



Parent Communication Policy

Rationale

- Parent satisfaction in the education provision and college processes is of critical importance
- Recent feedback suggests consistent and regular communication from teachers is an area of improvement for the college

Aims

- To have a consistent and regular approach across the college in email communication to parents
- To keep parents informed on a regular basis of their student/s progress in each subject
- To keep parents informed on a regular basis of due dates, excursions, tests coming up etc.

Implementation

- When a parent/ carer contacts a teacher either by phone or email, the teacher will endeavour to reply via phone or email within 48 hours of hearing of the initial parent contact.
- All teachers are to utilise the 'email parents' option on Compass to send an email to the parents/ carers of the class with a brief update and/ or notifications at least three times each term.
- For special circumstances or at risk students, an individual email or phone call must be made in a timely manner, in addition to the group emails as required. If making a phone call, record this in Compass as an amber student general behaviour comment.
- Any excursions and/ or other major activities that occur for the class are to be emailed to the families of the students using the 'email parents' option on Compass.
- An opportunity to reflect on the effectiveness of this process will take place once a year in a staff meeting timeslot with table leaders.

Review Cycle

This policy was last reviewed in **November 2019** and is scheduled for review on **November 2022**.