



## IRVINE ROYAL ACADEMY

Ambition • Respect • Responsibility

### Irvine Royal Academy Home – School Communication Policy

At Irvine Royal Academy, we believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their young person's education and attainment.
- Helps the school improve through on-going feedback and consultation with parents/carers.
- Builds trust between home and school, which ensures each young person's needs are supported.

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers.
- Setting clear standards and expectations for responding to, and communicating with parents/carers.

### School Methods of Communication

Communication may take a variety of forms and our main method of communication is via the Xpressions App<sup>1</sup>. This can be accessed via iOS, Android and can be viewed on a desktop computer. If using this app, the email address that is used to access it and the email address that we have on our system must match – this ensures that direct messages regarding your young person reaches you in a timeous manner.

Further methods of communication which are inclusive of telephone calls, meetings, letters and emails will be utilised by staff across the school to communicate with parents/carers.

We issue a monthly Newsletter via Xpressions to all parents/carers to highlight activities, successes and key messages. Each Newsletter contains House Team contact details should you need to identify the appropriate member of staff to contact.

Tracking Reports are issued throughout the academic session to share information with parents/carers regarding their young person's learning. There is a feedback section at the back of each report that should be completed and returned to the appropriate PT Guidance. Dependant on the information shared by parents/carers, this may be passed to Faculty Heads and Class Teachers who may contact home directly to discuss further.

Our School Website – <https://www.irvineroyal.co.uk/> – is regularly updated and contains key information pertaining to Irvine Royal Academy, alongside this we use X (previously Twitter) to share information with parents/carers and the wider community.

Instant communication with staff can be challenging during a school day where teachers may be teaching full time, running clubs at social times, attending/leading meetings and supporting young people. We

---

<sup>1</sup> Support for Xpressions can be found here <https://support.groupcall.com/xpressions/parental-support-resources>



## IRVINE ROYAL ACADEMY

Ambition • Respect • Responsibility

understand that it may be frustrating or disappointing if contact does not elicit an immediate response, however our aim is to respond to parents/carers within 3 working days unless the matter is deemed to be an emergency.

The sharing of crucial information with the office staff will ensure that a comprehensive message is passed to the appropriate member of staff. Return contact may be made by someone other than the person to whom the original contact was made, should it be felt that this is more appropriate.

Any communication that is considered disrespectful, abusive or threatening will be treated in line with ***North Ayrshire Council's Managing Unacceptable Contact Policy***.

### Roles and Responsibilities

#### Head Teacher

The Head Teacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate.
- Monitoring the implementation of this policy.
- Regularly reviewing this policy.

#### Teaching Staff

All Teaching Staff are responsible for:

- Responding to communications from parents in line with this policy.
- Working with other members of staff to make sure parents get timely information.

#### Office Staff

All Office Staff are responsible for:

- Confirming key information pertaining to your young person to ensure confidentiality.
- Confirming contact details with parent/carer.
- Sharing communication with appropriate staff in a timeous manner.

#### Parents/Carers

All parents/carers are responsible for:

- Reporting their young person's absence from school before 9 am.
- Ensuring that communication with the school is respectful at all times.
- Making reasonable efforts to address communication to the appropriate member of staff in the first instance.
- Responding to communications from the school, as appropriate, in a timeous manner.

Parents/carers should **not** expect staff to respond to their communications out with school hours or during holidays. This is at the discretion of individual members of staff.