

### Introduction

Curro Thatchfield recognizes the importance of clear and effective communications between staff and all its stakeholders and as a result is committed to being open and accessible to all who have an interest in the school.

### Aim

The aim of this guideline document is to ensure that all stakeholders in the school understand the procedure for communicating issues that affect the education of our children.

### Levels of communication

There are two levels of communication at Curro Thatchfield.

#### 1. External communication (communication between the school and parents)

The school will communicate with parents in the following instances:

##### (a) Academic reporting

- Feedback from subject teachers /subject heads via telephone or email on the academic progress of each child.
- Parent / Teacher meetings (once a term).
- Parent / Teacher meetings (by appointment).
- End of term report.

##### (b) Pastoral feedback

- Feedback from register teachers / grade heads via telephone or email on the pastoral wellbeing of each child.
- Parent / Teacher meetings (by appointment).
- In severe cases such as drug abuse or physical/sexual abuse, the school will follow the guidelines as set out in the Curro policy on drug abuse and the Children's Act of 2005.

##### (c) Relay of information

The school will make use of the following mediums to relay information to parents:

- Email
- School website
- School Facebook page
- Letters from Operational Head/ Grade head/ Event organiser
- SMS
- "Week ahead" Publication

- Term planner on school website
- Information evenings (New learners introduction/ Grade 9 subject choice / Grade 11 introduction to Matric)
- School electronic noticeboard
- Learners' tablets (diary folder)

The school will endeavour to give the correct information timeously.

### **Communication channels**

General inquiries by parents may be directed to the following:

Academic queries: Subject teacher/ Subject head/ Head of Academics

Pastoral queries: Register teacher/ Grade Head/ Head of Student Affairs

General information: Reception / Event Organiser

Contact details of all teachers may be found on the school website.

It is the heartfelt wish of all staff at Curro Thatchfield to build strong and long lasting relationships with our learners and their parents. We will therefore endeavour to create relationships that rely on friendliness, trust and respect.