



Parent Teacher Communication Policy

Rationale:

At St. Charbel's College we value the partnership that exists between parents/guardians and teachers. This partnership aims to foster academic progress, nurture student wellbeing and promote a positive College environment. It is therefore in the interests of the whole College community that communication between parents/guardians and teachers are open and respectful.

Aim:

To establish appropriate guidelines for effective home/school communication that will foster academic progress, nurture student wellbeing and promote positive school environments.

Guidelines:

St. Charbel's College acknowledges the professionalism and integrity of our staff and respect their right to work in an environment that is safe and supportive. College Leadership is committed to promoting open and respectful communication between parents/guardians and teachers. We offer the following guidelines to ensure effective and positive communication is maintained.

- Appropriate, constructive and timely feedback is valued and encouraged
- All communication is open and respectful
- Issues of concern are best shared when they first arise
- First contact should always be made with the people directly concerned
- Commitments to teaching means that it is up to the teacher's discretion in consultation with concerned parties to request a suitable appointment time and place to discuss concerns. All concerns should be addressed at school unless negotiated otherwise
- Where an appointment is cancelled it is the responsibility of the person cancelling to communicate with all other parties and reschedule a mutually convenient time
- Discussing issues or confronting teachers in front of students or other parents is not acceptable
- Where matters involve a third party, discussion will occur within School Privacy policy

Implementation:

How the College Will Communicate With Parents/Guardians –

The College provides parents with comprehensive information related to the operation of the College and the educational development of their children. This information is conveyed through:

- Parent Information booklets
- Parent Information sessions
- Fortnightly newsletters
- Detailed information about excursions, camps or special events provided by relevant staff
- School Assemblies as announced
- Written reports on student progress
- Individual learning plans (where appropriate)
- Notes through student diaries
- Parent-teacher interviews
- Telephone or written contact as required

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How Parents/Guardians Can Communicate With the School –

St. Charbel's College encourages parent-teacher consultation. We recognise that occasionally parents have a need to discuss an issue or concern with a staff member. Parents will be aware of the time constraints on teachers during the school day and issues or concerns are best dealt with when uninterrupted time and attention can be given to them.

Accordingly, the following procedure will be adopted:

- Contact your child's class teacher or the relevant specialist teacher if the matter involves your child. This may be done in the following ways:
 - Approach or call the College administration office to arrange an appointment to see the teacher
 - Write a note to the teacher
 - Email the school on info@stcharbel.nsw.edu.au. The email will then be forwarded to the relevant teacher.
- Where necessary, a follow up appointment or phone call with the teacher may be arranged.
- In the interests of ensuring effective communication, any issues of concern will only be discussed via the telephone or face-to-face interview. No emailed correspondence regarding issues of concern between teachers and parent/guardian is to occur.
- Clarification of homework or any other clarification of daily classroom operations may be sought through the student diary.

Parents must ensure that the following requirements are observed:

- It is not acceptable to approach a teacher whilst they are on duty dismissing students at the end of the school day.
- Parents must not enter the school grounds until they are signed in through the main office area. The gates are locked at 8:25 am and open again at 3:10pm
- Parents should not approach any classroom or enter corridors without an invitation from the class teacher.

Guidelines for teachers:

- All matters regarding the clarification of daily work or day-today activities of the school should be addressed in the following ways:
 - Note to parent/guardian
 - Email to parent/guardian
 - Note in the diary
 - Phone call home
- All matters regarding concerns or issues that require discussion should only occur in the following ways:
 - Phone call home
 - Face-to-face meeting with parent/guardian
- Where a parent/guardian has sent an email with a concern, the teacher should call the parent to discuss or set up a meeting within 48hours of receiving the email.

Guidelines for Administrative Staff:

- All emails received via the info@stcharbel email are to be forwarded to the requested teacher. The staff member to whom that teacher is a direct report must be cc'd in on the email. For example:

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Staff Member Emailed	Staff Member to be Cc'd
Teacher	Stage Coordinator (PS) or Head of Department and Year Coordinator (HS)
Head of Department	Director of Curriculum (HS)
Stage Coordinator	Head of Primary
Year Coordinator	Assistant Principal of Pastoral Care
Director of Curriculum	Assistant Principal of Teaching and Learning
Head of Primary	Assistant Principal of Pastoral Care and Assistant Principal of Teaching and Learning
Assistant Principal of Pastoral Care or Teaching and Learning	Principal

- When calls are received by the Office Staff to speak with a teaching staff member, the following information is to be gathered and emailed:
 - Name of caller
 - Name of students the call is in regards to
 - Nature of the issue/concern
(The relevant staff member should be cc'd into this email as indicated in the table above)
- Any changes or exemptions to the aforementioned procedures may be made at the Principal's discretion.

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