



Name:	Communications Policy
Approved by:	Governors – TLB&S Committee
Policy Created:	2014
Regularity of review	3 years
Date of review:	February 2022
<i>All policies are available to stakeholders either on the school website or upon request from the school office.</i>	

PRINCIPLES

The Communications Policy is guided by and committed to the following principles:

At AGGS we believe that effective communications with all stakeholders is essential. We have a commitment to ensuring that we work in partnership with parents/carers and the wider community.

Through communicating clearly and effectively with parents/carers we will foster opportunities for parents/carers to become involved in the life of the school.

POLICY

1.	INFORMATION FOR NEW PARENTS/CARERS
1.1	As part of our Induction process we invite new parents/carers to attend the Induction evening meeting in July before the students start Year 7 in September. The purpose of the evening is to meet some of the staff who will be involved in the induction process and to hear about the school routines, policies and procedures.
1.2	Parents/Carers will also receive a pack of information from the school, outlining some of the policies and procedures.
1.3	The Home school Agreement which all parents/carers are expected to sign outlines the expectations that the school has of parents/carers and what they may expect of the school.
1.4	There is also a section on the school website, which has induction information for parents/carers of students in Year 6 and further information for parents of students in Year 7.
1.5	Parents/Carers of students who join other year groups will be given a pack of information and will be able to access additional information from the appropriate section of the website.
1.6	Parents/Carers are also invited to an information evening in September which includes the opportunity to meet the form tutor and other parents/carers who have a child in the same form.
2	WEBSITE
2.1	The school website has a 'Parents' area, with sections relevant for each year group. In this area parents/carers will be able to find information about the curriculum, clubs, trips, assessment and who to contact.
2.2	The Website also has a calendar of events with all the key dates for the forthcoming academic year, including parents' evenings and curriculum evenings. Details of the term dates are also published on the school website.
2.3	Parents/Carers also have access to the EduLink One app which gives up to date information on attendance and the most recent report information.



3	THE HOMEWORK DIARY
3.1	Every student has a homework diary and it contains useful information for both the students and the parents/carers.
3.2	At the front of the homework diaries is information about who to contact, certain policies, the student timetable and homework timetable.
4	STUDENT ABSENCE
4.1	In the case of illness, a telephone call to the absence line is required.
4.2	The absence line can be accessed by dialling the school number: 0161 912 5912 or 0161 912 5911 for the Sixth Form . This should be done as early in the day as possible on the first day of absence.
4.3	Parents/Carers should give their child's name, form, reason for absence and expected date of return to school, if known. If the return to school date is not known, parents/carers should continue to call the absence line on a daily basis.
4.4	On the child's return to school, if the absence has been longer than 3 days, parents/carers must send in an email explaining the cause of absence or can write a letter, which should be given to the student's form tutor.
4.5	More details can be found in the school's Attendance Policy.
5	APPOINTMENTS DURING THE SCHOOL DAY (YEARS 7 to 11)
5.1	If a student has an appointment during the school day, a letter or email to the Pastoral Assistant must be sent into school as soon as possible, before the day of the appointment. This should give details about the appointment time, the time of collection from school and the expected return time.
5.2	Please note that our safeguarding arrangements mean that parents/carers or a listed contact will have to come into Reception to collect their child and sign that they are leaving the site accompanied.
6	LETTERS AND EMAILS
6.1	Letters from the school will usually be sent home by Parentmail. Hard copies can be made available on request.
6.2	Occasionally letters will be posted home by school.
6.3	The school produces a half-termly newsletter, sent home by email, which is an opportunity to celebrate successes in and out of school.
7	TELEPHONE CALLS/EMAILS TO SCHOOL
7.1	Parents/Carers may wish to contact a member of staff by telephone on 0161 912 5912 or by email: admin@aggs.bfet.uk or sixthformadmin@aggs.bfet.uk .
7.2	In the first instance any telephone messages should be left with the Senior Tutor for the year group. Similarly, emails should be addressed for the attention of the Senior Tutor.
7.3	Staff will check their phone and email messages and endeavour to respond to parents/carers within 48 hours.
8	MAKING AN APPOINTMENT
8.1	If parents would like to make an appointment to see someone at school, this would usually be with the form tutor, senior tutor or assistant senior tutor in the first instance. This appointment may be held online or be in person.
8.2	A mutually convenient appointment time will be arranged and parents/carers who are coming into school are asked to report to Reception at the arranged time. All visitors will be asked to sign in at Reception and will be issued with a visitors badge.



8.3	We regret that it is not possible to see a member of staff without an appointment.
9	CONTACTING A STUDENT AT SCHOOL
9.1	In an emergency, if a message needs to be relayed to a student which may cause distress or upset, please contact the main school office, the Pastoral Assistant or the sixth form administrator and we will ensure that the message is given to the student in a sensitive and appropriate way.
9.2	To minimise disruption to teaching and learning we would request that this facility should be reserved for emergencies only.
9.3	Students are not allowed to leave a lesson to come to the telephone to accept an incoming call.
9.4	Any urgent messages will be passed to the student concerned.
9.5	Parents/Carers should be aware that the students are not allowed their mobile phones on during formal lesson time in the school day and the mobile phone will be confiscated if it is left on and is heard during any formal teaching time (please see the Mobile Phone Policy for further details).
10	PARENTAL FEEDBACK
10.1	The school gathers parents'/carers' views through the use of short questionnaires. These are sent out by Parentmail. We would be very grateful if you could provide such feedback when requested.
10.2	Parents are also encouraged to ring or email the school with any concerns or questions they may have. These will be passed on to the relevant member of staff, who will endeavour to respond within 48 hours.
11	PARENTS' EVENINGS AND REPORTS
11.1	The school holds a Parents' Evening once a year for Years 7 to 11 and twice a year for Years 12 and 13. This is an opportunity to meet with subject teachers and discuss the progress and achievement of the pupil/students. These parents' evening may be held online.
11.2	The school encourages all parents/carers to attend the parents' evening as it is an opportunity to discuss students' progress and share any concerns.
11.3	Parents/carers will receive a report in the autumn and spring terms, providing information about their child's learning, behaviour and organisation.
11.4	Parents/carers will also receive a report following internal examinations, providing information about their attainment.
12	OTHER INFORMATION EVENINGS
12.1	Throughout the year the school invites parents/carers to attend information evenings including Year 7 Information Evening, Year 9 Options Evening, Year 10 Induction Evening, the Sixth Form Open Evening and Year 12 Induction Evening. These are important transition points in the student's education and we encourage parents/carers to attend these evenings, which may be held in person or online.
12.2	Throughout the year the school invites parents/carers in to school to join us for events, celebrations and productions which are advertised by Parentmail and on the website.
13	PTA
13.1	The Parent Teacher Association (PTA) encourages parents/carers to become involved in the life of school in an informal and formal way.



13.2	The main focus of the PTA is fundraising, in order to make donations for the benefit of the school as a whole. The PTA provide much-valued additional investment to the school, to meet funding requests from staff and students.
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14	SCHOOL GOVERNING BODY
14.1	The governing body has many parent governors who take an active role in the decision making process of the school.

Responsibility

Responsible Staff	Vice Principal, Assistant Vice Principal: Head of Sixth Form
Approving body	TLB&S Committee