



**JAFFARIA**ACADEMY

# **Jaffaria Academy Communications Policy**





## **Purpose**

To promote partnerships between the school, parents/guardians, students and the wider community through efficient and effective communication.

## **Definition of communication**

Every member of the Jaffaria Academy team has a responsibility to support effective communication and recognises that the quality of our communication contributes to the success of the students' learning journey. We strive to ensure that communication between all members of the school community are clear, professional, timely and effective in their purpose.

## **Principles**

Jaffaria Academy uses a number of different methods to maintain effective communication with parents/guardians, the wider community and outside agencies. Depending on the nature of the communication, the school will use the most practical means to contact the recipient.

Communication on issues that affect the safety and wellbeing of a student will be treated as a priority. The school holds emergency contact details for all students, and families are asked to alert the school immediately if contact information needs to be updated.

Staff will always seek to establish friendly relationships with parents/guardians but they will ensure relationships are professional and parents/guardians will be addressed in a formal manner. Staff are to avoid developing close relationships with parents/guardians. The use of a parent/guardian or staff member's first name is not appropriate, therefore all communications will be to and from Mr, Mrs, Miss, Ms, Dr, Br, Sr etc.

## **Introduction**

Jaffaria Academy recognises the importance of clear and effective communication with all stakeholders (students, parents/guardians, staff, trustees, the local and wider community outside agencies, etc), and is committed to being open and accessible to all who have an interest in the school. The key stakeholders for a school are:

- parents/guardians
- students

This policy addresses the main ways in which the school will ensure there is effective two-way communication between home and school.





Parents/guardians have a key role to play in their child's education. The school will make every effort to encourage and make arrangements for parents/guardians to contribute to creating a shared view of their child's needs.

## **Aims of the Policy**

The aim of this policy is to ensure that effective communication and consultation takes place between the school, parents/guardians, students and other stakeholders and that there are robust processes to facilitate this.

The school recognises that engaging and working with parents/guardian is vital to providing their child with an excellent education. Parents/guardians are offered opportunities throughout the year to convey to us what they expect from and think of the school. Our wish is to involve as many parents/guardians in their child's education as possible.

Our aims include the following:

- To make the school as welcoming and accessible as possible.
- Signage will be clear, informative and positive.
- All written and telephone enquiries will be dealt with promptly. Acknowledgement can be expected **within 2 working days during term time (urgent communication can be sent to [contact@jaffaria-academy.org](mailto:contact@jaffaria-academy.org) and will be dealt with on a case by case basis).**
- A variety of forms of communication with parents/guardians including telephone contact, e-mail and post.
- Parents/guardians are contacted for a wide range of reasons pertaining to the school or their child
- Information is given to parents/guardians on what students will be taught and guidance will be provided on how they can help their child.
- Parents/guardians will be encouraged to help or support their child's learning at school and at home. Information will be provided in a timely way to facilitate effective support

## **Modes of Communication**

- Phone calls
- Emails
- Face to face meetings
- Zoom meetings

## **Communication with Jaffaria Academy**

Jaffaria Academy is open from **Monday to Friday 8.50am to 4pm during term time (please refer to our academic calendar for more details).**





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During operating hours, all the above modes of communication can be used to access the school and our team members.

You are welcome to email the school at any time. **Emails received after 4pm** will be processed the **next working day**.

Phone calls received after **4pm and on weekends** will be **directed to an automated answering service**.

For any urgent communication with the senior leadership team, please email [contact@jaffaria-academy.org](mailto:contact@jaffaria-academy.org)

## **Communication with Parents/Guardians**

### **Telephone Calls**

For general enquires, the first point of contact is the Administration Officer who can be contacted on +44 (0) 208 8135 7885. Jaffaria Academy aims to respond to calls immediately but in the event of a high volume of calls, please either leave a voice message or send a text message to indicate the nature of the enquiry.

Please note, calling the number from a number outside of the UK will be charged at international rates.

### **E-mail**

E-mail is a quick and effective way of communicating necessary information and is the school's preferred method of communication. **Emails will be acknowledged within 2 working days and responded to within 5 working days. Emergency and urgent emails will be dealt with on a case by case basis.**

**Please find the following essential email address':**

Headteacher: [ja.headteacher@jaffaria-academy.org](mailto:ja.headteacher@jaffaria-academy.org)

Administration Officer: [admin@jaffaria-academy.org](mailto:admin@jaffaria-academy.org)

IT Support Officer: [it.support@jaffaria-academy.org](mailto:it.support@jaffaria-academy.org)

Senior Management Office: [contact@jaffaria-academy.org](mailto:contact@jaffaria-academy.org)

Please note that **staff must not contact** students or parents/guardians about school related matters using their own personal email address or phone number under any circumstances.



## Letters

Staff will always reply to a letter from parents/guardians as quickly as possible. A response to acknowledge receipt of a letter will be made by telephone, letter or email **within 2 working days and responded to within 5 working days**. Letters to parents/guardians must be processed through the school Administration Officer and approved by the Headteacher before posting/emailing. Any letters of concern or complaint should be dealt with in accordance with Jaffaria Academy's Concern and Complaints Policy.

The correct salutations must be used when writing to or emailing parents/guardians. The use of a parent, guardian or staff member's first name is not appropriate, therefore all communications will be to and from Mr, Mrs, Miss, Ms, Dr, Br, Sr etc and sign off is always full name Ms/Mrs/Mr/Dr/Br/Sr Teacher Surname. The Headteacher must be copied into letters or emails.

## Absence

If a child is absent, parents/guardians are asked to contact the school on +44 (0) 208 8135 788 by 9am on the morning of the absence. You can either leave a voice message on the answering service or email [attendance@jaffaria-academy.org](mailto:attendance@jaffaria-academy.org)

## Meeting with Parents/Guardians

Parents/guardians wishing to meet a member of staff must contact the school (on the number above) or through email, to make an appointment. **This request will be responded to within 2 working days**. An email will be sent to the parent/guardian with confirmation of the meeting including date, time and the link for the virtual meeting. The details will also be conveyed to the member of staff via email.

During a parents/guardian meeting, staff should call the meeting to a close in the event of the parents/guardians becoming angry or abusive. This should be reported **immediately** to the Headteacher and action will be taken accordingly once an investigation has been carried out. Please note that all parent/guardian meetings are recorded.

## Social Networking

The School has a Facebook, Instagram and other accounts which are used to provide updates to parents and the general public who wish to subscribe to them. It is not compulsory to do so and therefore any key messages will be relayed through formal school communication channels.



## Reports and Progress

Parents/guardians receive progress reports at the end of each school term to provide information about their child's progress in each academic year. These reports will be emailed to parents/guardians.

Jaffaria Academy will facilitate Parents Evenings twice a year where parents/guardians have the opportunity to meet their child's teacher(s). Parents/guardians are welcome to contact the Administration Officer throughout the year to arrange a meeting with their child's teacher to discuss their child's progress or wellbeing.

Should you require any support such as the use of a translator, Jaffaria Academy will endeavour to facilitate this.

## Accessibility

We will endeavor to make any reasonable adjustments that may be necessary to enable a parent or guardian with a disability to participate fully in a meeting or to receive and understand a communication.

## School Platform and Website

The school Platform provides a range of information including:

- Classwork
- Homework
- Assembly links
- Classroom links
- Friday Enrichment and Hub Activity Links
- Learning resources
- Timetables
- School event
- Holiday dates
- General Announcements

The link for the Platform is <https://platform.jaffaria-academy.org/my/>

The school website is used to promote the school to a wider audience The school website is <https://www.jaffaria-academy.org>.

Both the school Platform and website are updated regularly.

Information is sent out in a two-fold approach:

1. An email is sent to all parents/guardians.



2. Any information about the student's learning will be found on the Platform Homepage (accessible to all students and parents/guardians).

## **Communication Between Students and Staff**

Two way communication between students and staff is an important aspect of school life. The school welcomes and encourages students to engage in conversation with all members of staff within the school. When communicating with a member of staff students **must**:

- Keep cameras on at all times
- Address the member of staff in a formal way e.g. Mrs. Ali, not referring to a member of staff informally by their first name
- Be respectful, do not talk over, raise your voice or leave before the conversation has ended.

When communicating with students, staff should use students' first names and full names of staff (Mr and Ms/Mrs ) in front of them.

Students may also contact staff on their school Platform in relation to their learning. In all written communications, students are encouraged to observe the following etiquettes:

- Include the subject of the email
- Use Ms/Mrs/Mr and Surname when referring to the member of staff
- Use Standard English
- Sign off with Thank you or Kind Regards.

## **Communication Between Jaffaria Academy Staff and Parents**

All official communication between Jaffaria Academy Team members (excluding the Board of Trustees) and parents must be conducted via:

- Designated Jaffaria Academy email addresses
- Zoom meetings arranged by the Jaffaria Academy Senior Management and or Administration team.
- Face to face meetings arranged by the Jaffaria Academy Senior Management and or Administration team.

Personal contact details of any of the team members **MUST NOT** be shared with parents.



## **Communication Between Jaffaria Academy Staff**

### **Verbal Communication**

Staff may use first names when communicating with each other and full names (Mr/Dr/Ms/Mrs/Br/Sr Surname) in front of students.

### **Email Communication**

- consider whether an email is appropriate when direct communication may be more conducive
- avoid exclusive email correspondence without requesting or organising a direct meeting (phone call or Zoom)
- Headteacher to be copied in at ALL TIMES
- staff to check emails every working day
- use group emails as appropriate

### **School trips, visits and activities**

The school will endeavor to publish all proposed trips, visits and activities on the school calendar at the start of each academic year. Parents and guardians will be notified by email of trips, visits and activities that their child(ren) may wish to participate in as early as possible and within at least six weeks (if possible) of the proposed trip, visit or activity.

Occasionally opportunities arise during the academic year to offer students additional trips, visits or activities that were not known or available when the school calendar was published. The school will always ensure parents and guardians are notified of any additional opportunities for their child as soon as possible to ensure parents and guardians have adequate time to plan for such events.

### **Supporting Parents and Guardians of Students with Special Educational Needs and Disabilities**

The school recognises the importance of positive relationships with parents and guardians of students with additional needs. We realise the importance of positive, supportive attitudes to parents and guardians and user-friendly information and procedures. The Jaffaria Academy Team will make every effort to ensure effective communication with parents and guardians.

All staff within the school are expected to help parents and guardians understand how to contribute effectively to their child's education and will make every effort to ensure that parents understand their rights and responsibilities. All relevant information will be provided in a way for all to understand and respond to. If you have any questions or concerns, or





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need further information related to your child's learning, please contact using the details above.

When students who have special educational needs are making less than the expected progress or if they are experiencing behavioural difficulties, we would expect to meet with parents and guardians more regularly. Parents/guardians are encouraged to communicate immediately where they have a concern about their child's needs being met.

## **Communication with Other Schools and Outside Agencies**

We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school must provide a safe and secure environment (see the school Safeguarding Policy).

## **Investigating Incidents**

When investigating an incident involving students, the Headteacher will interview all parties involved and ask them to complete a written account. The school will only share any information that would identify any students in accordance with data protection regulations (please refer to our Concerns and Complaints Policy).

If you have any query or concern, please contact the Administration Officer on +44 (0) 208 8135 788 or email [admin@jaffaria-academy.org](mailto:admin@jaffaria-academy.org).

If you would like to speak to the Headteacher, please send an email to [ja.headteacher@jaffaria-academy.org](mailto:ja.headteacher@jaffaria-academy.org)

If you would like to speak to the Senior Management Office, please send an email to [contact@jaffaria-academy.org](mailto:contact@jaffaria-academy.org)

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