



COLNE VALLEY
HIGH SCHOOL

Home-Academy Communication Policy

Approved by:	Executive Principal	Date: Spring 2024
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**GREAT
HEIGHTS**
ACADEMY TRUST

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1. Introduction and Aims

At CVHS we believe that clear, open communication between the Academy and parents/carers has a positive impact on students' learning. This Home Academy Communication Policy is underpinned by CVHS values which are demonstrated by all stakeholders.

Effective communication should help:

- give parents/carers the information they need to support their child's education;
- the Academy improve, through feedback and consultation with parents/carers;
- to build trust between home and Academy, which helps the Academy better support each child's overall needs.

The aim of the policy is to promote clear and open communication by:

- explaining how the Academy communicates with parents/carers;
- setting clear standards for responding to communication from parents/carers;
- helping parents/carers reach the member of staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

2. Roles and responsibilities

2.1 The Executive Principal & Head of School

The Executive Principal & Head of School is responsible for:

- ensuring that communications with parents/carers are effective, timely and appropriate;
- monitoring the implementation of this strategy;
- regularly reviewing the policy;
- making every reasonable effort to address communications to the appropriate member of staff in the first instance, checking all communications from the Academy;
- responding to communications to the Academy (such as requests for meetings) in a timely manner.

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our Parent Code of Conduct.

[Parent and Visitor Code of Conduct](#)

2.2 Staff

Staff are responsible for:

- responding to communication from parents in line with this policy;
- working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves).

Staff will **aim** to respond to communication during core Academy hours, which are 8.30am until 4.00pm, or their working hours if they work part-time. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so. Staff are not expected to respond to communications outside of Academy hours, or their working hours if they are contracted to work part-time, or during Academy holidays.

Parents are responsible for:

2.3 Parents

Parents are responsible for:

- ensuring communication with the Academy is respectful at all times
- making every reasonable effort to address communications to the appropriate member of staff in the first instance
- checking all communications from the Academy
- responding to communications from the Academy (such as requests for meetings) in a timely manner
- informing staff of any appropriate updates to contact details, parental responsibility, home addresses etc
- providing supporting documents for authorised absences (doctors' notes) to the attendance officer
- informing the Academy of any planned absences (medical appointments) to the attendance officer
- informing the Academy of any changes to medication, or advising of any new medical information to our medical staff

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our Parent and Visitor Code of Conduct.

Parents should **not** expect staff to respond to their communication outside of core Academy hours or during Academy holidays (see above).

3. How we Communicate with Parents and Carers

The sections below explain how we keep parents up to date with their child's education and what is happening in Academy.

Parents/carers should monitor all the following systems regularly to make sure they do not miss important communications or announcements which may affect their child.

3.1 Email

We use emails as our preferred method of communication to keep parents informed about:

- general information and reminders
- Upcoming Academy events
- Academy visits
- scheduled Academy closure
- Academy surveys
- Class activities or teacher requests
- Newsletters
- Exam information
- Intervention/Aspire sessions

3.2 Text messages

We use text messages to inform parents about:

- Short notice changes to the Academy day
- Emergency Academy closures (for instance, due to bad weather)
- Detentions
- Quick updates from teachers/interventions

3.3 Arbor

Arbor is our Academy management information system.

We use Arbor to keep parents/carers informed of their child's:

- attendance and punctuality
- behaviour – both positive and negative
- detentions
- information about before and after-Academy provision including trips and clubs
- internal and external examination timetables

Parents/carers can also inform us of any change of contact/medical details through Arbor.

- Arbor can be accessed through the Parent Portal. To access the Arbor app, go to <https://cvhs.uk.arbor.sc/?/home-ui/index> and click on 'First Time Logging In?' Enter the email address that we have on file and you will receive an email to create a password. Any issues logging in please email cvhs@thecvhs.co.uk

A mobile app is also available for Apple iOS and Android. Search in the relevant app store. You will first need to set up your password as above.

3.3 Academy Calendar

Our website includes a full Academy calendar for the academic year.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for students to bring in special items or materials). Any such event will be included in the Academy calendar.

3.4 Phone calls

We encourage staff to call parents/carers regularly to discuss students' performance (both positive and negative). Staff may call parents/carers to discuss safeguarding concerns.

3.5 Letters

We send the following letters home regularly via email:

- letters about trips and visits;
- consent forms;
- our half termly newsletter.;
- praise and rewards;
- end of term communication from Achievement Co-ordinator;
- celebrations and rewards;
- support for success, information and progress evenings;
- after-school aspire sessions.

3.6 Academy Planners

We use planners to track attendance, progress, and home learning.

We ask that parents check planners and sign them on a weekly basis to support their child.

We use student planners for:

- recording homework;
- absence notes;
- medical notes;
- academic mentoring ;
- expectation reminders about uniform and equipment.

3.7 Reports

Parents receive reports from the Academy about their child's learning, including:

- Creating Futures report three times a year – with an update on their child's progress, attendance, and attitude to learning for each subject;
- a report on the results of public examinations;
- information about vocational qualifications gained (or credits gained towards these);
- Behaviour for Learning reports may inform and support the pastoral teams' communication – we ask that you collaborate with us and check, sign these. This is a useful tool to coincide with our Behaviour for Learning points system;
- Attitude to Learning and Subject report cards will also need to be checked and signed and can provide useful insight for attitude in specific subject areas.

We also arrange Parents' Evenings where parents can speak to their child's teachers about their achievement and progress (see the section below).

3.8 Meetings

Parents' Evening and Meetings

We hold one parents' evening for each year group per academic year in CVHS, in which parents/carers can talk to teachers about their child's achievement and progress, the curriculum, their child's wellbeing, or any areas of concern.

Parents of students with special educational needs and disabilities (SEND), or who have other additional needs, may be asked to attend further meetings with the SENDCo to address these additional needs.

3.9 Academy website

Website

<https://www.thecvhs.co.uk/>

Our Academy website is kept up to date with important information, including:

- Academy times and term dates;
- important events and announcements;
- curriculum information;
- important policies and procedures;
- important contact information;

Parents should check the website before contacting the Academy.

3.10 Microsoft Teams

Microsoft Teams is used to communicate home learning, coursework, class work and independent study. Microsoft Teams is used to provide remote learning when appropriate.

3.11 Social Media

We use social media to keep parents informed about what is happening in the Academy. Please follow us on Facebook or Instagram.

4. How Parents and Carers can Communicate with the Academy

Parents should use the list in Appendix 1 to identify the most appropriate person to contact about a query or issue, including the Academy office number and email address.

4.1 Email

Parents should always email the Academy about non-urgent issues in the first instance.

We aim to acknowledge all emails within 1 working day, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the Academy to speak with the appropriate member of staff (subject teacher/lead or pastoral year team).

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the Academy office and the relevant member of staff will contact them within 3 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 3 days of your request.

If the issue is urgent, parents should call the Academy reception on 01484 848680

Urgent issues might include things like:

- family emergencies
- safeguarding or welfare issues

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see Appendix 1), or call the Academy to book an appointment.

We try to schedule all meetings within 3 working days of the request.

While teachers may be available at the beginning or end of the Academy day, if parents need to speak to them urgently, we recommend they book appointments to discuss:

- any concerns they have about their child's learning;
- updates related to pastoral support, their child's home environment, or their wellbeing.

4.4 Arbor

Parents can inform the Academy of any change of contact details through Arbor.

Arbor can be accessed through the Parent Portal. To access the Arbor app, go to <https://login.arbor.sc/> and click on 'First Time Logging In?' Enter your email address that Academy have on file and the parent will receive an email to create a password. Any issues logging in please email cvhs@thecvhs.co.uk

A mobile app is also available for Apple iOS and Android. Search in the relevant app store. Parents will need to set up a password as above first.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the Academy.

We currently make whole-Academy announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

Parents who need help communicating with the Academy can request the following support:

- Academy announcements and communications translated into additional languages;
- Interpreters for meetings or phone calls.

We can make additional arrangements if necessary. Please contact the Academy reception to discuss these.

6. Monitoring and review

The Executive Principal and Head of School monitors the implementation of this strategy and will review the strategy every year.

7. Links with policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use [CVHS Student IT Policy](#)
- Parent code of conduct [CVHS Parent and Visitor Code of Conduct](#)
- Complaints [CVHS Complaints Policy](#)
- Staff wellbeing – to follow
- Attendance [CVHS Attendance Policy](#)
- Behaviour [CVHS Behaviour Policy](#)
- Uniform [CVHS Uniform Policy 2023](#)
- Safeguarding [Safeguarding and Child Protection Policy - 2023-2024.pdf](#)

Appendix 1: Academy Contact List

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the Academy office on cvhs@thecvhs.co.uk
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within 24 hours. Academy reception is open from 8.00am to 4.00pm Monday to Thursday and 8.00am to 4.00pm Friday

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	The Academy receptionist will forward your email to your child's subject teacher
My child's wellbeing/pastoral support	The Academy reception will forward your email to your child's form tutor
Payments	Finance office on finance@thecvhs.co.uk
Academy trips	Academy office on cvhs@thecvhs.co.uk
Uniform/lost and found	Academy office on cvhs@thecvhs.co.uk
Attendance and absence requests	If you need to report your child's absence, call: 01484 848680 and select option 1 or email attendance@thecvhs.co.uk If you want to request approval for term-time absence, contact 01484 848680
Bullying and behaviour	Our Safeguarding Team will forward your email to your child's form tutor bullying@thecvhs.co.uk
Academy events/the Academy calendar	Academy office on cvhs@thecvhs.co.uk www.thecvhs.co.uk
Special educational needs (SEN)	The Academy office will forward your email to the SENDCo.
Before and after-Academy clubs	Academy reception on 01484 848680 or email cvhs@thecvhs.co.uk

Governing board	The Academy office will forward your email to the Chair of Governors cvhs@thecvhs.co.uk
Catering/meals	Academy office on cvhs@thecvhs.co.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

[CVHS Complaints Policy](#)