



## *Scartleigh National School*

SALEEN, CLOYNE, CO.CORK.

021 4652094  
secretary@scartleigh.com  
www.scartleigh.com

School roll number 17600S  
Charity regulator number 20206217

## **Scartleigh National School**

**Cairde le Chéile ag Foghlaim**

## **Parent/Staff Communication Policy**

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### **Introduction**

This policy was reviewed by the staff of Scartleigh NS, the Board of Management and the Parents Association in the school year 2021.

Parents are recognised as the primary educators of their children. Teachers are recognised as professionals in education and work in partnership with parents.

At Scartleigh National School, regular orderly parent-teacher communication is welcomed throughout the duration of the pupil's education at the school and home-school links are actively encouraged.

Members of the B.O.M., teaching staff, support staff, administrative and maintenance staff strive to create an open and welcoming atmosphere where good communication are fostered and developed.

### **Aims of Communication Policy**

- To build a school communication which is supportive of pupils, staff and all members of the school community who serve the school.
- To establish procedures for the sharing of information in relation to pupil progress, needs and attainment.
- To enrich and optimise the educational opportunities provided for our pupils by accessing the skills and talents of all of the school community.
- To promote a culture of partnership in the education of our children.

### **Types of parent-teacher / home-school communication at Scartleigh National School:**

- Informal parent-teacher contact.
- Formal parent-teacher contact.
- Emails
- Specially convened parent-teacher meetings.
- Pre-enrolment/enrolment of new entrants to the school.
- Written progress reports.
- Newsletters.
- Text message to parents/guardians.
- Notice board.
- Information leaflets/forms.
- School website.
- Instagram account (@scartleighns)
- Facebook account
- Aladdin.
- Google Classroom.
- Information meetings.
- Board of Management.
- Parents Association.

## **Arranging to meet the class teacher**

If a parent needs to meet his/her child's class teacher he/she is most welcome to do so.

*Parents can arrange an appointment through the school by emailing [secretary@scartleigh.com](mailto:secretary@scartleigh.com) or by emailing the class teacher (firstname.lastname@scartleigh.com)*

Parents should, in the first instance, arrange to meet their child's class teacher to discuss concerns regarding their child. Teachers are happy to speak to parents and to help solve problems relating to pupils and their progress in school.

If a parent has further concerns s/he should arrange to speak to the Principal who will endeavour to assist in resolving any school-related problems a pupil may have.

Should a parent still feel that the problem or complaint has not been resolved satisfactorily s/he may decide to take the matter further.

An agreed complaints procedure involving all the representatives in the education process (teachers unions, managerial bodies and DES) was devised in 1993 and the steps necessary to resolve school-related complaints are clearly laid out.

*Parents are reminded that Scartleigh National School is always prepared to listen and it is the policy of the school to resolve difficulties at an early stage in the interests of pupils.*

**Informal parent-teacher contact** occurs regularly in the school as parents bring and collect children.

***Regretfully, teachers are unable to enter into consultation with parents during formal teaching time, between 8.40am and 2.40pm. If a parent wishes to pass on information to the child's class teacher during these times he/she should email/phone the school secretary.***

In the event of an emergency occurring during school holidays/outside of school hours, contact with the school principal/school authorities may be made via email or alternatively a message may be left on the school answering machine service.

**Meetings with Special Education Teachers:** Parents whose children are in receipt of special education for high incidence learning needs (eg. reading support) are expected to attend meetings with the special education teacher and to assist in the formulation of a **Pupil Support Plan.**

**Annual Progress Reports** detailing pupil progress during the academic year are released via Aladdin in June. Teachers spend quite some time collating these reports. Parents are advised to keep these reports in a safe place for reference as they may be required if the child changes school. They are also useful in building a profile of a pupil's learning strengths and needs.

Registration of new entrants: Parents of all new entrants are required to complete an enrolment form for their child. (See admissions policy <https://www.scartleigh.com/school-policies> )

**Information meetings** are organised as the need arises to advise parents of educational and curricular matters of relevance to their child's education and welfare.



**Newsletters:** These are issued regularly by the principal and distributed via email.

**Text Message to Parents:** This facility is used to remind parents of events/changes to schedules etc. as necessary.

**Information Leaflets/Forms** from the HSE, DES or other bodies directly connected with education and welfare of pupils in the school will be emailed to parents from time to time.

**A designated communications notice board** with school and community information is situated at the school entrance and important notices may occasionally be posted on the front door.





**School Instagram/Facebook:** Our school uses Instagram and Facebook to promote the school, inform the school community of events and to celebrate pupils' achievements and learning. There is a social media committee in charge of posting photographs and they adhere to the photograph guidelines. Interactions on the social media account are also monitored by the committee. Any inappropriate comments are deleted and accounts presenting with such activity will be blocked and reported to Instagram/Facebook. The social media accounts do not function as a private messaging service to parents. Any enquiries sent to the social media accounts will be directed to the school email address.

**Website:** Our website address is <https://www.scartleigh.com> The website is maintained and updated on a regular basis.

**Aladdin:** Our school uses the Aladdin School software service [www.aladdin.ie](http://www.aladdin.ie) for administrative and communicative purposes. The Aladdin connect portal is part of this and gives parents secure access to messages from the school and to details of their child's attendance, test results, report cards etc. via a secure login from an internet browser. Parents can also use Aladdin for school payments.

**Google Classroom:** This online platform is used by class teachers for communication, homework instruction and providing additional teaching and learning material. All students have their own GSuite account and access to their class page. Parents are expected to monitor and supervise their child's online learning interactions (Please see G-Suite Policy – <https://www.scartleigh.com/school-policies> ).

To facilitate effective communication between home and school, we would like to advise you on the best ways to contact the school according to the nature of your inquiry.

Scartleigh NS Communication Platforms	Please Use for:
	<p>Urgent queries and messages that need to be resolved within the school day, please call the school on:</p> <p><b>021-4652094</b></p>
	<ul style="list-style-type: none"> <li>• Notifying the school of your child's absence/late arrival to school/early collection from school</li> <li>• Viewing your child's report card, school payments, permissions</li> <li>• Updating your information (address, medical needs, mobile numbers, emergency contact numbers)</li> </ul>
 <p>Google Classroom</p>	<ul style="list-style-type: none"> <li>• Viewing Homework instruction</li> <li>• Accessing Learning material</li> <li>• Reading Class updates</li> <li>• Reminders</li> </ul> <p>(As per school policy, please use your child's scartleigh.com account when logging into Google Classroom)</p>
	<p>Please email <a href="mailto:secretary@scartleigh.com">secretary@scartleigh.com</a> for non-urgent general queries</p> <p>Please email your child's class teacher 'teachersfirstname.surname'@scartleigh.com to <b>request a phone call or a meeting</b> in relation to your child's well-being, behaviour or academic performance.</p> <p><b>As per GDPR, teachers are not obliged to engage in back and forth discussions over emails.</b></p> <p>Please email <a href="mailto:principal@scartleigh.com">principal@scartleigh.com</a> to <b>request a phone call or a meeting</b> in relation to urgent/confidential matters.</p> <p>We know that you appreciate that the teaching staff have full timetables. This effectively means that they only have time to access their emails after class contact time. We appreciate your understanding and patience in this regard.</p>



## **Staff Whatsapp Groups**

There is a staff Whatsapp group that involves all teaching staff. There is a separate Whatsapp group for all Special Needs Assistant staff. The Deputy Principal is the administrator for both groups. **Only necessary information and questions pertaining to the general running of the school is shared with each group during school hours.** Teachers and SNA's respect school hours when using this communication app. All staff are aware that they can contact the Principal and Deputy Principal directly if they have a personal query.

## **Parents Association**

Scartleigh Parent's Association represents the parents of the school. The committee of the parents association aims to promote the interests of all pupils at Scartleigh National School in partnership with the B.O.M., the Principal, the teaching staff, support staff, administrative and ancillary staff.

The committee of the Parent's Association meets on a regular basis throughout the school year. The function of these meetings is to plan for school activities, to discuss and organise fund-raising activities and to discuss general matters of concern to the parent body in the school. The principal has regular contact with the association.

Individual parents are encouraged to assist at the various events organised for parents and pupils throughout the school year.

The Parents Association have set up Whatsapp groups to share information with parents. Each class group has a separate whatsapp group that parents are invited to join. The Parent Class Rep shares the information from the main Parents Association Whatsapp group to their class group.

## **Scartleigh PA WhatsApp group code of conduct**

1. This group chat has been set up by the Parents Association Committee, with the class representative as administrator.
2. These groups are intended as a convenient way to distribute important school information to parents quickly and efficiently and for parents to communicate easily with each other regarding class matters, e.g., homework
3. It is not necessary to respond to every post unless it is requested e.g., RSVP for volunteers.
4. If your message is not relevant to the majority of the group members, please consider if it is more appropriate to reply by way of private message. In the event of too many messages being posted that are only relevant to minority group members the group administrator may request the conversation be continued outside of the group.
5. Please respect the time you post. Early in the morning, late at night and during school holidays are discouraged where possible, no posting after 9pm.

6. The group should not be used to post private or confidential messages or express personal opinions or gossip. Any opinions expressed are the opinions of individual members and may not be representative of the whole group. Group administrators are not responsible for any comments posted by individual members of the group.
7. Inappropriate posts include - posting promotions, using inappropriate language, personal attacks or insulting messages, bullying of any member, voicing grievances with the school or with individual members of the group.
8. For individual concerns, please raise these directly with the parent concerned, teacher or, where necessary, the Principal. For Extra-curricular activities concerns, please contact the Parents Association Committee at [pa@scartleigh.com](mailto:pa@scartleigh.com)
9. Please do not use the group to discuss non-school related issues.
10. The group administrator will have the right to restrict admission, remove or ban anyone from the group without any notification.
11. Under no circumstances are members of the school staff, details of how the school is run, absences of staff, other pupils or similar concerns to be discussed in this chat.
12. Admin have the right to turn off chat comments if there is a breach of these rules or if deemed necessary for a brief period of time.
13. By accepting a request to join the group participants agree to these group rules. Please note, by accepting the request to join, you are sharing your phone number with other parents within your child's class. Once you join, you always have the option to leave the group

### **Board of Management**

Scartleigh National School has a properly constituted Board of Management comprising representatives of the trustees, community representatives, teacher representatives and two elected parent representatives. The B.O.M. meets on a regular basis.

### **Implementation and Communication**

This policy has been devised in consultation with the staff of Scartleigh NS, the Parents Association and the Board of Management.

This policy was ratified on the 29/11/2021 and was reviewed in February 2024 in accordance with DES requirements and the changing needs of the school community.

Signed: Tom Casey  
Chairperson of Board of Management

Signed: Denise O' Donovan  
Principal



This policy was reviewed by the Board of Management on 13/09/2022..

Signed: Thomas Casey

Signed: Denise O'Donovan

Chairperson of the BOM

Principal/Secretary of the BOM

Date: 13/9/22

Date: 13/9/22.

This policy was reviewed by the Board of Management on 14/05/2024.

Signed: Thomas Casey

Signed: Denise O'Donovan

Chairperson of the BOM

Principal/Secretary of the BOM

Date: 14/5/24

Date: 14/5/2024

This policy was reviewed by the Board of Management on \_\_\_\_\_.

Signed: Thomas Casey

Signed: Denise O'Donovan

Chairperson of the BOM

Principal/Secretary of the BOM

Date: 16/9/24

Date: 16/9/24