



Home/Academy Communication Overview

Mode / Method & Purpose	Detail and examples	Additional Information
Groupcall Email	<ul style="list-style-type: none"> • Emails to whole parent body or particular year groups • Emails to parents and/or students direct • Attachments can include letters and reply slips or reference to these on the school website • Reminders for exams and revision sessions • Short-notice information (weather, academy closures, late buses) 	<p>All letters are now sent by email, with copies available on the academy website.</p> <p>Text message reminders may at times be used to follow up a letter.</p> <p>Please ensure that we have the correct and preferred email addresses.</p> <p>If you would prefer hard copies of letters to be sent home, please contact your child's Progress Leader.</p>
Groupcall Text Messages	<ul style="list-style-type: none"> • Reminders for exams and revision sessions • Short-notice/urgent information (weather, academy closures, late buses) 	<p>Please ensure that we have the correct mobile numbers for parents and carers.</p>
GO 4 Schools Website	<p>As of September 2018 we use this system for sharing information with parents/carers about:</p> <ul style="list-style-type: none"> • Progress ('Live' and Reports) • Attendance • Behaviour • Homework • Timetable 	<p>Please ensure that we have the correct and preferred email addresses and that you have logged on as a 'first-time user' to set up your password.</p> <p>Please see the Assessment and Reporting section of the Academy website for guidance.</p> <p>The default setting is a daily email for homework and a weekly email for behaviour. You can change these settings by clicking on "My Settings".</p> <p>We no longer use QEGS Progress/Portal for reporting or the 'QEGS Homework Diary' for homework.</p> <p>https://www.go4schools.com/</p>
GO 4 Schools Mobile App	<p>Parent and student access to information on:</p> <ul style="list-style-type: none"> • Timetable • Behaviour • Attendance • Homework 	<p>The app is available for android and apple phones.</p> <p>You will need to set up a password via the website first. Notification settings can be changed via the GO 4 Schools website.</p> <p>https://www.go4schools.com/</p>
Website	<ul style="list-style-type: none"> • News articles and newsletters • Academy Information • Student access to academy-based resources 'Intranet' • Copies of 'whole academy' and 'whole year' letters • Academy Calendar • School day timings • Exam and Revision Calendars 	<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.</p>



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<p>QEGS Twitter, Facebook and Instagram</p>	<ul style="list-style-type: none"> • Information about school events • Success stories and achievements • Reminder information • Links to useful websites and opportunities for students/parents 	<p>We use Twitter and Facebook regularly to publicise events and successes. There are accounts for the academy and departments.</p> <p>https://twitter.com/QEGS_Ashbourne https://www.facebook.com/qegsashbourne/ https://www.instagram.com/qegsashbourne/</p>
<p>Written and Oral Feedback</p>	<ul style="list-style-type: none"> • Students will receive regular written and verbal feedback providing them with specific “next steps”, i.e. how to improve their work • Students will be assessed against flight paths at least once per half term 	<p>Students will receive regular feedback, clearly identifying how they can improve their work.</p>
<p>Direct Email- individual Staff</p>	<ul style="list-style-type: none"> • Individual staff and student/parent communication • Emails to enquiries@qegs.email are monitored and forwarded on to the relevant staff/departments 	<p>Staff and/or parents may prefer to communicate with individuals via email. If you are unsure who to contact, email enquiries@qegs.email</p> <p><i>We aim to acknowledge all telephone queries within 2 school working days (in term time). We do not expect our staff to read or respond to emails sent between 5pm and 8am, or any at weekends or holidays.</i></p> <p><i>For urgent safeguarding concerns outside of school working hours, contact Call Derbyshire on 01629 533190.</i></p>
<p>Telephone To speak to Pastoral Team & Support Staff</p>	<ul style="list-style-type: none"> • Individual staff and parent communication • Absence monitoring • Contact student 	<p>All subject departments and pastoral teams have a telephone extension and answerphone service. Reception/Student Services will transfer calls to the relevant areas. <i>We aim to acknowledge all telephone queries within 2 full school working days (in term time).</i></p> <p><i>For urgent safeguarding concerns outside of school working hours, contact Call Derbyshire on 01629 533190.</i></p>
<p>Face to Face Discussions & Review</p>	<ul style="list-style-type: none"> • Parents’ Consultation Evenings • Year 5 and Year 6 Open Evening • Year 9 Options Evening • Post-16 Evening • Countdown to Success Evening 	<p>Face-to-face meetings and discussions are crucial and attendance by parents and students is vital.</p>
<p>Surveys & Feedback</p>	<p>To help inform our development</p> <ul style="list-style-type: none"> • Student Evaluations • Student Surveys • Parent Surveys 	<p>We regularly seek 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>

For urgent out of hours safeguarding concerns contact Call Derbyshire on 01629 533190

To update the contact details we hold for you, contact Dataclerks@qegs.email