



Cabot
Learning
Federation

Communication Policy –
King's Oak Academy

Version 1.0 October 2018

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1 Introductory Statement

This policy addresses the main ways in which the Academy ensures effective two-way communication with parents/carers, students, and the community.

The Academy believes that effective communications systems promote effective learning, promote the well-being of students and strengthen the quality of our work and the relationships between stakeholders. All stakeholders will be provided with support, guidance and access to information in a quick and efficient manner.

2 Aim

This policy aims to promote the partnership between the Academy, parents/carers, students and the community through efficient and effective communication. Good communication should allow and encourage all parties and stakeholders to participate in the development and enhancement of the Academy, and its varied activities.

3 Definition

We define communication as the process whereby meaning is assigned, conveyed and interpreted in an attempt to create a shared understanding. It may be visual, non-verbal, oral or written. Good communications should be:

- interactive, all parties having opportunities and clear mechanisms for communication with one another;
- timely;
- responsive to all stakeholders' needs;
- personal or impersonal, as appropriate;
- correctly targeted at mass or small audiences, or individuals.

4 Responsibilities

All stakeholders are responsible for communicating in a considered and courteous manner regardless of the method of communication.

Below are particular areas of responsibility for the Academy and its staff and for parents/carers.

4.1 The Academy

4.1.1 Ensuring that the spirit, principles and procedures of this policy are followed, particularly the pastoral, welfare and educational aspects.

4.1.2 Communicating proactively with parents/carers about student progress and helping parents/carers to support their children's learning.

- 4.1.3 Responding to incoming communication in a timely manner using the most appropriate form of response.
- 4.1.4 Recording all contact with parents/carers and other agencies using the SIMS system.
- 4.1.5 Keeping the Academy website up-to-date with all essential information for students, parents/carers and stakeholders.
- 4.1.6 Facilitating feedback from parents/carers and other stakeholders (through questionnaires, publicised meetings and other activities); and acting upon this evidence, as appropriate.

4.2 Parents / Carers

- 4.2.1 ensuring that all contact information for them held by the Academy is up-to-date (including when parents/carers no longer reside at the same address, or where there is a request for information to be sent to different homes, to both parents/carers); and leave details of availability and preferred method of contact.
- 4.2.2 ensuring that the Academy is informed of absences of their child(ren) in accordance with the Attendance Policy;
- 4.2.3 informing the Academy of medical conditions or allergies, and supplying the necessary medical documentation;
- 4.2.4 informing the Academy of any child protection issues, legal matters, or relevant duties, using appropriate documentation
- 4.2.5 informing the Academy of their child(ren)'s involvement in any exceptional sporting or artistic activity.
- 4.2.6 reading, acting on and, if applicable, meeting the deadlines in all communications sent by the Academy via students;
- 4.2.7 being aware of information provided by the Academy about learning programmes and homework;
- 4.2.8 participating in parent/carer consultations;
- 4.2.9 sharing concerns about progress with class teachers and/or tutors.

5 **Methods of communication**

5.1 We communicate with parents/carers through:

- Letters home
- Text messages
- Email messages
- The Academy website
- Regular Newsletters
- Parent Forum
- Transition meetings
- Parent Evenings / Events
- Parent Meetings

- Progress reports and written reports
- Informal communication between staff and parent/carers.

5.2 We communicate with students through:

- Assemblies
- Tutor announcements
- Tutor time
- Tutors
- Workbooks and planners
- Student Voice
- Parent Meetings

5.3 We communicate with partners through:

- Meetings
- The Cabot Learning Federation networking events
- Other professional networking events

6 Emergencies, closures and unusual events

Currently emergencies, closures and unusual events are dealt with via a variety of methods of communication. These include phone calls (for individual and personal issues); letters, emails and texts (for more general issues); and Academy letters for matters that are known in advance

7 The website

The Academy website is designed to provide parents/carers, students, staff and the wider community with information about the Academy and its activities. Included on the website is:

- Term Dates
- Catering Information
- Department information
- Staffing information such as structure, staff list
- News from around the Academy
- Policies and other important documentation
- Academy Calendar
- Access for students and staff to their Academy email account

8 Communication with parents / carers who speak English as an additional language

When necessary, communication with home will be carried out using a translator or translated materials. The Academy will ensure that every effort is made to support parents/carers who speak English as an additional language at our Academy events, such as at Parents Evenings and Options evenings.

Teachers and parents/carers will be confident about the systems in place to use translators who are members of staff and/or from the wider Federation, when necessary.

See also Communications Procedure and Communicating with Parents/carers