

# Breadalbane Academy



## A Guide to Communication for Parents

## What is our vision for communication?

Our policy on communication reflects our vision statement that this school belongs to all its stakeholders. It is an important principle, therefore, that the views of all stakeholders are listened to so that together we can build the best possible experience for our young people.

## How can you communicate with the school?

### *How can I make an enquiry to the school?*

We welcome contact from parents whether by phone email, letter or in person at reception.

Emails should be send to: [breadalbane@pkc.gov.uk](mailto:breadalbane@pkc.gov.uk)

(See our website for a list of staff responsibilities to assist you in directing your enquiry.)

Our telephone number is: 01887 822300

### *How quickly can I expect a response?*

We will always aim to respond to enquires within five working days during term time. In many cases, however – particularly where there is a time factor – responses will be far quicker.

In the case of urgent enquires, parents should phone or come into the school. In such cases, a member of the senior management team will be available to deal with the matter at the time.

### *How do I give the school important information about my child?*

Parents can use letters to communicate relevant information, such as reason for absence, to a primary class teacher or a secondary register teacher. In the case of secondary, if what is being communicated should be known by more than one member of staff, such letters are best addressed to the guidance teacher. Other modes of communication are also possible, but cannot be guaranteed to be passed on to the register or class teacher on the day.

### *What if I want to make a complaint about the school?*

We would always seek to settle any issues with parents informally in the first instance, but should you wish to make a formal complaint about any aspect of the school, this should be addressed to the headteacher. The school is subject to the [Perth and Kinross Complaints Procedure](#). Such complaints can be made by email or letter.

## How can you help with communication?

Communication between the school and home is at its most effective where parents are clear of what is expected of them. The following are key ways in which parents can support the work of the school:

### *Always let the school know about your child's absence*

The school's most important responsibility is to ensure the safety of our young people, and it is therefore essential that reasons for pupil absences are established each morning. Where we have not heard from a parent, we will send a Groupcall message querying the absence. We ask that you respond to these messages as soon as you can. It is also very important that you provide the school with absence notes, when appropriate, following medical absences.

### ***Help us by meeting our deadlines for returns***

Throughout the session parents will be asked to make returns to the school by stated deadline. It considerably eases the administrative burden to the school when parents are able to observe the deadlines provided.

### ***Update us on personal matters***

All our pupils can be affected by things going on at home and these can have an impact on their learning. It is useful therefore for you to let us know of anything your child may be experiencing away from school that could be having an impact on how they are feeling in school.

### ***Update us when there is a change of contact details***

It is very important that the school has contact details for parents and other relatives. Please always notify the school of changes to your own contact details and those of named relatives.

## **How does the school communicate general information?**

### ***The School Handbook***

This is made available through the school website and should serve as a practical guide to parents, as well as giving you a 'feel' for the sort of school we are.

### ***Standards and Quality Report***

This is our annual report which includes a summary of the school's progress and plans as well as key performance measures such as those relating to attainment and attendance.

### ***Other ways we communicate with you:***

- ***Groupcall*** – this allows us to send short text messages to parents and is usually used only for urgent matters
- ***Email*** – we are increasingly moving towards this as the means of communication in preference to paper.
- ***Newsletter*** – this is published twice a term and provides parents with an accessible and attractive overview of the school's activities.
- ***The School Website ([www.breadalbane.pkc.sch.uk/BA/](http://www.breadalbane.pkc.sch.uk/BA/))*** – as well as providing news updates, the website should be the place where parents are most likely to find information they need about this school.
- ***Twitter (@BreadalbaneAcad)*** – this is particularly useful for providing updates on pupils' achievements both within the school and in terms of extra-curricular activities.

## **How does the school communicate regarding individual pupils?**

### ***Nursery***

Parent contact appointments take place twice annually and a detailed written report is provided towards the end of the session for children progressing to primary. For all other children, a shorter report is provided. Nursery staff are usually available for informal discussion at the beginning and end of nursery sessions, but formal appointments can also

be arranged if required. Parents are also provided with a curriculum overview at the beginning of each month, and information on the public noticeboards is updated weekly.

### ***Primary***

There are two parents' nights per year for primary pupils and a detailed written report towards the end of the session. Primary staff are usually available for informal discussion at the end of the school day, but formal appointments can also be arranged if required. Parents are also provided with a curriculum overview at the beginning of each term.

### ***Secondary***

At secondary, there is one parents' night per year and an annual written report for each subject area. Should parents wish to discuss their child's progress, contact should be made in the first instance with the Guidance teacher. Parents and pupils are also provided with course choice booklets to support them in their choices at the end of S2, S3, S4 and S5. Additional details of curriculum can be found on the subject department pages on the school website.

## **How does the school seek your views?**

### ***The Parent Council***

The Parent Council, which meets monthly and is attended by the headteacher, is a key forum for parents to share their views with the school leadership. These meetings are also used by the headteacher to provide parents with updates on a wide range of issues, from small changes to procedures to very significant government policy initiatives.

### ***Consultation on proposed change***

The school is committed to consulting parents wherever possible, particularly in cases where significant changes in policy or procedures are under consideration. As well as pupils themselves, parents are key stakeholders within the school community and their views are valued and will be taken into consideration in the making of decisions.

### ***On-going evaluation of events***

The school is also committed to seeking regular feedback from parents on activities such as parents' nights and will always issue evaluation forms to seek their views on how such events might be improved.

### ***Annual parental survey***

The school also conducts a formal parental survey, covering a wide range of the school's functions, towards the end of each academic session. A summary of this survey is shared annually with the Parent Council and, where appropriate, their views on next steps sought.

### ***Parental Involvement in school self-evaluation and annual planning***

The school is also keen to involve parents, as well as other stakeholders, in its annual processes of self-evaluation and planning and parents' representatives are invited to take part in the annual strategic planning day which takes place towards the end of each academic session.