



School Registration

Parent-Guardian Communication and Involvement Policy and Procedures

Introduction

The School must have in place and implement policies and procedures in relation to communication, with specific reference to formal and informal mechanisms available between stakeholders interested in a student's education and wellbeing.

Purpose

This Policy and Procedures outline how the School meets its Parent/Guardian Communication requirements.

Scope

This Policy and its Procedures apply to all staff, volunteers and contractors at the school.

Responsibilities

Teachers' Responsibilities

To support teachers in attaining and maintaining Proficient Teacher accreditation, the School encourages teachers to take responsibility for:

- planning for appropriate and contextually relevant opportunities for parents/guardians to be involved in their children's learning
- establishing and maintaining respectful collaborative relationships with parents/guardians regarding their children's learning and wellbeing.

To support experienced teachers in attaining and maintaining Highly Accomplished Teacher accreditation, the School encourages experienced teachers to take responsibility for:

- working with their colleagues to provide appropriate and contextually relevant opportunities for parents/guardians to be involved in their children's learning
- demonstrating responsiveness in all communications with parents/guardians about their children's learning and wellbeing.

To support highly experienced teachers in attaining and maintaining Lead Teacher accreditation, the School encourages highly experienced teachers to take responsibility for:

- initiating contextually relevant processes to establish programs that involve parents/guardians in the education of their children and broader School priorities and activities
- identifying, initiating and building on opportunities that engage parents/guardians in both the progress of their children's learning and in the educational priorities of the School.

Policy

Parent/Guardian Communication and Involvement

At Australian International Academy we believe that positive, clear and effective communication between the School and community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

This policy outlines the main ways in which Australian International Academy seeks to facilitate both formal and informal communication between the School and parents/guardians, including:

- general School communications
- structured parent/guardian-teacher communications
- parent-initiated communications with teachers
- parent-initiated communications with respect to operational matters
- complaints management.

Structured Parent/Guardian - Teacher Communications

Formal structured parent/guardian-teacher communications are facilitated throughout the year via:

Audiri app, newsletter, Managebac/Compass, Student Diary, Seesaw App and similar applications from time to time.

General School Communications to Parents/Guardians

General informal School communications to parents/guardians are facilitated through:

- Audiri Application
- Managebac/Compass
- Seesaw App
- School Newsletter
- emails with important information
- Instagram/Facebook
- updates on our public website
- letters by post where relevant

Parent/Guardian-Initiated Communications with Teachers

Parents and guardians should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It may therefore be difficult to arrange meetings at short notice during a school day.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.
- General curriculum enquiries should be addressed to the Head of Department/Coordinator or the Head of Department/Coordinator.
- Pastoral care enquiries should be addressed to a student's the Form Teacher, Department Head and/or Principal..

When seeking to arrange a meeting parents/guardians should make a formal appointment for either a telephone conversation or a face-to-face meeting.

Appointments can be made by Telephoning or emailing the school front office..

Where possible we will endeavour to arrange a meeting within three days of receiving a request.

If a parent or guardian is dissatisfied with the response of a teacher, they should request an appointment with their child's the Form Teacher, Department Head and/or Principal..

Courteous and Respectful Behaviour

The School's staff endeavour to be courteous and respectful with our students, parents/guardians and the wider community. We also expect students, parents/guardians and others to be courteous and respectful with our staff, especially to set an example for their children.

Parents/guardians are expected to abide by the School's Parent/Guardian Code of Conduct at all times, and all communications with teachers and School staff should be approached in a calm and non-aggressive manner.

Complaints Policy

If a parent or guardian is dissatisfied with the conduct or outcome of their communications with a teacher or other member of Australian International Academy staff they may lodge a formal complaint which will be dealt with in accordance with our Complaints Handling Policy which is available on our public website.

Emergencies

Normally, a parent or guardian should not communicate with their child during school hours. In the event of an emergency, parents/guardians are requested to contact the School office and advise them of the nature of the emergency. Staff members will then facilitate communication between the parent/guardian and child.

Implementation

The Principal and appointed delegates are responsible for the effective implementation of this Policy.

Source of Obligation

The NSW Registration Manual (3.6.2) requires the School to have in place and implement policies and procedures in relation to communication, with specific reference to formal and informal mechanisms available between stakeholders interested in a student's education and wellbeing.

Related Policies and Procedures

- Parent/Guardian Code of Conduct
- Complaints Handling Program

Policy History and Schedule

November 2023 - Reviewed annually