DE LA SALLE COLLEGE

COMMUNICATION POLICY

"KNOW THIS, MY BELOVED BROTHERS: LET EVERY PERSON BE QUICK TO HEAR, SLOW TO SPEAK, SLOW TO ANGER."

JAMES 1:19

Compiled by: The Head of College	Last Reviewed: June 2023
Policy Holder: Mr T. Silvester	Revision date: June 2024
Oversight Governor: Lisa Payn	Verification date: Autumn2024

WEBSITE

The website is primarily a marketing and information tool. There is no sensitive information held on the website, and therefore there is public access to the website.

OVERVIEW

The following information indicates the main kinds of information teachers receive, provide, and circulate outside of those already discussed such as the informal consultation, the demerit etc. All are necessary to the smooth running of the College, provide important information, meeting deadlines, ensure parents are informed and ensure that good and effective channels of communication are maintained between staff, parents and students.

INTERNAL COMMUNICATIONS

PIGEON HOLES
Check your pigeon hole regularly throughout the College day.

STAFF BRIEFING
This is emailed weekly to all staff and is the key way in which staff are kept informed of all manner of issues relating to the smooth operation of the College. It is vital that all staff attend this and read this bulletin each week.

COVER LIST
This is emailed to staff each morning with a copy of the daily duty rota. It must be checked first thing in the morning and any cover classes notes and work assigned taken to the class concerned.

ASSEMBLY
All staff affiliated to a House or Year group are to attend the assembly which takes place during House period on a dedicated morning each week.

THE HEAD OF COLLEGE'S AVAILABILITY
The Head of College may be approached informally prior to the start of College day, during break or during lunchtime, but to see him within the College day an appointment should be made with his Personal Assistant. For urgent matters, at least a brief meeting will be guaranteed before or at the end of the full day.

MEMOS

Whilst much of the communication between staff is verbal there will be occasions when memos act as a short cut or provide details or information which may need to be referred to in order to allow an issue to be dealt with. Such memos must always indicate the date, its circulation, the detail and the name of the sender.

DEMERIT/ACADEMIC SUPPORT/MERITS (applies to Secondary only)

Outside of conversation and discussion, we use our Student Manager software as a regular and formal way to log information. The information for both Demerits and Academic Supports is recorded on Student Manager by the issuing teacher, and an automatic email is generated for home and for the Head of House providing timely feedback and overview. Merits are also logged on the system, with emails generated automatically to provide positive feedback after every 10 merits received.

E-MAIL

Many parents now use e-mail as a form of communication and for teachers this can provide a quick and effective way of relaying information to a parent. Parents should address correspondence to the main Admin email address and this will be circulated to the relevant staff member. Once received it may be appropriate for a member of staff to respond via email. Staff should check with either Head of House/Director of Key Stage or a member of SMT to find out if this is an appropriate course of action. In relation to Primary staff they should check with either Infant or Junior co-ordinator or the Primary Headteacher. Correspondence by email must be formal and treated in the same professional manner as any other correspondence such as a letter. Generally, email should be considered as an effective and efficient means to disseminate information, and telephone conversations or physical meetings should be conducted in preference for discussions about progress or behaviour.

UPDATES ON STUDENTS

Wherever possible when information regarding student needs to be conveyed to the staff then this should be alerted to the Assistant Headteacher (Day to Day) who is responsible for the staff briefing or in the case of Primary to the Primary Headteacher. However, if this information is of a pastoral nature, then it should be sanctioned by the Assistant Head teacher (Pastoral) prior to dispatch to staff. This can then be communicated to all staff on this formal communication and its detail recorded should it need to be referenced later. Notes pinned on the Staff Notice Board whilst appropriate in terms of speed of notification do not become a matter of record.

CONCERN LIST

Students who have health related problems or specific learning difficulties are placed on the Concern List which is updated at the beginning of each term.

COMMUNICATIONS WITH STUDENTS

All communications with students must conform to accepted practice and be related directly to College business. Staff must be aware that any contact through any form of communication must be through the agency of the College, using a College number and account. Staff must not provide personal contact details to students or their families except in emergencies. Such an eventuality must be notified to SMT or in the case of Primary to the Primary Headteacher as soon as possible. <u>Staff must not communicate with pupils using social media.</u>

NOTICE BOARDS

These are designated to communicate details of activities (e.g. Sports, Music. Extra Curricular) and students are to consult these on a regular basis to keep informed of events and times.

URGENT NOTICES

Examples might include last minute cancellation of Sports fixtures. Urgent messages for individual students are by the same method, (either by email or by use of the display screens) although they may be required to report to the College Secretary's Office at an appropriate time (break or lunch or end of day) to receive the detail. House tutors should try to have a separate section of pin board in the tutor room for material which specifically relates to the group.

USE OF TELEPHONE

Staff can obtain an outside line by dialling 9 on any of the internal telephones or alternatively by contacting the College secretary, whom you can then ask to obtain the number for you.

TELEPHONE CONTACT: INCOMING

The College Secretary will attempt to contact you if the message coincides with noncontact time. If you are not available, then an email will be sent to you at the earliest opportunity. If you are expecting an incoming telephone call, then it would be a good idea to inform the secretary of this as well as your whereabouts. Many staff and offices now have DDI numbers and voicemail which also assist in making communication more swift and accessible.

EXTERNAL COMMUNICATIONS

CONTACT NUMBERS

A list of all numbers relating to the students are held on CMIS and ePortal.

CONTACTING PARENTS

It is imperative to consult a student's Head of House or if an academic matter the Head of Department or in the case of Primary the Primary Headteacher , before contacting parents either by telephone or letter on an academic/behavioural matter. Staff must not use social media to communicate with parents. We wish to avoid parents receiving similar communications from a range of teachers at about the same time (thus giving the appearance that we act without co-ordination), while at the same time avoiding a view expressed by an individual teacher which might be taken by a parent to be the view of the College as a whole. If staff have any concerns in this matter they should consult the Assistant Head (Client Relations) or in the case of Primary the Primary Headteacher.

If a teacher has tried to ring a parent with no reply, they must notify the office staff, so that when the parent rings the school because of a missed call, the office staff know who was trying to contact the parent.

LETTERS TO PARENTS

Staff are not permitted to send a letter on an individual student or addressed to a group unless this has been sanctioned by a member of SMT. Letters related to educational visits must be compliant with the educational visits policy and be validated by the EVC prior to request for an educational visit being granted approval. The Head of College or in the case of Primary the Primary Headteacher must see and agree ALL letters before they are sent.

CIRCULAR LETTERS

Once these have been sanctioned, (e.g. forthcoming trips) they should be handed to the College office for distribution. When a tutor receives letters for distribution, tutor groups should be instructed to write letter home in their diaries.

LETTERS FROM PARENTS

Unless the matter is private to yourself, pass letters to the Head of House or in the case of Primary to the Primary Headteacher for filing or further action depending upon the content.

REQUESTING STUDENT LEAVE OF ABSENCE

All letters requesting student absence for more than part of the College day must be passed directly to the Assistant Head (Safeguarding) or in the case of Primary to the Primary Headteacher.

COMMUNICATIONS WITH THIRD PARTIES

Any data disclosure must be authorised by the Data Protection Officer and must comply with our Data Protection Policy. If you have any concerns please check with the Data Protection Officer.

REPORTS AND REFERENCES FOR STUDENTS FOR THIRD PARTY DISCLOSURE

At times, a member of staff may be approached by a parent or student to provide a reference for a data subject who is applying for a place in a third party organisation. In these circumstances a reference should be completed and then forwarded, with the communication from the data subject authorising the data disclosure, to the Assistant Head (Client Relations).The Assistant Head will complete the relevant data disclosure forms and will ensure the report is transferred appropriately.

REPORTS AND REFERENCES FOR STAFF OR FORMER STUDENTS FOR THIRD PARTY DISCLOSURE

At times, a member of staff may be approached in their professional capacity by another member of staff or by a former student to provide a reference for a data subject. In these circumstances the Head of College should be consulted prior to the reference being completed. The Head of College as Data Controller will advise on disclosure and the data that may be used to provide this requested objective reference.