

Auchinloch Primary School & Nursery Class



Communication Policy

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Rationale

Auchinloch Primary School recognises the importance of clear and effective communications with all stakeholders, and is committed to being open and accessible for all who have an interest in the school.

The key stakeholders for a school are parents and pupils and this policy addresses the main ways in which the school ensures effective two-way communication between home and school.

Surveys indicate that almost all parents are satisfied with the two-way communications they have with Auchinloch Primary school and nursery. However, we are always striving to improve our service. This policy aims to clarify the parameters within which we operate to ensure that communication is carried out with all stakeholders and interested parties effectively and clearly.

Aims of the policy:

1. To improve the quality of service given to children at Auchinloch by ensuring that effective communication and consultation takes place between the school, parents, pupils and other stakeholders.
2. To improve the quality of service by ensuring robust processes for consultation between the school, parents and pupils on key service areas.

Types of Communication

1. Induction Days
2. Curriculum Evening
3. Transition Days – Nursery - Primary
4. Transition Days – Stage to Stage
5. Transition Days – Primary 7 to Secondary
6. P1 Workshops
7. Parent Nights
8. Report Cards
9. Parent Teacher Appointments on request
10. Communication Support for Learning
11. Termly Newsletter
12. Communication diaries
13. Jotters home and parental response sought
14. Kilbowie Evenings
15. Letters EV5 permission slips
16. Text
17. Email
18. Parent/staff/Pupil HIGIOS Questionnaire
19. Parent/Pupil Survey Monkey Specific Questionnaires
20. Specific Evaluations
21. Website/Blog
22. Class Information sheet Termly
23. Twitter
24. Glow
25. Performances/assemblies
26. Telephone
27. Parent Council Meetings
28. Parent Council AGM

Communication between the school and parents operates in the following ways:-

1. Induction Days

Prospective parents are invited to an Induction Day in the May preceding the term of entry to the school. All prospective parents receive a school handbook with details of school life and remain for a presentation while their children visit P1 class teacher. Workshops are set up to give parents' further knowledge of the curriculum.

2. Curriculum Evening

Parents are invited to a Curriculum Evening in term 1 of each year. The format of this varies but often takes the form of workshops on different areas of the curriculum for different stages. Parents get the chance to opt in to the workshop of their choice. Evaluation of these events are very positive and we encourage full participation.

3. Transition: Nursery – Primary

Transition from Auchinloch Nursery to Auchinloch Primary 1 is a two year process. The children in our nursery are encouraged to use the school facilities on a weekly basis throughout the year to become familiar with layout. Class visits and are timetabled in May prior to August entry as well as dinner hall visits.

4. Transition: Stage – Stage

Communication between Primary stages is vitally important to ensure seamless transition. Forward Plans, Assessment and Evaluation is also passed on to receiving teacher as well as individual reports. All previous jotter work is stored for 1 term for reference. Children and parents are informed of their new class on the final week of term. A meet the teacher day is also organised where all children go to new class to familiarise themselves with class teacher and peers.

5. Transition: Primary 7 - Secondary

A transition programme from Primary 7 to Chryston High begins in Primary 5. For P5-7 this programme consists of visits to Chryston. For P7 only the programme includes, blocks of lessons from visiting Chryston staff, a 2 day timetabled transition visit in term 4 and communication of individual information between staff.

6. P1 Workshops

The primary 1 workshops are led by staff to give parents an insight to key areas of the curriculum and knowledge of what will be expected of their child in Primary 1.

7. Parent Nights

There are 2 parents' nights per year. First in term 2 and finally in term 3. One appointment per child can be made on this evening. Teachers will prepare and pass information on children's attainment, achievement and social wellbeing. Where parents are separated: in the first instance we would encourage they come together for these appointments, if that is not possible then they should look at attending one appointment each. Parents are reminded that appointments with class teachers can be arranged after 3pm at any point during the year. Staff will endeavour to accommodate individual cases.

8. Report cards

Report cards are distributed near the end of term 4 and outline both pupil attainment in each subject as well as achievement. These report cards will be sent home via pupil post in sealed envelopes with a text reminder. Where parents are separated and wish 2 reports sent home please contact the school with your details and an electronic copy can be emailed. Parents are asked to complete and return a comment sheet attached to each report.

9. Parent Teacher Appointments

We operate on an 'open door policy' where if parents have any concerns or wish to speak to a member of staff they should contact the school and ask to arrange an appointment after 3o'clock. If possible appointment can also be arranged between 9am – 3pm.

10. Communication Support for Learning

If the school find a child required additional support for learning parents should be contacted and the support will be outlined. For additional support a request for assistance will be made to the appropriate service provider. Should support be granted, where appropriate there will be an initial consultation meeting and review meeting involving the school, parent and supporting agency.

11. Termly Newsletter

At the beginning of each term a newsletter will be distributed to the eldest of each family. A reminder Tweet/email will be sent to parents and the Newsletter will also be available on our website. Newsletters outline the work of the school as well as detailing forthcoming events.

12. Communication diaries

Individual children will be issued with a communication diary if required. The diary is used as a key vehicle for communication between parents and the school. The diary is monitored on a daily basis by both parents and the class teacher. This allows the teacher to indicate curricular and social tasks undertaken that day and offers a link between home and school for any other relevant information.

13. Jotters home and parental response sought

Pupil jotters including Maths, Daily Writing, Taught Writing and Interdisciplinary are sent home on a termly basis for parents to view. Parents are encouraged to comment on something positive and a target for their child.

14. Kilbowie Evenings

Kilbowie is a one week residential stay attended by our Primary 7 pupils. Details of this stay are outlined in letters and on a Parent Information Evening.

15. Letters EV5 permission slips

Each trip our children attend out with the school requires an information letter to be sent home to parents/guardians prior to the outing. An EV5 permission slip is sent at the beginning of the year as well as an information leaflet. Staff will be responsible for completing a Risk Assessment and ensuring they carry EV5 form and any required medication.

16. Text

Our text message system means information can be text quickly to one designated main contact for each child. Parents are encouraged to share this information with other relevant people to the child's life, for example, childminder or other parents/guardians. The parent is responsible for notifying the school of any changes to contact details.

17. Email

Parent/Guardian emails may be used to send specific information on request. Whilst being mindful of our carbon footprint all letters and newsletters are emailed to parents, a paper copy of these forms of communication will be available from the office upon request. Emails are sought as part of updating data checks in the first term of each academic year.

18. Parent/staff/Pupil HIGIOS Questionnaire

The views of our main stakeholders are sought on a yearly basis through HIGIOS questionnaires. These help form an improvement plan for areas affecting school life.

19. Parent Survey Monkey Specific Questionnaires

Where the opinion of parents is sought on specific school related matters for example 'preferred methods of communication'. A link to a survey monkey questionnaire is sent to parents. Results are then linked to our school website and help (along with staff and pupil opinion) form the decision making of the Senior Management Team.

20. Specific Evaluations

Specific Evaluations are distributed to gauge opinion on certain school events. These help form improvements for following events.

21. Website/Blog

The school has all key information on an up to date website on: blogs.glowscotland.org.uk/nl/auchinloch/

22. Class Information sheet

General termly information on the work of each class is communicated by our 'Auchinloch Primary Press'. These outline the forthcoming work of the class in each area of the curriculum for the term ahead.

23. Twitter

Our twitter page: @AuchinlochPrim1 is available for anyone to follow. It includes daily updates on our school. Please refer to our twitter policy. All staff have access and have agreed to use this mode of communication.

24. Glow

Although the use of this mode of Communication is still in it's infancy at Auchinloch, Glow is an online program to support learners achieve their full potential by unlocking the benefits of the internet and providing a unique nationwide online environment for learning. Auchinloch Staff and children have their own unique password. Glow can be accessed from anywhere at any time – in school, at home or on the move, by anyone who has a password. Access to Glow is password protected; the Glow password is an important feature and automatically connects the user with appropriate materials and resources. In the event of severe weather disrupting school. Work will be set on Glow blogs.

25. Performances and assemblies

We aim to present a minimum of one performance for P1-3 and for P4-7 each year. This often takes form of Infant Nativity, Auchinloch Day celebrations and Senior Show. Tickets are allocated fairly to our families and spare tickets balloted. Photographs and footage is uploaded to our webpage for parents/guardians who are unable to attend.

26. Telephone

Queries about events at the school may be made by phone to the school or by e-mail.

27. Parent Council Meetings

Monthly parent council meetings are held on campus. An elected group of parents meet on the first Monday of each month to discuss school related issues on behalf of the parent forum and plan fundraising events for school funds. Minutes are communicated via our school blog (blogs.glowscotland.org.uk/nl/auchinloch/)

28. Parent Council AGM

Yearly AGM reports on the work of the school and the parent council. Parents are invited to join and if need be voting takes place for new members.

Service Standards at Auchinloch Primary School & Nursery The following response times are usually adhered to:

Responding to parents – any requests for information, any concerns, requests for references or progress are dealt with within 5 working days (term time only).

Complaints Procedure

Initially, concerns should be addressed to the appropriate teacher, Principal Teacher, Head Teacher. Concerns may be raised via letter, e-mail or phone call.

- Letters will receive either a verbal (usually by phone) response within 3 days or a written response within 5 working days. Verbal responses will generate a brief written note of the discussion and its outcome, to be held in the child's file for future reference.
- Concerns raised by phone will be addressed within 3 working days.
- Emails to Head Teacher will receive an email response within 3 working days. Those sent at weekends may not be dealt with until the following working week, and emails sent in holidays will most likely elicit no reply until term-time.

There is a system in place for monitoring the nature of complaints at the school in order to identify trends and address any recurring issues.

Parents/guardians are reminded that communication is two way and while several modes of communication have been identified, responsibility must be taken to access this communication. Parents are encouraged to contact the school when any issues arise to which they would like a response. It is our absolute priority to ensure all children and parents are comfortable, informed and happy with the work of the school.