

Communication policy

Introduction

The purpose of this policy document is to define the principles and aims of communication at The Ladies' College and to provide a framework which:

- promotes consistency in College planning and practice.
- facilitates development and change.
- informs new staff, pupils, students, parents, governors and the wider community.

It was reviewed in the Lent Term 2022. The next review will be in the Lent Term 2025.

Principles

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected, and action coordinated. Communication includes not only the message but also how that message is communicated. Good communication promotes partnership and fosters positive wellbeing.

Our guiding principles for all school communication aim to ensure that communications are:

- Clear, accurate, factual and timely.
- Inclusive to the whole school community.
- About improving our school by respectfully listening and talking to each other.
- Creating effective systems for feedback.
- Professional in tone, using titles or first name terms as appropriate. Emails should follow guidance in the Staff Handbook and have salutations and sign offs.

In order to achieve this in an effective and balanced way the College will:

- Welcome contact from parents/guardians.
- Provide a timely response to parents/guardians.
- Involve parents/guardians in our work with pupils and students.
- Share information as often, and as fully, as possible with parents/guardians.

Aims

- To keep staff, pupils, students, parents/guardians, governors well informed.
- Be open, honest, ethical, professional and polite.
- Use English, free from jargon, wherever possible.
- Provide a response within a reasonable time (24 hours unless exceptional circumstance)
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant College policies.
- Be compatible with the core values of The Ladies' College.

Strategies for good communication

Communication from the School to Parents/Guardians

- **Website:** The College will put as much information as possible on its website. This can be found at www.ladiescollege.com
- **Whole College Newsletter:** A twice termly newsletter from the Principal containing relevant news and information.
- **Weekly Bulletin:** Via Parent Hub to provide up to date reminders for the forthcoming week.
- **Parent Hub:** The College will send a number of key pieces of information via parent hub. We recommend the use of the App which can be downloaded free of charge from the Android and Apple stores. Emails will be sent to those without the app and hard copies will be provided for those who are unable to access communication via either the app or e-mail.
- **Parent Portal:** is available via the app or the browser. Accessing through the app allows you to view pupils and students timetables, medical details, view and change personal details, and to access pupils and students reports. Accessing via the browser provides additional functionality including access to the RM Unify desktop which provides links to other resources such as the Wellbeing Hub and letters home (also available on the College website).
- **Letter:** On some occasions the College may write letters on different issues. This will be sent by email. On occasions it may be by post or given to pupils in Melrose or the Pre-Preparatory Department.
- **Social Media/Blogs:** Updates of some activities taking place within College can be found via the school's social media platforms.
- **End of Day:** Wherever possible, if there is something from the day that needs to be communicated in the Pre-Preparatory Department and Melrose, we try to do this face to face when parents/guardians collect their child. Sensitive matters should be discussed privately or at another arranged time.
- **Telephone:** There may be times when the school will contact parents by telephone. This will usually be about something that needs addressing during the school day.

- **Curriculum Evening:** An information evening which takes place either at the end of the Trinity Term or early in the Michaelmas term for different Key Stages.
- **Parental Handbook:** Available on website, contains important information including details specific to different departments. Hard copies are available on request.
- **Parent Teacher Meetings:** Twice yearly meetings to discuss academic progress take place in the Michaelmas and Lent terms in Melrose and the Pre-Preparatory Department. One Parents' Evening takes for each year group in the Senior School and Sixth Form in the Michaelmas or Lent terms.
- **Trinity term Meetings:** Form III parents and pupils with Remove Coordinator and also an induction evening for all parents whose children are moving into the Senior School.
- **Reports:** Written reports issued twice a year during the Lent and Trinity terms for Melrose pupils. Two short reports and a summative report are issued throughout the year for the older students. All reports are accessed on the Parent Portal.

Teams: On some occasions it might be more appropriate to have a live event and this may also be streamed via Microsoft Teams. An invite will be sent to allow access.

Communication from Parents/Guardians to the School

- **Telephone:** All telephone calls are received through the main office. A message will be taken and sent to the relevant person as soon as possible.
- **Letter and e-mails:** Parents may contact staff using the school e-mail system. Colleagues will respond to e-mails as soon as possible, depending on their teaching commitments. If a message is urgent, parents/guardians should contact the school office.
- **Seesaw:** Daily/weekly messaging service to parents in the Pre-Preparatory and Preparatory Departments
- **Evidence for Learning:** to communicate the pupils learning in Lower Preparatory and the Pre-Preparatory Department which is collated into a Learning Journal and sent to parents each term.
- **Homework Diaries:** Brief messages can be sent to teachers via a pupil's or student's contact book/homework diary.
- **Meetings:** Meetings can be made by appointment with staff.

Communication from Pupils and Students to the School

- Pupil and student surveys and questionnaires.
- House meetings and events in Junior Department, Senior School and Sixth Form.
- School Council / Action Team meetings.
- Class / Form discussions and agreement of Class Rules.
- PSHE / PSHCE and circle time.
- Pupil and student emails / Teams

Communication between Staff.

- **Whole Staff and Departmental meetings:** Meetings will take place regularly throughout the academic year to discuss whole school or departmental matters. Detailed and accurate minutes will be taken and distributed to all colleagues. Actions are agreed and followed up on. Minutes from the previous meeting will be agreed at the start of the next meeting or by email if the next meeting is delayed. There is a weekly Staff Meeting at Melrose and a weekly briefing for colleagues in the Senior School and Sixth Form.
- **E-mail:** E-mail facilities are in place for colleagues to use.
- **Integris:** To share academic information and assessment data.
- **CPOMS:** To share individual pastoral and academic detail and communication from parents.
- **Staff room notice boards:** Updates are displayed for colleagues.
- **Transition meetings between Year 7 tutors and Year 6 teacher.**
- **Transition meetings between all Melrose staff in the Trinity term,** during staff meeting time where possible.
- **IT Help Desk**
- **Class Telephones**
- **Mobile Phones:** Carried by lunch time supervisors in case of emergency.

Communication with the wider world

- The College will make use of the Guernsey Press, television companies and Social Media platforms to inform of news and events that will promote the College.
- Visitors will be invited to school assemblies / lessons to support the curriculum e.g., Red Cross, Careers Advice, authors, Emergency Services, visiting clergy etc.
- Support of charities both local and worldwide e.g., link with The Cheshire Homes.
- College Counsellor runs workshops with specific themes.