

 <b>Plenty Valley</b> <small>CHRISTIAN COLLEGE</small> <small>In Christ: Wisdom &amp; Knowledge</small>		<b>Communication Policy (Secondary)</b>	
<b>Document Classification:</b>		Policy	
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**To be published in:**  
**Parent Handbook & Secondary Staff Supplement**

The aim of this document is to provide a clear statement on appropriate communication between staff of the Secondary School and parents/guardians of students of the College.

***Parents/guardians contacting the College:***

If a parent/guardian contacts the college about an issue concerning a student, the following protocols and chain of contact should be adhered to:

**House-keeping issues:**

Home Group Teacher

**Pastoral/welfare issues:**

Initial contact:

Home Group Teacher

Follow-up contact for unresolved issues:

Head of Sub School

Special needs or referrals:

College counsellor (after consultation with  
Head of Sub School)

**Curriculum/learning issues**

Initial contact:

Class/subject Teacher

Follow-up contact for curriculum issues:

Subject Coordinator/ KLA Leader

Follow-up contact for learning issues:

Head of Sub School

Special needs or referrals:

Special Education Teacher (after consultation with  
Head of Sub School)

**Classroom discipline issues**

Initial contact:

Class/subject Teacher

Follow-up contact for unresolved issues:

Head of Sub School

**Significant/ongoing issues**

Students with a significant or ongoing issue will be given a case manager who will then become the person responsible for all ongoing contact with parents/guardians of the student concerned. Parents are to arrange any communication through this nominated person.

Matters will be referred to the Director of Wellbeing, Deputy Principal – Learning and Teaching or Head of Sub School when considered appropriate.

**Absence**

Parents/guardians should contact the College Office when their child is going to be absent. This is particularly important if the student is away because of illness for more than 2 consecutive days. Parents should send a hand-written note or email the Home Group Teacher upon the child's return.

From time to time families contact the College about taking holidays during term time. This is not a recommended practice and parents should be made aware of any ramifications for students at key periods of their education. Of course some of these journeys can be educationally very rich and appropriate. Parents must put such requests in writing to the appropriate Head of Sub School for consideration. On these occasions, parents often ask for teachers to prepare work for the student to do while travelling. It is important to recognise that, while staff certainly try to do this as a courtesy, compliance with such requests cannot be guaranteed.

Regarding **lateness to school**; students who are late to school should present a note from parents explaining their lateness to the **College Office when they sign in** upon arrival. In other cases where students are late to homegroup or class without explanation, they will be registered as late and normal disciplinary procedures will apply.

### **Appointments**

Parents desiring a face to face meeting with a staff member must arrange an appointment in advance through the College Office. Parents arriving at the College without an appointment should not expect to be accommodated.

### ***Staff contacting Parents/guardians:***

Secondary teachers may teach up to seven classes per day and so may need to deal with the needs of up to 125 students in their classrooms in a day in addition to their pastoral care group and the students they have contact with in extra-curricular involvements, on yard duty or in other settings. It is not possible for teachers to make contact with parents over minor issues or on a daily basis as it might have been in a primary school setting.

We ask parents, therefore, to treat any communication from secondary staff as particularly important and to assist with following our diary use policy which enables efficient communication for day to day matters of a routine nature such as uniform infringements, homework issues, detentions etc. Teachers may choose to use the diary for brief communications with parents/guardians and reasonably expect an acknowledgement via the diary.

College staff will contact parents/guardians by telephone, email or letter for more serious issues such as; being sent out of a class a second time, repeated issues regarding homework or late submission of work, after-school detentions, physical violence, bullying, ongoing uniform issues, students interfering with the learning of others, ongoing under-achievement or other issues regarding learning etc. When such communication has been initiated, follow-up communication should be directed to the same person for the sake of consistency and follow-through. If necessary, the chain of contact protocols above should then be followed.

All staff should advise parents, when necessary, to follow the protocols stated in this policy. If staff are contacted out of order, they should redirect parents to the appropriate person.

## DOCUMENT HISTORY & VERSION CONTROL RECORD

**Name of Document:** Secondary Communication Policy  
**Responsible Officer:** Head of Secondary  
**Approved by:** Principal  
**Assigned review period:** Biennial  
**Date of next review:** September 2020  
**Category:** College Community

Version Number	Version Date	Responsible Officer	Amendment Details
1.0	03/05/2009	HOS	Finalised
1.1	19/05/2009	Principal	Minor changes
1.2	07/09/2017	S Taggert	Changed to Biennial as discussed in OHS Meeting 07/09/2017.
1.3	21/09/2018	Principal	Minor Changes made. Approved and signed.

Approved By:

Date:



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Mr. John Metcalfe  
Principal

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