



## Co-op Academy North Manchester

|   |                              |
|---|------------------------------|
| <b>Name</b>   | <b>Communications Policy</b> |
| <b>Approved by</b>  | <b>SSCC Committee</b>        |
| <b>Policy Created</b>   | <b>2015</b>                  |
| <b>Review</b>   | <b>2 years</b>               |
| <b>Update Approved</b>  | <b>June 2018</b>             |
| <b>All policies are available to stakeholders either on the Academy website or upon request from the Academy's Main office.</b> |                              |

### PRINCIPLES

**The Communications Policy is guided by and committed to the following principles:**

At Co-op Academy North Manchester we believe that effective communications with all stakeholders is essential. We have a commitment to ensuring that we work in partnership with parents/carers and the wider community.

Through communicating clearly and effectively with parents/carers we will foster opportunities for parents/carers to become involved in the life of our school.

### POLICY

#### 1. Information for New Parents/Carers (Year 7)

|            |   |
|------------|---|
| <b>1.1</b> | As part of our Induction process we invite parents/carers to attend the Induction evening meeting in May before their child is due to start in September. The purpose of the evening is to meet some of the staff who will be involved in the Induction process and to hear about the school routines, policies and procedures. |
| <b>1.2</b> | Parents/Carers will also receive a pack of information from the school, outlining some of the policies and procedures.  |
| <b>1.3</b> | The Home school Agreement which all parents/carers are expected to sign outlines the expectations that the school has of parents/carers and what they may expect of the school  |
| <b>1.4</b> | Parents/Carers of pupils/students who join other year groups will be given a pack of information and will be able to access additional information from the Mrs Shaw and also the academy website.  |

## 2. Newsletter and Letters

|     |   |
|-----|---|
| 2.1 | The Newsletter is produced on a half-termly basis and is sent out to parents/carers. Hard copies are also available at Reception if needed and copies are on the website. Letters are also sent home with pupils and text alerts are sent to parents/carers to let them know that these have been sent out. |
| 2.2 | The Newsletter contains important messages about policies and procedures, events, clubs, and trips and other important information. It is also an opportunity to celebrate successes in and out of school.  |

## 3. Website

|     |  |
|-----|--|
| 3.1 | The school website has a 'Parents' Area', with sections relevant for each of the Year groups. In this area you will be able to find information relevant to your child's year group.   |
| 3.2 | The Website also has a calendar of events with all the key dates for the forthcoming academic year, including parents' evenings and Curriculum evenings. Details of the term dates are also published on the school website. |

## 4. The Student Planner

|     |  |
|-----|--|
| 4.1 | Every student has a Student planner and it contains useful information for both the students and the parents/carers.   |
| 4.2 | At the front of the student planner is information about who to contact, certain policies, the pupil/student timetable, homework timetable etc.  |
| 4.3 | There is a space in the planner for parents/carers to sign each week. Students are expected to show their planners to their parents/carers and form tutors check this on a weekly basis. |

## 5. Pupil/Student Absence

|     |  |
|-----|--|
| 5.1 | In the case of illness, a telephone call to the absence line is required.  |
| 5.2 | The absence line can be accessed by dialing the school number. This should be done as early in the day as possible on the first day of absence. 0161 681 1592.   |
| 5.3 | You should give your child's name, form, reason for absence and expected date of return to school, if known. If the return to school date is not known, you should continue to call the absence line on a daily basis. For safeguarding purposes, first day absence calls will be made in order to ascertain why pupils are not in the Academy |

|     |   |
|-----|---|
| 5.4 | Home visits will be carried out as necessary. If a child is not seen during these home visits, then after three days, this will be escalated to the necessary authority.          |
| 5.5 | On your child's return to school, you must provide a letter explaining the cause of absence which should be given to his/her form tutor. Medical evidence will also be requested. |

## 6. Appointments

|     |   |
|-----|---|
| 6.1 | If your child has an appointment during the school day, a letter must be sent into school as soon as possible, before the day of the appointment. This should give details about the appointment time, the time of collection from school and the expected return time. |
| 6.2 | Please note that our safeguarding arrangements mean that parents/carers or a listed contact will have to come into Reception to collect their child and sign that they are leaving the site accompanied.  |

## 7. Letters

|     |   |
|-----|---|
| 7.1 | Letters from the school will usually be sent home through our pupils. Hard copies will be available on request. |
| 7.2 | Copies of any letters will be on the school website.  |
| 7.3 | Occasionally letters will be posted home by school.   |

## 8. Telephone calls

|     |   |
|-----|---|
| 8.1 | Parents/Carers may wish to contact a member of staff by telephone. In the first instance any messages should be left with the Head of Year for the year group.              |
| 8.2 | Staff will check their phone messages and endeavour to respond to parents/carers phone messages within 48 hours.  |
| 8.3 | <p><b>Head of Year Emails</b></p> <p>Heads of Year will be contactable via the HOY email address and will endeavor to respond to the email within 48 operational hours.</p> |

## 9 . Making an appointment

|            |   |
|------------|---|
| <b>9.1</b> | If an appointment is necessary this can of course be made and will usually be with your child's Form Tutor, Head of Year or Associate Head of Year in the first instance.   |
| <b>9.2</b> | A mutually convenient appointment time will be arranged and then parents/carers are asked to report to Reception for the arranged time. All visitors will be asked to sign in at Reception and will be issued with a Visitor's badge. |
| <b>9.3</b> | We regret that it is not possible to see a member of staff without an appointment. Parents/carers cannot wait indefinitely in reception if a meeting has not been scheduled as this is a potential safeguarding risk.                 |
| <b>9.4</b> | Any statutory forms that require staff signatures may be left at the academy for signing; however these will normally take two working days to sign. Parents/carers cannot expect these to be signed whilst they wait.                |
| <b>9.5</b> | It will be the decision of the academy as to whether forms will be signed by the school.  |

## 10 . Contacting a pupil in school

|             |  |
|-------------|--|
| <b>10.1</b> | In an emergency, if a message needs to be relayed to a pupil/student which may cause distress or upset, please contact the Main School Reception and we will ensure that the message is given to the pupil/student in a sensitive and appropriate way. |
| <b>10.2</b> | To minimise disruption to teaching and learning we would request that this facility should be reserved for emergencies.  |
| <b>10.3</b> | Pupils/Students are not allowed to leave a lesson to come to the telephone to accept an incoming call.   |
| <b>10.4</b> | Any urgent messages will be passed to the pupil/student concerned.   |
| <b>10.5</b> | Parents/Carers should be aware that the pupils/students are not allowed their mobile phones on during formal lesson time in the school day and the mobile phone will be confiscated if it is left on and is heard during any formal teaching time.     |

## 11. Parent Views

|             |   |
|-------------|---|
| <b>11.1</b> | The school gathers parents'/carers' views at parents' evening as well as through short questionnaires. The results are published in a letter home and are discussed at the Parent/carer forum and at Governors' Meetings. |
| <b>11.2</b> | Parent Forums are vehicles for parents/carers to engage fully with the academy in a range of different topics and activities. The forums will take  |

|  |   |
|--|---|
|  | place every term and parents are invited to attend sessions held either in the morning or after school. |
|--|---|

## 12. Parents' Evenings and reports

|      |   |
|------|---|
| 12.1 | The school holds a Parents' Evening at least once a year for Year 7-11 This is an opportunity to meet with subject teachers and discuss the progress and achievement of your child. |
| 12.2 | The school encourages all parents/carers to attend the Parents' Evening as it is an opportunity to meet with all the subject teachers involved in your child's education.           |
| 12.3 | The school provides termly progress reports and one full annual report to parents/carers.   |

## 13. Other Information Evenings

|      |  |
|------|--|
| 13.1 | Throughout the year the school invites parents/carers to attend information evenings including Year 7 Information Evening, Year 9 Options Evening, a Year 10 and 11 Revision Evening. <b>These are important transition points in your child's education</b> and we encourage parents/carers to attend these evenings. |
| 13.2 | Throughout the year the school invites parents/carers in to school to join us for events, celebrations and productions which are advertised in the newsletter, through letters, or on the website.   |

## 14. PTA

|      |  |
|------|--|
| 14.1 | The Parent Teacher Association (PTA) encourages parents/carers to become involved in the life of school in an informal and formal way.                               |
| 14.2 | The main focus of the PTA is fundraising in order to meet requests for funding from staff and pupils and to make donations for the benefit of the school as a whole. |

## 15. School Governing Body

|      |   |
|------|---|
| 15.1 | The governing body has two Parent governors who take an active role in the decision making process of the school. |
|------|---|