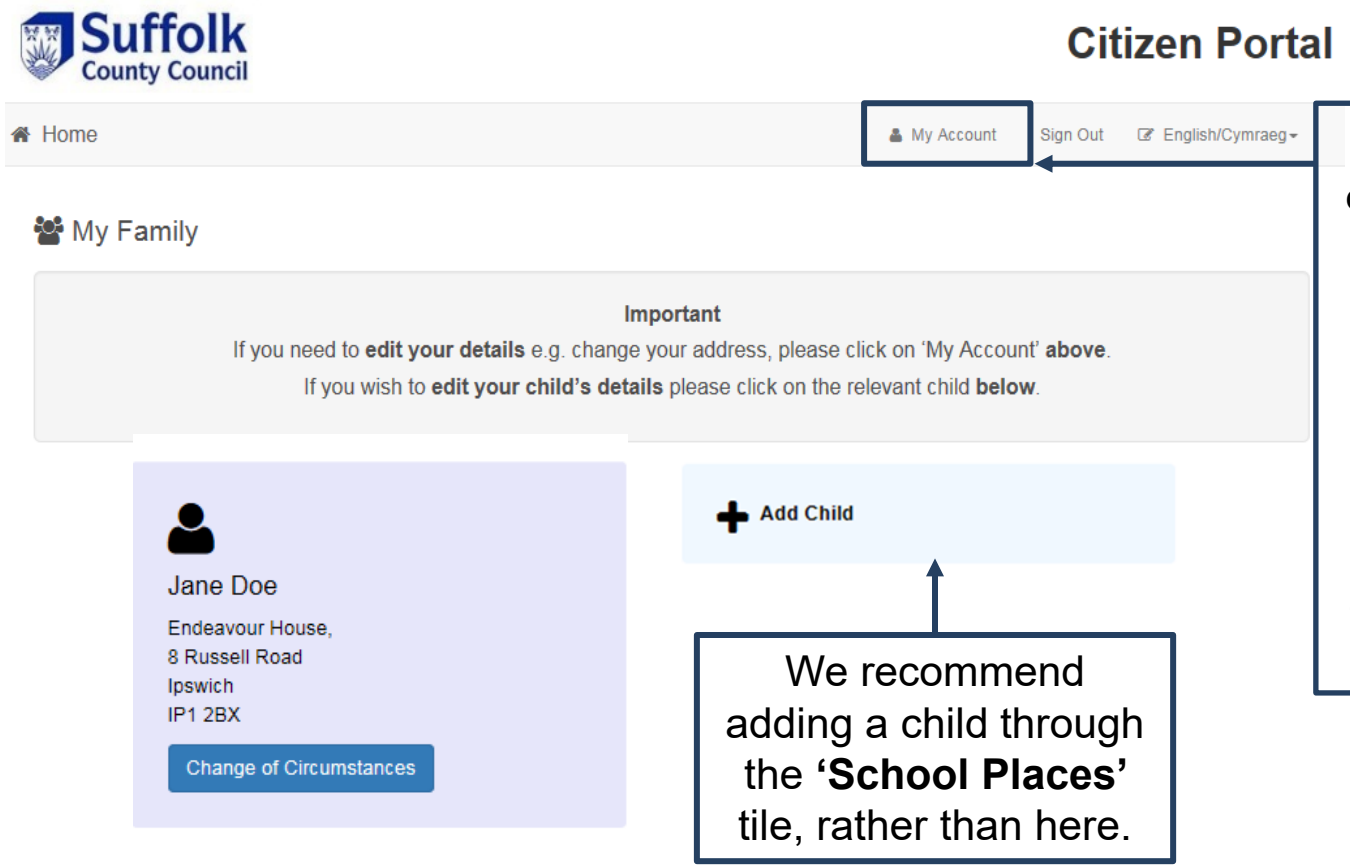


Use the '**My Family**' tile to check your own details are correct. If you need to change any details, for example to update your address, you will need to go into 'My account' at the top right of the screen.

Add a child and make an application using the '**School Places**' tile.

IMPORTANT:
You only need one account even if you have more than one child.

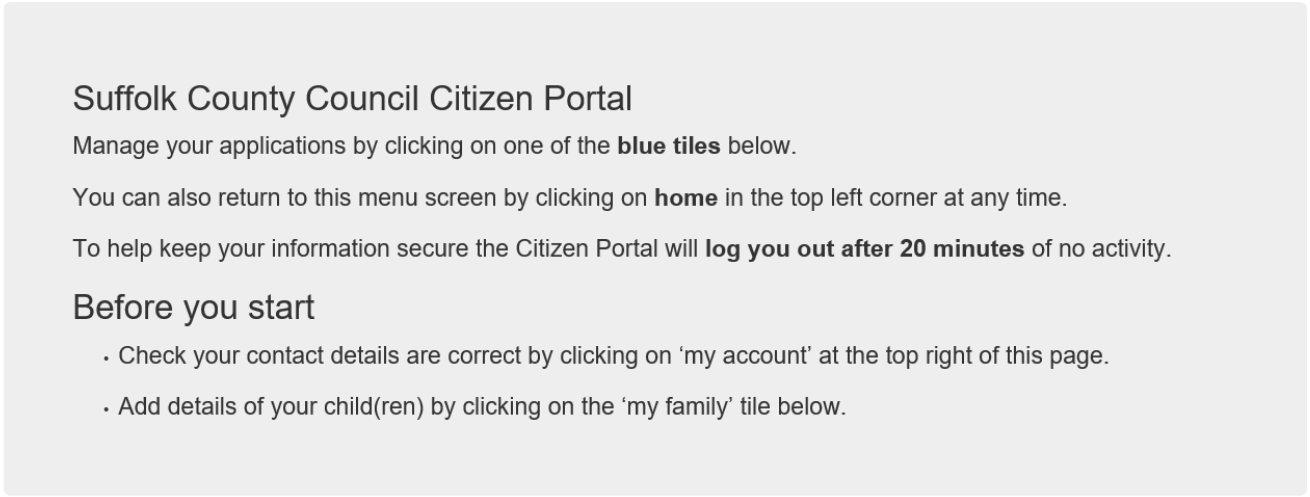
My Family



Check your details and make any changes using '**My Account**'. This is very important if you have registered on the Citizen Portal previously and have moved address since.

We recommend adding a child through the **'School Places'** tile, rather than here.

Making an application

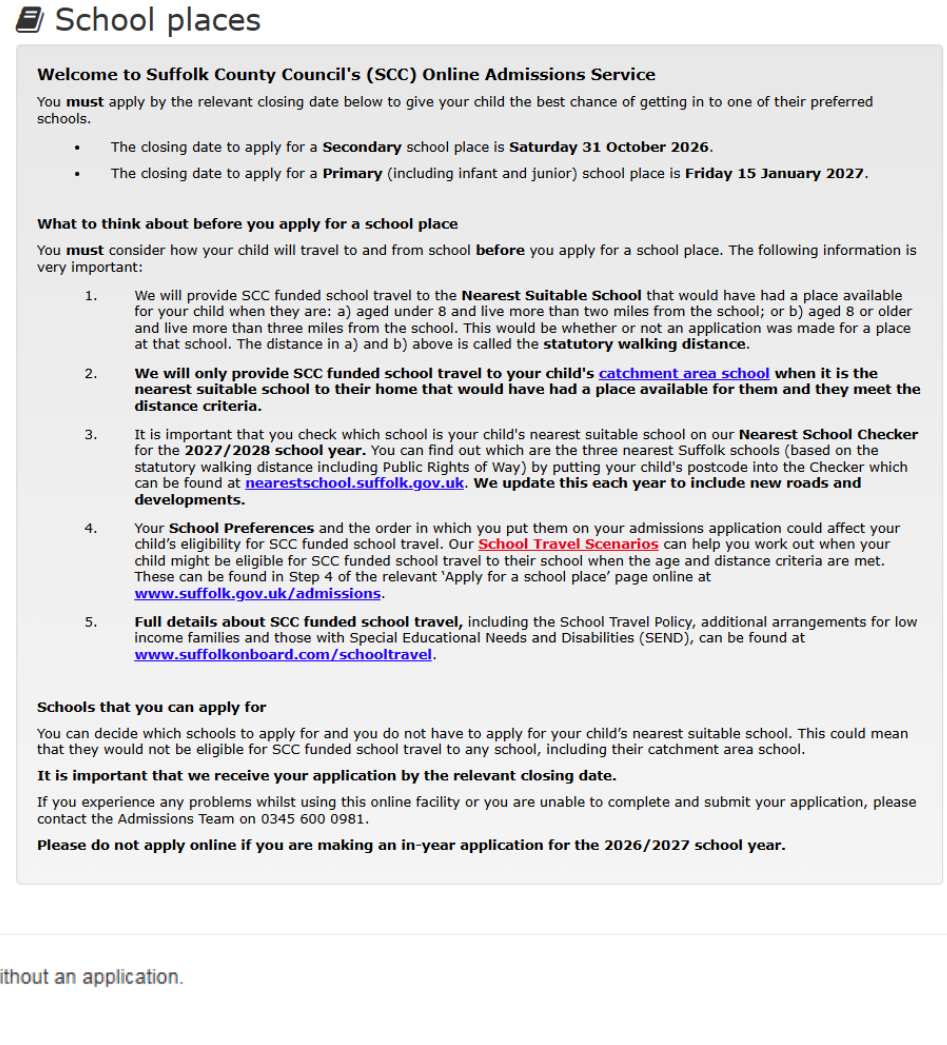


Click on the **'School Places'** tile to make an application.

If you have more than one child you only need one account but you will need to make a separate application for each child.

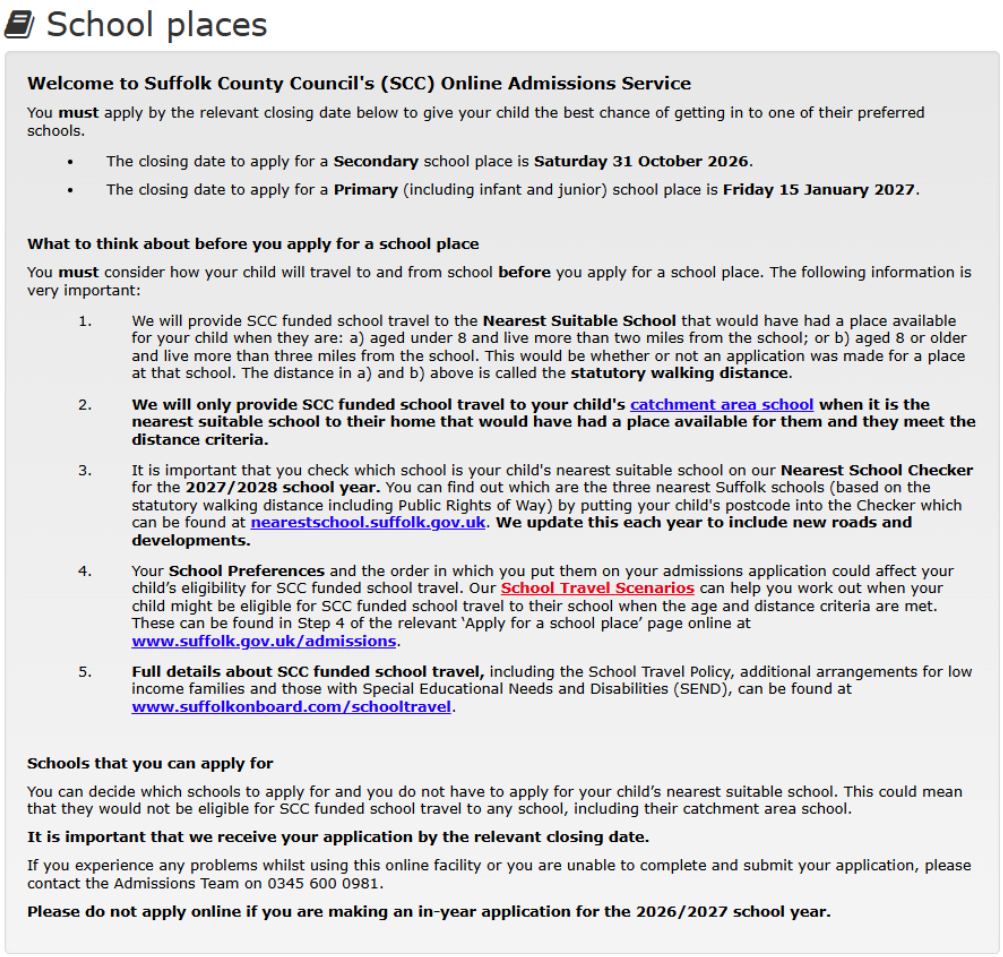
Adding an Application

If you have already added children via another service they will be shown here (see page 11 for example).



If not click '**Add child**' and refer to page 12.

If you have added children via another service (example)



School places

Welcome to Suffolk County Council's (SCC) Online Admissions Service

You **must** apply by the relevant closing date below to give your child the best chance of getting in to one of their preferred schools.

- The closing date to apply for a **Secondary** school place is **Saturday 31 October 2026**.
- The closing date to apply for a **Primary** (including infant and junior) school place is **Friday 15 January 2027**.

What to think about before you apply for a school place

You **must** consider how your child will travel to and from school **before** you apply for a school place. The following information is very important:

1. We will provide SCC funded school travel to the **Nearest Suitable School** that would have had a place available for your child when they are: a) aged under 8 and live more than two miles from the school; or b) aged 8 or older and live more than three miles from the school. This would be whether or not an application was made for a place at that school. The distance in a) and b) above is called the **statutory walking distance**.
2. **We will only provide SCC funded school travel to your child's catchment area school when it is the nearest suitable school to their home that would have had a place available for them and they meet the distance criteria.**
3. It is important that you check which school is your child's nearest suitable school on our **Nearest School Checker** for the **2027/2028 school year.** You can find out which are the three nearest Suffolk schools (based on the statutory walking distance including Public Rights of Way) by putting your child's postcode into the Checker which can be found at nearestschool.suffolk.gov.uk. **We update this each year to include new roads and developments.**
4. Your **School Preferences** and the order in which you put them on your admissions application could affect your child's eligibility for SCC funded school travel. Our School Travel Scenarios can help you work out when your child might be eligible for SCC funded school travel to their school when the age and distance criteria are met. These can be found in Step 4 of the relevant 'Apply for a school place' page online at www.suffolk.gov.uk/admissions.
5. **Full details about SCC funded school travel,** including the School Travel Policy, additional arrangements for low income families and those with Special Educational Needs and Disabilities (SEND), can be found at www.suffolkonboard.com/schooltravel.

Schools that you can apply for

You can decide which schools to apply for and you do not have to apply for your child's nearest suitable school. This could mean that they would not be eligible for SCC funded school travel to any school, including their catchment area school.

It is important that we receive your application by the relevant closing date.

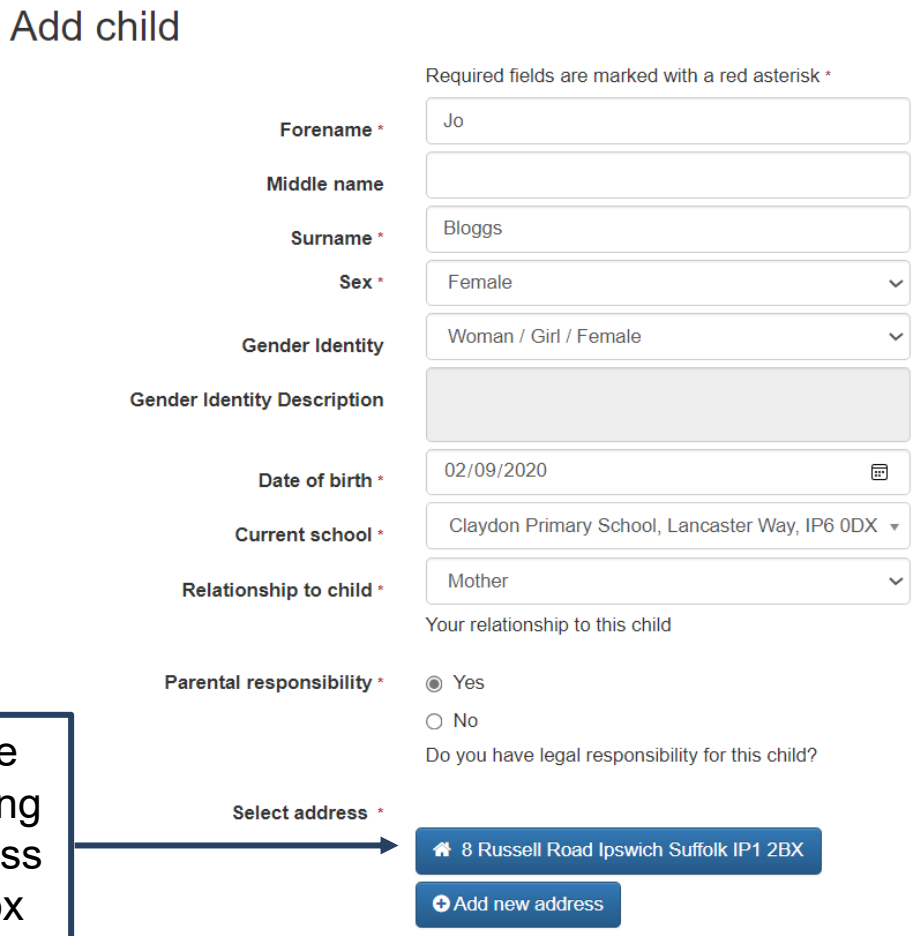
If you experience any problems whilst using this online facility or you are unable to complete and submit your application, please contact the Admissions Team on 0345 600 0981.

Please do not apply online if you are making an in-year application for the 2026/2027 school year.

Click '**Start new application**' to apply for a school place.

Please note: do not use this if you have already started an application.

Add your child (if you have added a child via another service this information will already have been completed)



Enter your child's legal names as they appear on their birth certificate.

Confirm they live with you by clicking on existing address or click in the box below to add a different address.

Once you've completed all of the required fields click **'Add child'** to save these details.

Add child

Start the application

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Please do not apply online if you are making an in-year application for the 2026/2027 school year.

Click '**Start new application**' to apply for a school place.

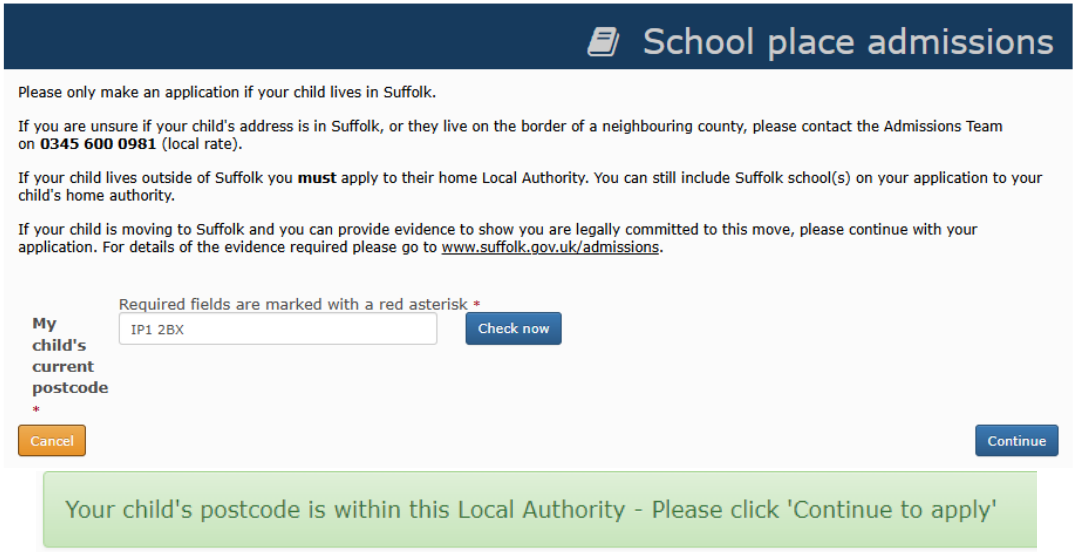
Please note: do not use this if you have already started an application.

Which Local Authority do you live in?

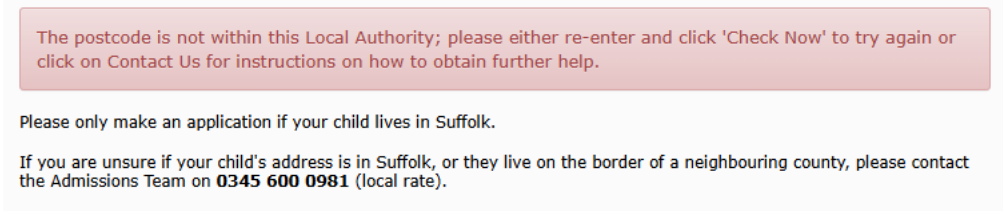
You should check you are applying to your home authority.

PLEASE ONLY MAKE AN APPLICATION IF YOU HAVE A POSTCODE IN SUFFOLK.

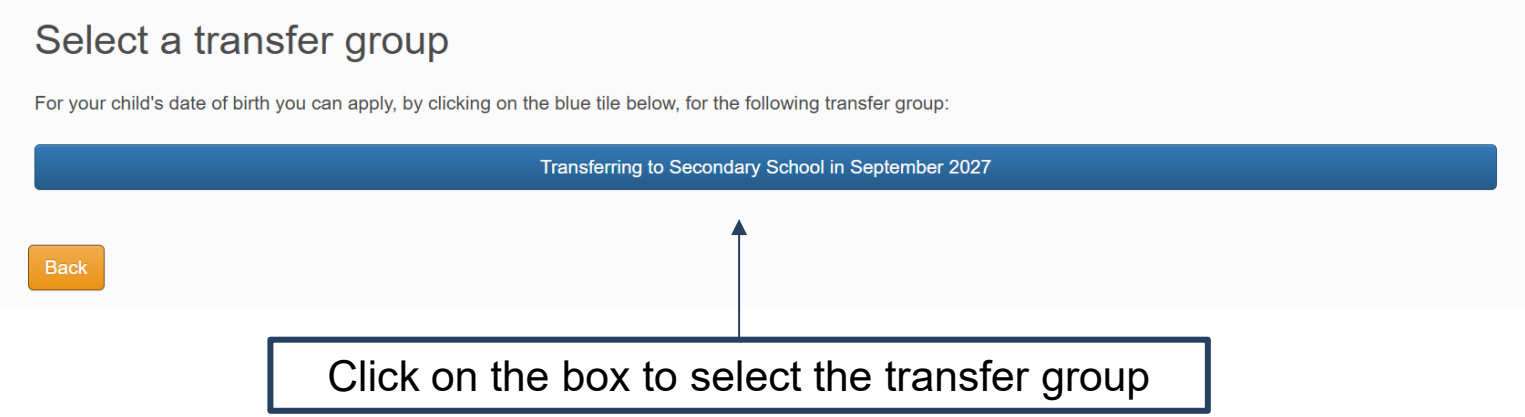
Enter your child's postcode and click on **'Check now'.**



If your postcode is not within Suffolk, please apply via your home Local Authority. If you are moving to Suffolk, please visit our website www.suffolk.gov.uk/admissions for further information or call the Admissions Team on 0345 600 0981.



When is your child changing school?

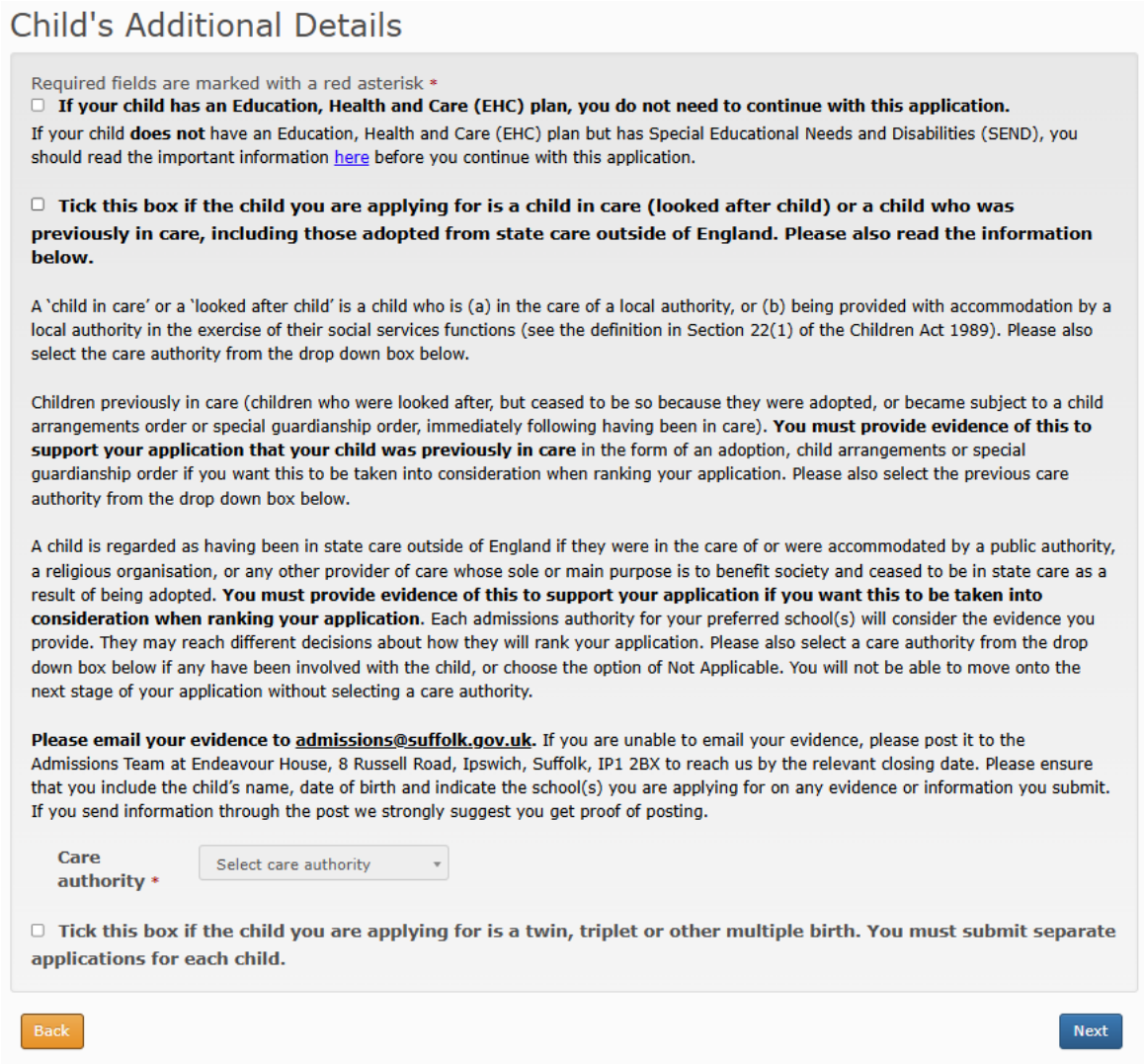


DATE OF BIRTH	TRANSFER GROUP
01/09/2022 – 31/08/2023	Reception Entry starting September 2027
01/09/2019 – 31/08/2020	Transferring to Junior School in September 2027
01/09/2015 – 31/08/2016	Transferring to Secondary School in September 2027

Please ensure that you have input your child's DOB correctly as this will automatically bring up the correct transfer group.

Your child's details

Tick the box/boxes that apply to your child. If none apply, leave all boxes blank.



Child's Additional Details

Required fields are marked with a red asterisk *

☐ **If your child has an Education, Health and Care (EHC) plan, you do not need to continue with this application.**

If your child **does not** have an Education, Health and Care (EHC) plan but has Special Educational Needs and Disabilities (SEND), you should read the important information here before you continue with this application.

☐ **Tick this box if the child you are applying for is a child in care (looked after child) or a child who was previously in care, including those adopted from state care outside of England. Please also read the information below.**

A 'child in care' or a 'looked after child' is a child who is (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services functions (see the definition in Section 22(1) of the Children Act 1989). Please also select the care authority from the drop down box below.

Children previously in care (children who were looked after, but ceased to be so because they were adopted, or became subject to a child arrangements order or special guardianship order, immediately following having been in care). **You must provide evidence of this to support your application that your child was previously in care** in the form of an adoption, child arrangements or special guardianship order if you want this to be taken into consideration when ranking your application. Please also select the previous care authority from the drop down box below.

A child is regarded as having been in state care outside of England if they were in the care of or were accommodated by a public authority, a religious organisation, or any other provider of care whose sole or main purpose is to benefit society and ceased to be in state care as a result of being adopted. **You must provide evidence of this to support your application if you want this to be taken into consideration when ranking your application**. Each admissions authority for your preferred school(s) will consider the evidence you provide. They may reach different decisions about how they will rank your application. Please also select a care authority from the drop down box below if any have been involved with the child, or choose the option of Not Applicable. You will not be able to move onto the next stage of your application without selecting a care authority.

Please email your evidence to admissions@suffolk.gov.uk. If you are unable to email your evidence, please post it to the Admissions Team at Endeavour House, 8 Russell Road, Ipswich, Suffolk, IP1 2BX to reach us by the relevant closing date. Please ensure that you include the child's name, date of birth and indicate the school(s) you are applying for on any evidence or information you submit. If you send information through the post we strongly suggest you get proof of posting.

Care authority * Select care authority

☐ **Tick this box if the child you are applying for is a twin, triplet or other multiple birth. You must submit separate applications for each child.**

Back Next

Once you've ticked the boxes if any apply, click on '**Next**'

Your child's address details

It's important that you provide us with your child's correct address.

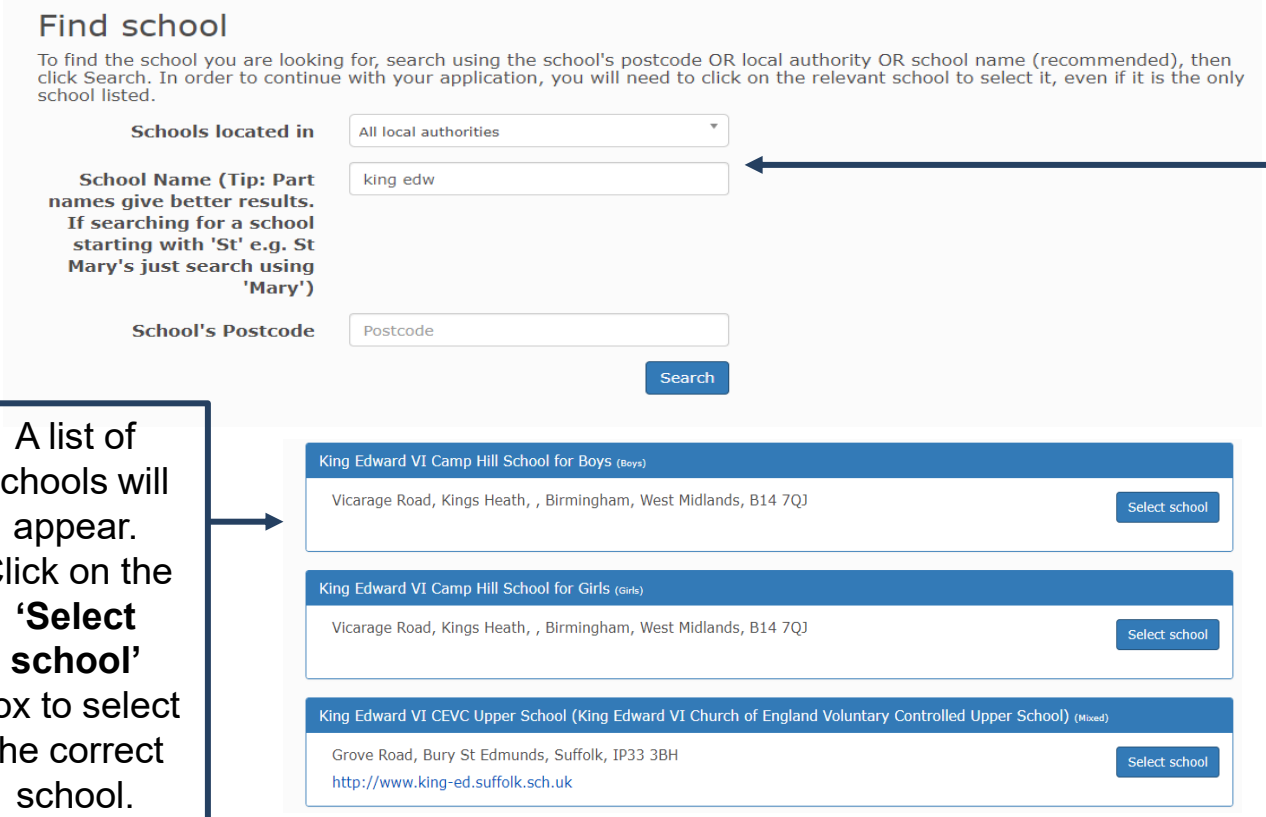
If you are moving house – please read the information carefully and send us evidence of your house move by the relevant dates provided.

If you have completed all the relevant information about your house move and when it will take place, or you are not moving and this doesn't apply to you, click 'Next' to continue.

Current School

If you added a child via another service their current school information should already be here.

IMPORTANT – If you are applying for a place in the Reception Year, this page may not be displayed. Please do not worry as it does not affect your application for a Reception school place.

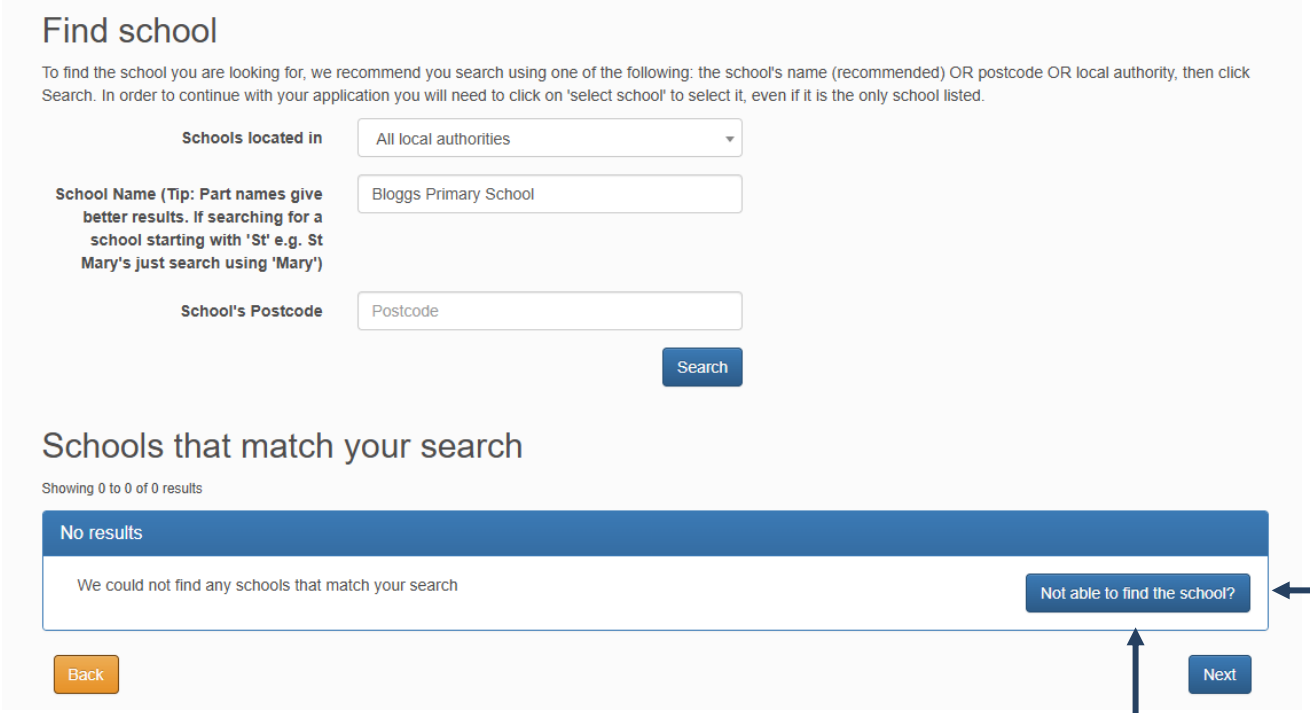


Search for your child's current school (**we recommend searching by school name only**).

A list of schools will appear. Click on the **'Select school'** box to select the correct school.

Unable to find current school

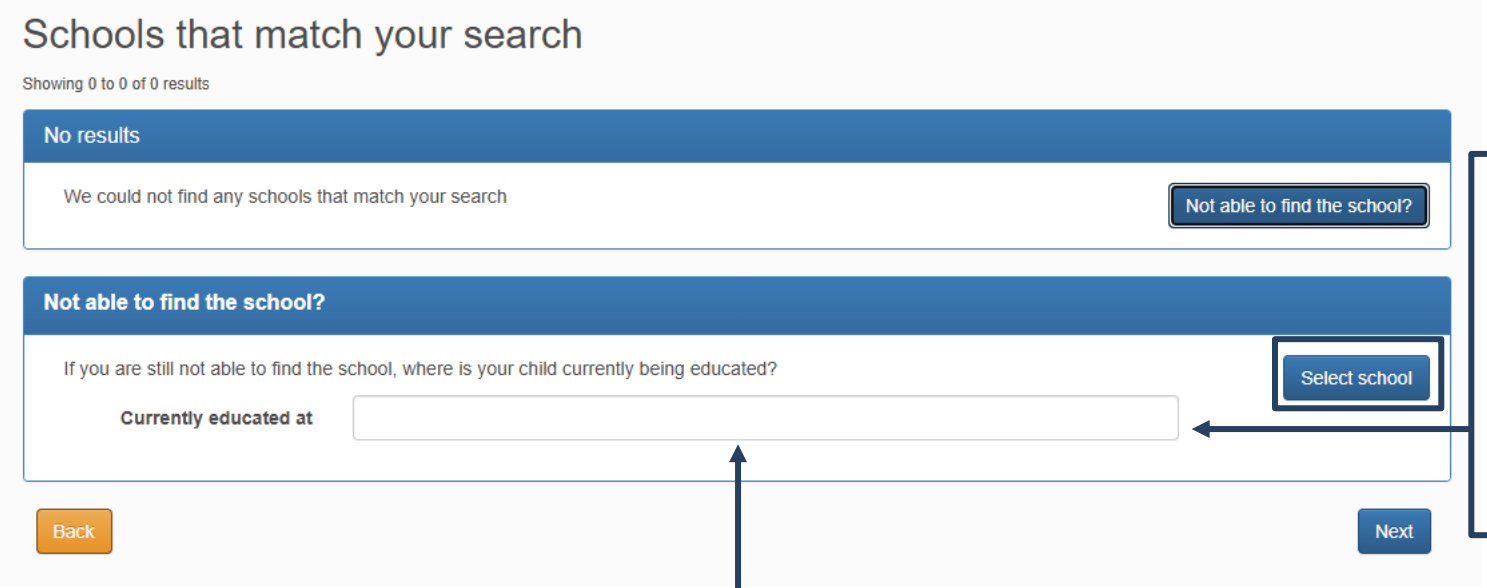
IMPORTANT – If you are applying for a place in the Reception Year, this page may not be displayed and if it doesn't, it will not affect your application.



There may be occasions where a child's school is not listed.
If so, click '**Not able to find the school?**'.

If your child is not in a school and is, for example, being Electively Home Educated, you can tell us by clicking '**Not able to find the school?**'.

Confirm current school



Type in your child's current school into the '**Currently educated at**' box and click '**Select school**'.

If your child is not in a school and is, for example, being Electively Home Educated, or the school is not listed please tell us in the 'Currently education at' box and click '**Select school**'.

Your Preferences

Preferred School Search

Choosing your preferences is very important.

A catchment area school may not be the nearest suitable school to your child's home address and could affect their eligibility for Suffolk County Council (SCC) funded school travel. Information on School Travel eligibility is below.

You need to think realistically about how likely your child is to be offered a place at one of your preferred schools **before** you make your application and how your child will get to and from school.

- You can rank up to three schools inside and/or outside Suffolk. **If you only apply for one school your child will not be considered for any other schools.** If we are unable to offer your child a place at your preferred school(s), they will be offered a place at the nearest suitable school with a place available after everyone else's preferences have been considered. Places may be limited, and a place may be offered at a school some distance from your child's home. You should be aware that your child may not be eligible for SCC funded school travel to the school offered.
- Each of your preferences will be considered equally and separately. **Listing second and third preferences will not affect your child's chance of being offered their first preference.** Your first preference will be offered above your second or third preferences where possible.
- **Schools do not know how you order your preferences or which other schools you have applied for** when they are ranking your application because this information is not shared with them.
- Attending or being offered a place at a primary (including infant or junior) school **does not guarantee your child a place at another school at a later stage of transfer**, even if the school traditionally feeds into another school.
- **Be aware** that if the school your child is offered a place at or is currently attending is named as a feeder school in another school's admissions oversubscription criteria, this **does not mean they will get SCC funded school travel to that school** as this is based on your child attending the nearest suitable school to their ordinarily resident address.

The following information is **very** important:

1. We will provide SCC funded school travel to the **Nearest Suitable School** that would have had a place available for your child when they are: a) aged under 8 and live more than two miles from the school; or b) aged 8 or older and live more than three miles from the school. This would be whether or not an application was made for a place at that school. The distance in a) and b) above is called the **statutory walking distance**.
2. **We will only provide SCC funded school travel to your child's catchment area school when it is the nearest suitable school to their home that would have had a place available for them and they meet the distance criteria.**
3. It is important that you check which school is your child's nearest suitable school on our **Nearest School Checker** for the **2027/2028 school year.** You can find out which are the three nearest Suffolk schools (based on the statutory walking distance including Public Rights of Way) by putting your child's postcode into the Checker which can be found at nearestschool.suffolk.gov.uk. **We update this each year to include new roads and developments.**
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IMPORTANT Please remember to click on the 'select school' box next to your preferred school, even if only one school is returned in the list. You will not be able to progress with the application if this is not done.

Search for the school you wish to apply for (we recommend searching by school name only).

Find school

To find the school you are looking for, search using the school's postcode OR local authority OR school name (recommended), then click Search. In order to continue with your application, you will need to click on the relevant school to select it, even if it is the only school listed.

Schools located in All local authorities

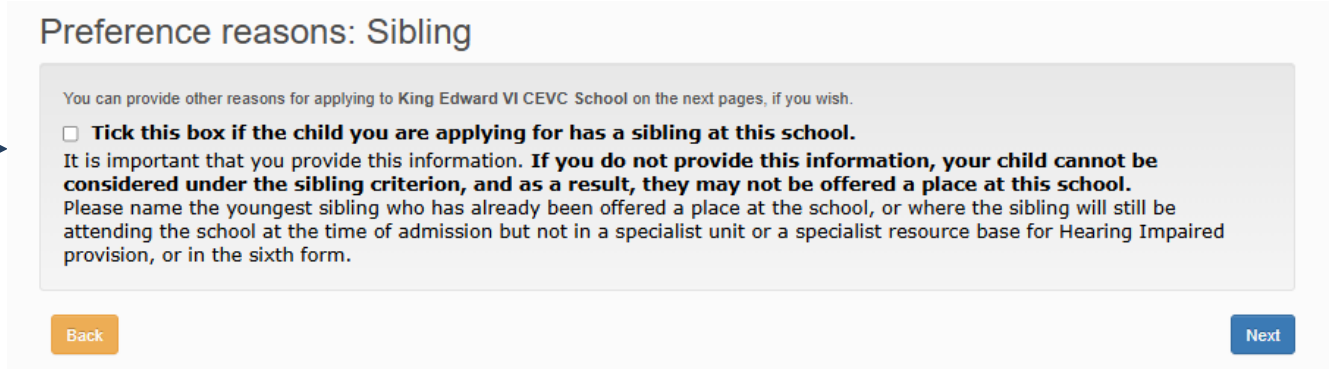
School Name (Tip: Part names give better results. If searching for a school starting with 'St' e.g. St Mary's just search using 'Mary') king edw

School's Postcode Postcode

Search

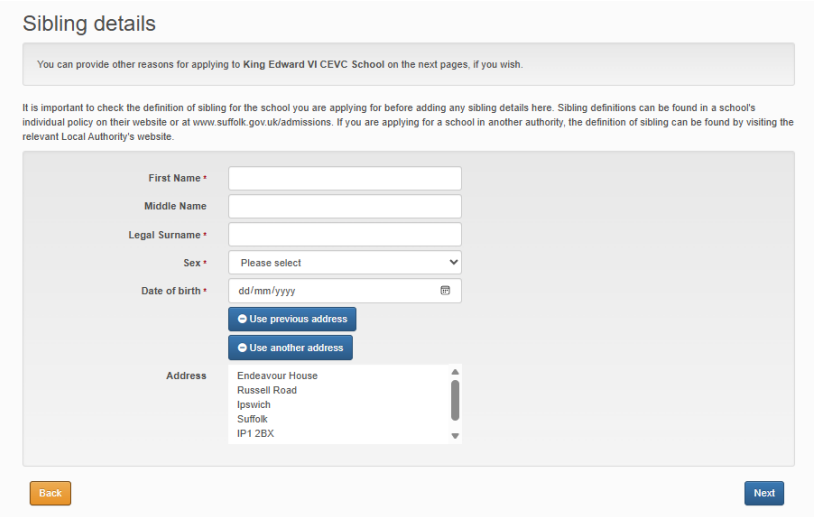
Sibling attending the school?

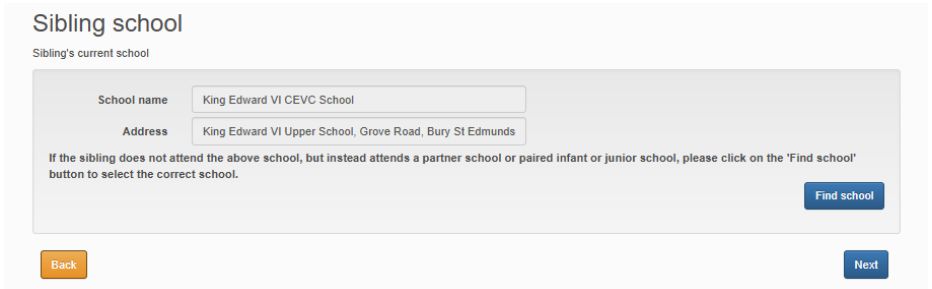
Tick this box if you have another child attending the school and then click '**Next**'.



If you don't have any other children attending this school, click '**Next**'.

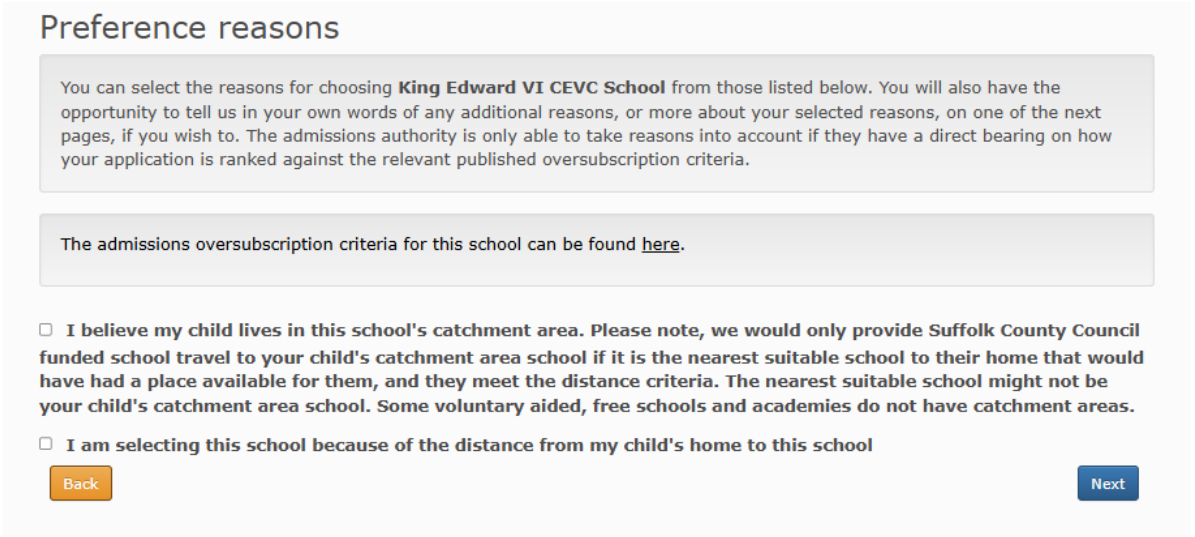
If you have ticked the box and clicked '**Next**', tell us about your other child attending this school.

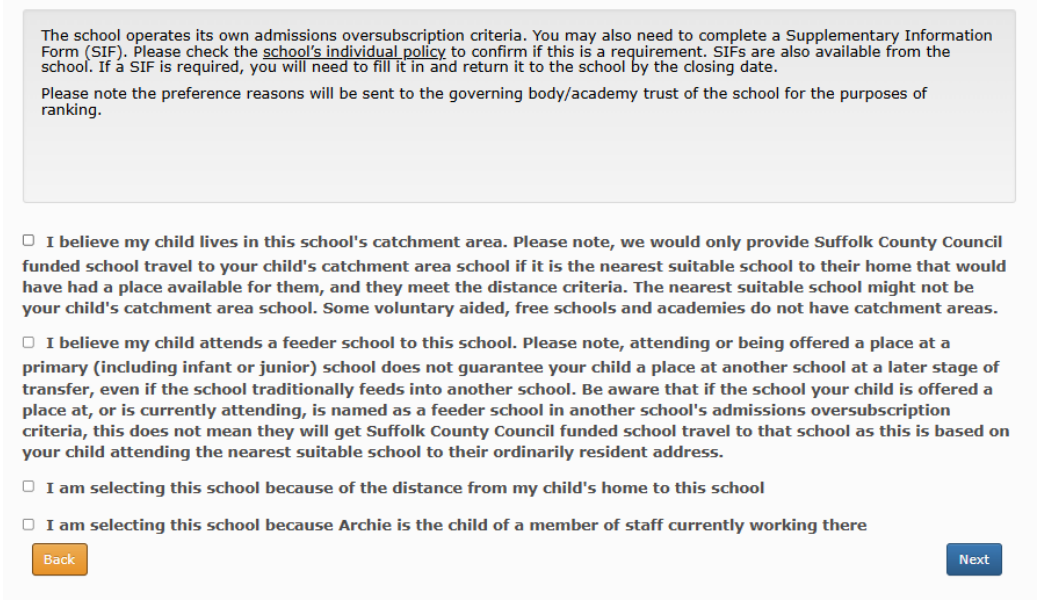




Tell us your Reasons

Tick all the boxes that apply to you and the reasons for applying for a place at this school. If none apply, leave all boxes blank.

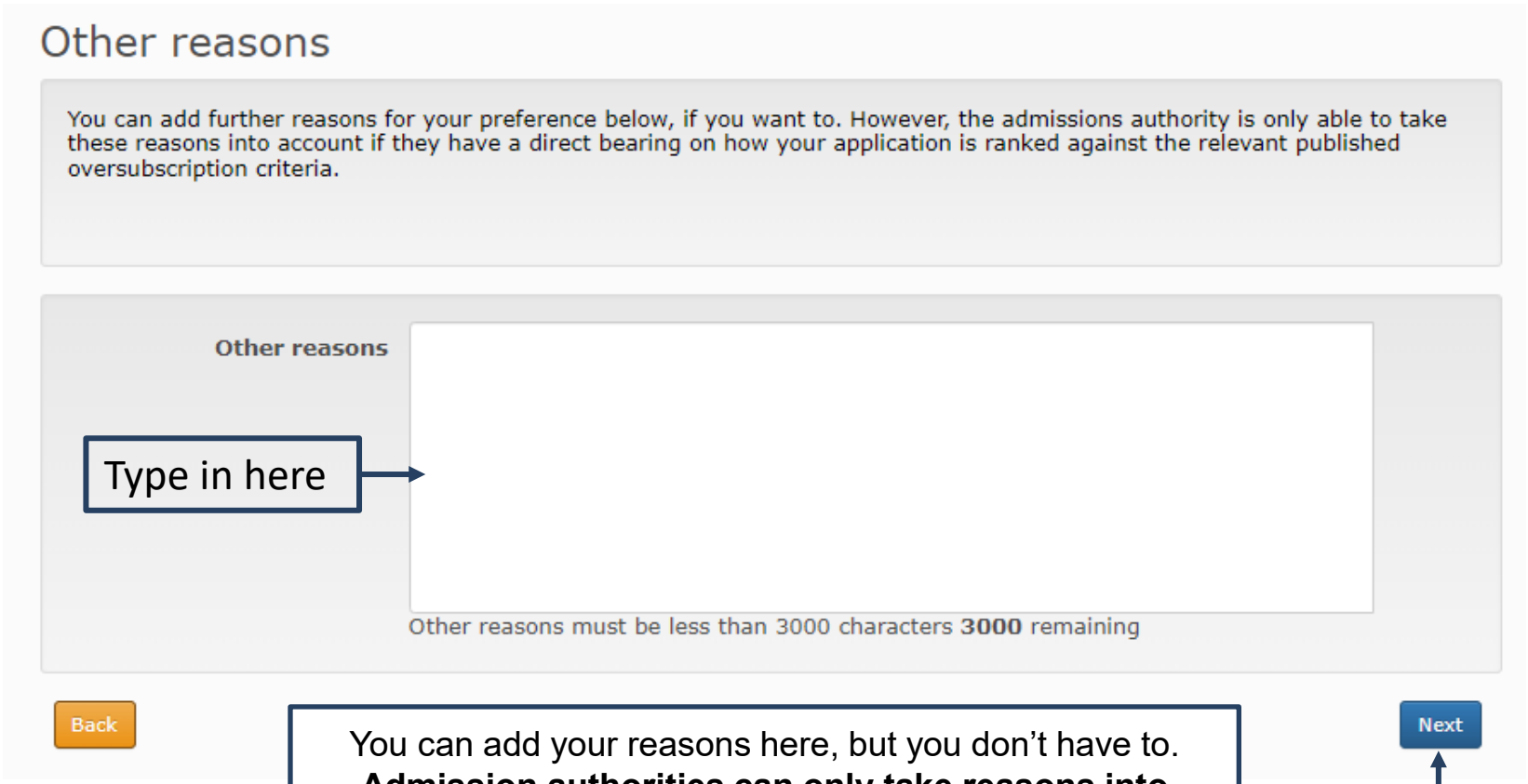




Please note: the reasons you can select to apply for a school may vary depending on the oversubscription criteria for the school.

Click on '**Next**' to continue.

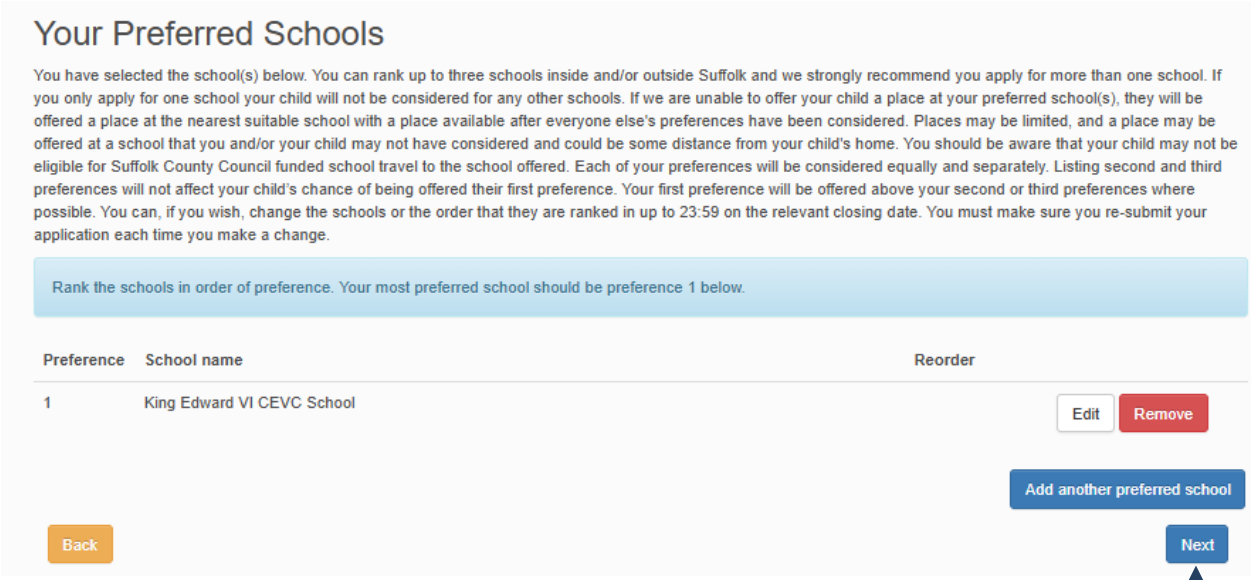
Anything else we should know?



You can add your reasons here, but you don't have to. **Admission authorities can only take reasons into account if they have a direct bearing on how your application is ranked against the relevant published oversubscription criteria.**
Please note there is a maximum of 3000 characters.

Click on '**Next**' to continue.

More Preferences



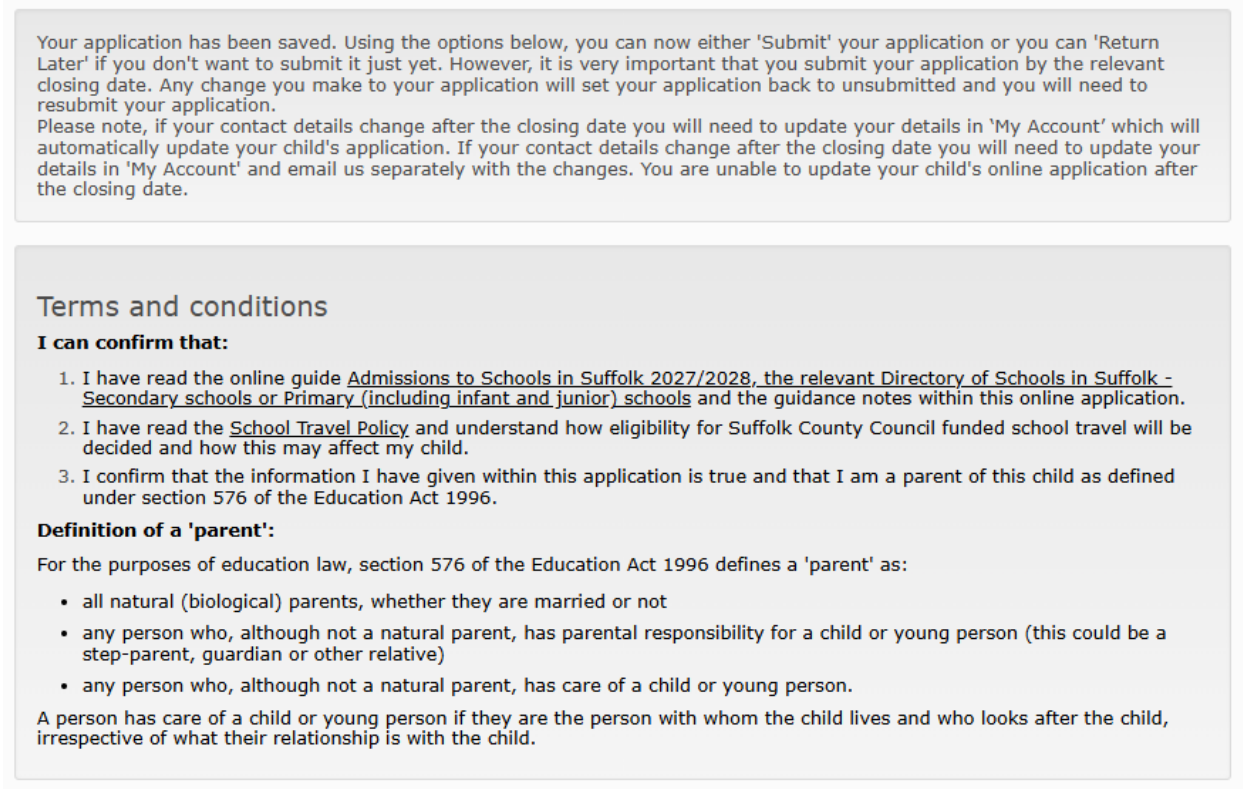
Click '**Add another preferred school**'.

Click on '**Next**' if you have finished adding your preferences.

We recommend you apply for more than one school.

IMPORTANT: You can add up to three preferences, and we strongly recommend you add more than one. Your school preferences and the order you put them on your admissions application could affect your child's eligibility for SCC funded school travel. We would only provide SCC funded school travel to your child's Catchment Area School if it is the nearest suitable school to their home that would have had a place available for them and they meet the distance criterion. Full details can be found at www.suffolkonboard.com/schooltravel.

Submit Application



Your application has been saved. Using the options below, you can now either 'Submit' your application or you can 'Return Later' if you don't want to submit it just yet. However, it is very important that you submit your application by the relevant closing date. Any change you make to your application will set your application back to unsubmitted and you will need to resubmit your application.
Please note, if your contact details change after the closing date you will need to update your details in 'My Account' which will automatically update your child's application. If your contact details change after the closing date you will need to update your details in 'My Account' and email us separately with the changes. You are unable to update your child's online application after the closing date.

Terms and conditions

I can confirm that:

1. I have read the online guide Admissions to Schools in Suffolk 2027/2028, the relevant Directory of Schools in Suffolk - Secondary schools or Primary (including infant and junior) schools and the guidance notes within this online application.
2. I have read the School Travel Policy and understand how eligibility for Suffolk County Council funded school travel will be decided and how this may affect my child.
3. I confirm that the information I have given within this application is true and that I am a parent of this child as defined under section 576 of the Education Act 1996.

Definition of a 'parent':

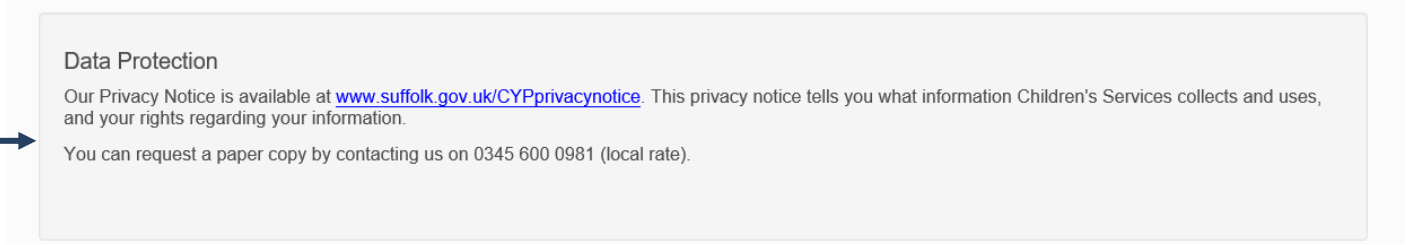
For the purposes of education law, section 576 of the Education Act 1996 defines a 'parent' as:

- all natural (biological) parents, whether they are married or not
- any person who, although not a natural parent, has parental responsibility for a child or young person (this could be a step-parent, guardian or other relative)
- any person who, although not a natural parent, has care of a child or young person.

A person has care of a child or young person if they are the person with whom the child lives and who looks after the child, irrespective of what their relationship is with the child.

It's **important** that you read and understand the Terms and conditions.

This gives details of how we will store and share your data.

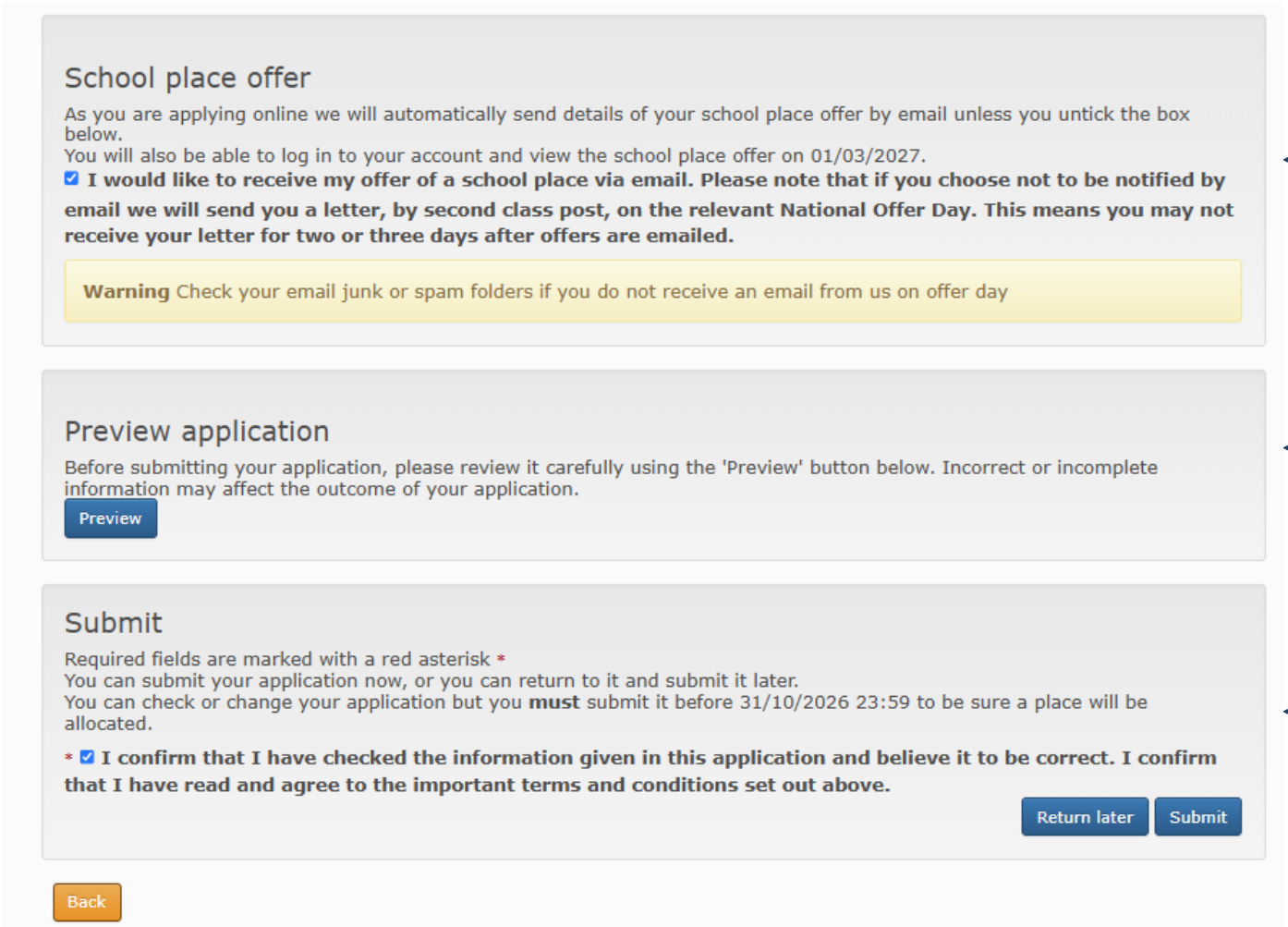


Data Protection

Our Privacy Notice is available at www.suffolk.gov.uk/CYPprivacynotice. This privacy notice tells you what information Children's Services collects and uses, and your rights regarding your information.

You can request a paper copy by contacting us on 0345 600 0981 (local rate).

Submit application



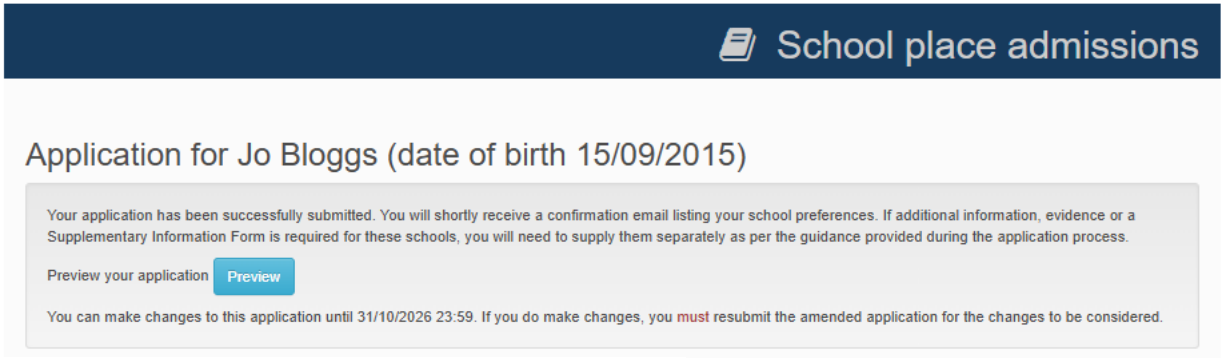
Your School place offer will be sent via email unless you untick this box.

Preview and check your application.

Click 'I confirm' and '**Submit**' to submit your application or 'Return later' (please note this will not be submitted until you do so later.

What next?

Once you have successfully submitted your application, you will see the confirmation screen.



Thank you for submitting your application for a school place.

Please ensure that any additional evidence or information that is required by the school(s) you have expressed a preference for, for example, a Supplementary Information Form (SIF) is sent separately and by the closing date.

Reminder - If you are moving to a new address and you want to use that address as your child's ordinarily resident address, you **must** email or post to us written evidence by the closing date that you are legally committed to the move and that it will happen before the start of the school year you have applied for. The evidence **must** be either proof of exchange of contracts for your new address, or a signed letting/tenancy agreement confirming your new address. Please note that a sale memorandum, an unsigned tenancy agreement or a letter from your solicitor confirming exchange of contracts will take place soon will not be accepted. For children of UK service personnel or a crown servant family returning from overseas, we will offer places in advance of the move provided the application is accompanied by an official letter that declares a relocation date. Evidence of a future address may also be required. A Unit or quartering address can be used if requested.

If you are unable to provide evidence of your move by the closing date you should still apply by the closing date using your current address. You can then make a further application by completing a paper application (CAF1) once your plans have been confirmed. As long as we receive your further application and written evidence, as set out above, **by Wednesday 16 December 2027** we will use your new address to allocate a school place.

You should email your evidence to admissions@suffolk.gov.uk or post to the Admissions Team, Endeavour House, 8 Russell Road, Ipswich, Suffolk, IP1 2BX. Please ensure that you include your child's name, date of birth and indicate the school you are applying for on any evidence or information you provide. If you send information through the post, we strongly suggest you get proof of posting.

You will receive an email to your registered email address confirming submission (please note: any dates shown on here are for illustrative purposes only).

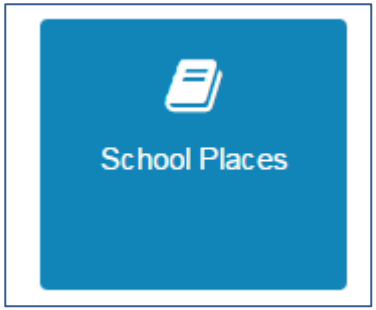
You have expressed preferences for the following schools in this order of priority:

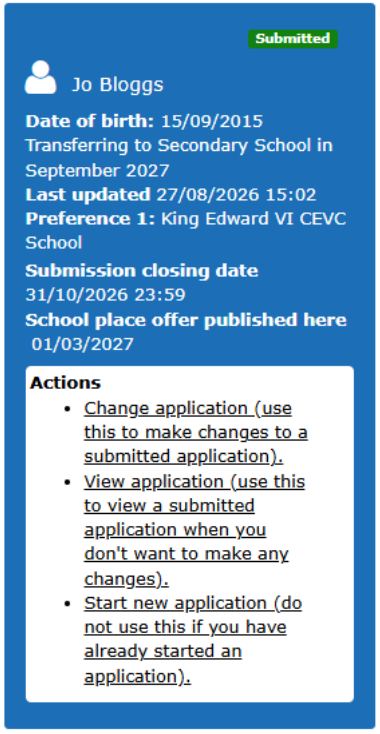
Rank	School Name	Address
1	King Edward VI CEVC School	Grove Road, Bury St Edmunds, Suffolk, IP33 3BH

What next?

You can return to the Citizen Portal and change your application up until midnight on the relevant closing date by clicking on the '**School Places**' tile.

IMPORTANT: Please ensure that you resubmit your application before midnight on the relevant closing date after making changes.





Once you have submitted your application you can make changes by clicking on '**Change application**'. Please ensure that you **re-submit your application by midnight on the relevant closing date**, even if you haven't made any changes.

If you want to view your application, once you've submitted it, but you do not wish to make any changes, click on 'View application'.