

## Bedford College Academies Trust

### Communication with Parents and Carers Policy

<b>Status:</b> Advisory	<b>Member of staff responsible:</b> Principal	<b>Implementation date:</b> October 2019
<b>Issue No:</b> 1A	<b>Approved by:</b> Wixams Academy Local Advisory Body	<b>Next Review Date:</b> September 2022

#### Our Vision

“The BCAT vision is to support students to achieve their absolute best whatever their ability or background. We aim to:

1. Work collaboratively to deliver an inclusive and outstanding education to all students, thereby driving up local standards.
2. Maximise social mobility and life chances, through the highest expectations of and aspirations for all students.
3. Encourage and support a range of high performing and distinctive educational establishments for local communities.”

#### Our Values

**Student focus** - We will seek to achieve a high quality learning experience for every student

**High performance** - We will strive for consistently high levels of performance in all aspects of our work

**Respect, openness and honesty** - We will treat everyone with respect, encourage openness and honesty, and recognise each other’s contribution and achievements.

#### Introduction

We believe that it is important to work in partnership with parents and carers, and that clear communication between school and parents is important to help students benefit as much as possible from their time in school. We are committed to improving parents’ understanding of our school and in encouraging parents to play an active part in their child’s education. We welcome discussion with parents on all aspects of their child’s education, their personal and social development and care and welfare.

The aim of this policy is to describe how staff will communicate with parents about these issues and how we would like parents to communicate with us.

#### Strategies

##### Visiting the Academy

Parents are always welcome at Wixams Academy. Please contact the office to make an appointment.

##### Contacting the Academy by Telephone

The Academy office will be open during school hours. Please contact a member of the Admin team if you would like a message to be passed to your child’s tutor.

If you have an urgent enquiry that cannot be discussed with your child's form tutor, please contact the Academy's office who will pass your message to the most appropriate person or to a member of the Senior Leadership Team.

The members of the Senior Leadership Team are:

- Academy Principal
- Assistant Principal
- Director of Assessment

We will try to contact you by the end of the school day.

### School Letters

During the year we will write to you with information about activities that will involve your child – these could be educational visits, sporting activities or special events in school. Letters will also be held centrally on the school website.

### Newsletters

The Principal will write a newsletter once each month. This will provide general information for parents in addition to items of news and events. Parents will receive an email message (via ParentMail) when the newsletter is distributed. Newsletters will be published on the Academy website and will be available to download.

### Text Messages

We use a text messaging service to contact parents in the event of an emergency, eg if it is necessary to close the school, or to relay important information. Please help us by making sure that we always have your correct mobile telephone number and email address. A copy of the information that we have on the Academy's records will be sent to you during each Academy year – please check this, make any necessary amendments and return the information to the Academy as soon as possible.

### Form Tutor and Subject Teacher Consultation Meetings

There is an opportunity during the year for parents to meet with their child's form tutor (during the Autumn term) and with subject teachers (during the Spring or Summer term). Each appointment is no more than 10 minutes and are booked online via ParentMail.

### Residential Activities

If your son or daughter is to take part in a residential visit, you will be invited to a planning meeting where details of the visit and programme will be discussed. The trip leader will make individual arrangements with each parent regarding communication during the visit and parents will be provided with a telephone number to contact the trip leader in the event of an emergency.

### Email

The main Academy email is: [info@wixamsacademy.co.uk](mailto:info@wixamsacademy.co.uk) and is monitored by the Academy office.

We are aware that some parents may prefer to be contacted by email. If this is your preference, please discuss this with your child's form tutor. Each head of year and each form tutor has their own email and you may wish to send an email message directly to them.

### Website

The Academy website contains information on the school curriculum, newsletters, school policies, term dates and other important and useful information. We encourage parents and students to engage with the website on a regular basis as this is an important method of communication.

### Contacting Staff Outside of the Academy

We welcome discussion with parents and carers on all aspects of their child's education, and personal and social development. It is the Academy's policy that these discussions must take place on the school premises or in other professional settings. This enables us to have the right information available to discuss your child's needs.

Please note that discussions or contact with staff must not take place via any unofficial channels. Please do not contact staff outside of their professional role or by personal communication such as their private email addresses, personal telephone numbers or via social media such as Facebook or Twitter. Staff should not be contacted outside of working hours or consulted in their own homes, as this represents an intrusion into their private life.