



# Communications Policy

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Reviewed By	Date	Signature
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Alpha Learning recognises the importance of maintaining lines of communication with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between all these groups is essential, and Alpha is committed to being accessible and open to all who have an interest in the school.

Children achieve more when everyone works together. Parents, carers and professionals connected with the school can naturally help more if they know what the school is trying to achieve. Effective communication will improve relationships within the school and promote partnerships with parents and the wider community.

This policy addresses the main ways in which the school ensures effective, consistent and coherent external and internal communication.

### **Guidelines for communications**

To make our written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of discrimination. We recognise and celebrate the contributions made to our society by all the cultural and other groups represented in our school and community.

All communications should:

- Keep staff, students, parents and carers, professionals and the wider community well informed
- Be open, honest, ethical and professional
- Use jargon-free, plain English and be easily understood by all
- Be carried out within an agreed timeframe
- Use the method most effective and appropriate to the context, message and audience.

Letters sent out on behalf of the school should use Standard English, using inclusive and accessible language and should be on Alpha Learning headed paper. Emails and text messages should also be appropriate in tone.

If needed to aid communication, the school will provide interpreters, and support for parents or children with disabilities or special needs.

When communicating with divorced/separated parents we will establish who is 1<sup>st</sup> and 2<sup>nd</sup> contact for day to day matters. All correspondence unless told otherwise is sent to both parents to keep them fully informed.

Our behaviour contract explains the school's responsibilities towards the children, the responsibilities of parents, and what the school expects of the children, we ask parents, students and tutors to sign this agreement when students start.

At the beginning of each school year, students are reminded of the behaviour contract and relevant policies such as behaviour, attendance and uniform as issued in their admissions pack. The admissions pack which includes the behaviour contract covers our expectations regarding attendance, behaviour, policies including uniform, and homework.

Children achieve more when schools and parents work together. Keeping parents informed enables the school to share aims and values and reinforces the important role that parents play. Alpha

Learning recognises that communication is a two way process and aims to ensure parents are listened to and their concerns dealt with in a professional, timely and appropriate manner.

Alpha Learning has the following service standards to ensure a prompt response for communication requests by parents.

Phone Call	Returned within 24 hours of parent/carer call
Email	Email reply within 48 hours of receipt (staff will use out of office replies if away)
Written Letter	Acknowledgement within 48 hours
Text Message (to school mobiles)	Reply or call within 24 hours

Any communications made during the weekends will be classed as being received on the first working day (usually Monday-Friday), during school holidays there may be further delays in replying and a response may not be received until term starts.

If however you have a urgent matter that relates to the safety of a child or needs immediately addressing parents/carers and professionals should contact Alpha by telephone and give a brief description of why the matter is urgent so the our receptionist can ensure a quick/immediate response by the correct person. Other forms of communication should not be used if the matter is urgent as staff maybe teaching or engaged in meetings and may not be answered immediately.

Staff will contact parents to raise issues by phone, text message, email or letter.

Parents may contact the school by phone, text message, email or letter.

### **Other communications**

The Alpha website is updated as changes occur with any relevant information and term dates.

Any changes to school days such as closure for adverse weather, training days or trips will be communicated by text message form the school mobile and by letter if appropriate.

In the event of a serious incident or lockdown, the priority will be to ensure students safety, we kindly ask the parents keep the telephone lines free so that we can communicate with emergency services. We will contact all parents as soon as it is possible to do so.

In the event of an accident or injury to a student we will try to contact a parent by telephone call, if we cannot reach the main contact we will contact other emergency contacts. We will also send a text message asking the parent/carer to call as soon as possible. We will keep trying to make contact as required by the severity of the incident.

We will endeavour to keep you up to date regarding your students progress in school, this could be celebrating good days and achievements by a text message or a formal termly report sent by post.