



Home/Academy Communication Overview

Mode / Method & Purpose	Detail and examples	Additional Information
<p>Groupcall Email</p> <p>Detailed Information</p> <p>Copy to Staff</p>	<ul style="list-style-type: none"> <li>• Emails to whole parent body or particular year groups</li> <li>• Emails to parents and/or students direct</li> <li>• Attachments can include letters and reply slips</li> <li>• Reminders for exams and revision sessions</li> <li>• Short-notice information (weather, academy closures, late buses)</li> </ul>	<p>We are increasingly finding that, for speed, convenience and reliability, parents welcome information being sent to their 'Inbox'. This is clearly a more sustainable way to send letters home too. Please ensure that we have the correct and preferred email addresses.</p>
<p>Groupcall Text Message</p> <p>Urgent Message</p> <p>Reminders</p>	<ul style="list-style-type: none"> <li>• Reminders for exams and revision sessions</li> <li>• Short-notice information (weather, academy closures, late buses)</li> </ul>	<p>For concise reminder and short-notice information, we find the text message service very effective. Please ensure that we have the correct mobile numbers for parents and carers.</p>
<p>QEGS Twitter and Facebook</p> <p>Publicise &amp; Promote Events &amp; Successes</p>	<ul style="list-style-type: none"> <li>• Links to useful websites and opportunities for students/parents</li> <li>• Reminder information</li> <li>• Success stories and achievements</li> </ul>	<p>We are in the very early stages of investigating and testing the value and function of Twitter and Facebook for the academy.</p>
<p>Website</p> <p>Information Portal</p>	<ul style="list-style-type: none"> <li>• News articles and newsletters</li> <li>• Academy Information</li> <li>• Student access to academy-based resources 'Intranet'</li> <li>• Copies of 'whole academy' letters</li> <li>• Academy Calendar</li> <li>• Exam and Revision Calendars</li> </ul>	<p>All whole academy or whole year group letters sent home by QEGS are uploaded onto the academy website. In addition to essential academy policies, there are also useful links to associated services, newsletters, news articles, access to the appointment making tool for Parents' Consultations, and the online homework diary.</p>
<p>Direct Email Letters and Communicate with individual Staff</p>	<ul style="list-style-type: none"> <li>• Departmental information: trips, events, study classes</li> <li>• Termly reviews and important messages from the Head of Academy</li> <li>• Revision timetables</li> <li>• Exam Timetables</li> <li>• Individual staff and parent communication</li> </ul>	<p>We will no longer be sending hard copies of letters. They will now be sent via email. Each whole academy letter is also available via the website. Text message reminders may at times be used to follow up a letter. If a hard copy letter is preferred, please inform us via your child's Progress Leader.</p> <p>Staff and/or parents may prefer to communicate with individuals via email. We hope to acknowledge all email queries within 48 hours (this may extend during the holiday periods).</p>



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<p>Telephone</p> <p>To speak to Pastoral Team &amp; Support Staff</p>	<ul style="list-style-type: none"> <li>• Individual staff and parent communication</li> <li>• Absence monitoring</li> </ul>	<p>All subject departments and pastoral teams have a telephone extension and answerphone service. Reception will transfer calls to the relevant areas. We hope to acknowledge all telephone queries within 48hrs (in term time).</p>
<p>Face to Face Discussions &amp; Review</p>	<ul style="list-style-type: none"> <li>• Parents' Consultations</li> <li>• Year 5 and Year 6 Open Evening</li> <li>• Year 9 Options Evening</li> <li>• Year 11 Sixth Form Evening</li> </ul>	<p>Face-to-face meetings and discussions are crucial and attendance by parents and students is vital.</p>
<p>Surveys &amp; Feedback</p> <p>To help inform our development</p>	<ul style="list-style-type: none"> <li>• Student Evaluations</li> <li>• Student Surveys</li> <li>• Parent Surveys</li> </ul>	<p>This is an area which has really grown. We will be continuously asking for feedback on specific developments and issues applicable in each academic year. We always need high levels of participation for the information to be reliable.</p>
<p>Planners</p>	<ul style="list-style-type: none"> <li>• A student's notes for recording of homework</li> <li>• Form Tutor and Subject staff messages</li> <li>• Academy Information</li> </ul>	<p>Please regularly check your child's planner and use as a method to communicate with staff via written notes. The planner has lots of useful information and resource pages for each subject.</p>
<p>Student Reports</p>	<ul style="list-style-type: none"> <li>• Progress against Flight Path</li> <li>• Aspects of learning descriptors</li> <li>• Written comments (if student is not on track)</li> <li>• Exam results and forthcoming examinations</li> </ul>	<p>Report data will be issued at the end of each half term, with grades for Aspects of Learning (e.g. engagement in lessons and presentation), progress against Flight Path and comments for students who are not on track.</p> <p>For Years 7-11, parents/carers will access report data online via the QEGS Progress system. Parents/carers will be automatically enrolled using the email address that we have on file.</p> <p>Parents/carers of students in Years 12 and 13 will continue to receive hard copies of reports.</p>
<p>Written and oral Feedback</p>	<ul style="list-style-type: none"> <li>• Students will receive regular written and oral feedback that provides them with specific "next steps", ie: how to improve their work.</li> <li>• Students will be assessed against flight paths/targets at least once per half term</li> </ul>	<p>Students will receive regular feedback which will clearly identify how they can improve their work, and time in lessons will be given so that students can act on this.</p>
<p>Online Homework Diary</p> <p>For parents &amp; students to access homework details</p>	<ul style="list-style-type: none"> <li>• All staff in all subjects will record homework via the 'online' function</li> </ul>	<p>Parents/carers and students are automatically subscribed and will receive email notifications of deadlines and details to ensure homework can be completed on time and in good detail.</p>