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# Communication Policy

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Policy reviewed by Headteacher

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Signed

Rob Higgins

Headteacher

THE BLUE COAT SCHOOL  
Egerton Street, Oldham. OL1 3SQ

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## 1. Rationale:

- 1.1. Effective communication between home and school is a key part of ensuring that students enjoy school and make good progress. Through proactive engagement with parents and carers we seek to further improve our students' experience and progress.

## 2. Aim(s):

- 2.1. To ensure that parents/carers are kept up to date about their child's behaviour, progress, attendance and punctuality.
- 2.2. To enable a productive dialogue between home and school.
- 2.3. To keep parents/carers informed about the school and school events which may impact on them and/or their child.

## 3. How will we keep parents/carers informed?

- 3.1. MyEd: This is an app based piece of software through which parents can access information on their child's attendance, punctuality and behaviour. This is also the platform the school uses to send letters and notifications that are pertinent to specific children. (For parents who have not/do not wish to register for MyEd these notifications are sent via email.) MyEd also serves as the central portal for accessing Bloodle/Wisepay and the school website.
- 3.2. Bloodle: Our virtual learning environment (VLE) enables parents to view their child's timetable and any homework that has been set for them in any given period.
- 3.3. School Website: Our school website <http://www.blue-coat.oldham.sch.uk/> has a range of key information which includes upcoming school events; school and trust policies; school terms times.
- 3.4. Headteacher's Newsletter: Each half-term the Headteacher, Mr Higgins, will send his newsletter to parents/carers. The newsletter will update parents on key school issues in addition to keeping them abreast of the activities and events which have been taking place in school during that period.
- 3.5. School Reports: Parents will receive a report 3 times per year. This summative report will contain information on their child's academic progress and their behaviour and effort in school.
- 3.6. Parents' Evenings: During each academic year parents/carers will be invited to attend a parent consultation evening. This is an opportunity for parents/carers to have a dialogue with teaching staff regarding the progress and attitudes to learning of their child.

3.7. The format of parent's evenings has been tailored to the needs of each year group as follows:

3.7.1. Years 7/8: Parents and carers will have one extended appointment (15 minutes) with their child's form tutor, director of learning or a member of the senior leadership team. This member of staff will give holistic feedback on progress, attitudes to learning, learning behaviours.

3.7.2. Year 9/10/11/12/13: Parents and carers will have the opportunity to make appointments with subject staff. These will be shorter appointments (typically 5 minutes) in which progress and attitudes to learning within each subject area will be discussed.

3.8. Telephone/Email: Should there be any issues arising during the academic year school may contact parents/carers via email or telephone. We encourage our staff to be pro-active and contact parents should they need to discuss any issue regarding a student at the earliest possible opportunity.

#### 4. What should parents/carers do if they need to contact school?

4.1. Where parents/carers have a question or a concern we would always encourage that they get in touch with us as soon as possible. Currently this can be done via email or by telephone.

4.2. On occasion it may be that parents/carers need some advice on who is the best person to direct their enquiry to. For help with this please refer to our '**Key Contacts Guide**'.

#### 4.3. Email

4.3.1. To contact a member of staff via email, they should be sent to: [studentservices@blue-coat.org](mailto:studentservices@blue-coat.org) clearly identifying which member of staff it is for the attention of and what the email is regarding in the subject line e.g. **FAO: Mr Smith RE: English Report for Sally Jones (7BH)**.

4.3.2. A confirmation email will be sent to acknowledge receipt of the email.

4.3.3. Emails will be passed to the appropriate member(s) of staff. They will respond as soon as possible and ideally the same day. However other commitments may mean this is not possible. Our expectation is that under normal circumstances all emails would receive a response within **two working days**.

- 4.3.4. Staff may respond via telephone to resolve issues more efficiently.
- 4.3.5. Please note that during school holidays that emails will not be monitored with the same frequency as during term time. Therefore, if you have any urgent enquiries please contact the school via telephone **0161 6241484**.

#### **4.4. Telephone**

- 4.4.1. Parents/carers may also choose to contact staff via telephone. To do this parents/carers should use the main school number **0161 624 1484**.
- 4.4.2. Our reception staff will direct your call to the most appropriate member of staff. If the staff member required is not available there will be the option of leaving a message.
- 4.4.3. As with email, staff will respond as soon as possible and ideally the same day. However other commitments may mean this is not possible. Our expectation is that under normal circumstances all telephone calls would be receive a response within **two working days**.
- 4.4.4. Members of staff will attempt to contact the parent/carer who initiated the phone contact, unless otherwise requested.
  - 4.4.1. Parents/carers will be contacted via their mobile phone number if one is available or their home phone number. If a different contact number is more convenient this should be left as part of the message to staff.
  - 4.4.2. Where members of staff attempt to ring parents/carers but are unable to make contact they will leave an answerphone message where there is the facility to do so.
  - 4.4.3. Where staff members have tried to contact parents on two separate occasions they will leave a message requesting parents/carers return their call at their earliest convenience.

## 5. 'Key Contacts Guide'

### 5.1. General Enquiries:

For most queries the most appropriate person to contact is your Child's **Form Tutor**.

Form Tutors have a crucial role at Blue Coat and maintain an overview of each of their tutees across school. They will be able to give further information about the following:

- Attitudes to learning
- Behaviour and Conduct
- Overall progress

They will also work to ensure that their tutees are happy and engaged in everything Blue Coat has to offer.

For issues of a more serious or complicated nature form tutors will work with the **Director of Learning** for their year group.

**Form Tutors and Directors of Learning for the academic year 2018-19 are below:**

YEAR 7								
DIRECTOR OF LEARNING: MISS J ROTHWELL								
B	H	BH	L	M	LM	R	W	RW
Mr R Peat	Mrs L Almond	Miss J Goddard	Miss R Wild	Miss R Dunn	Mrs K Rutherford	Mr M Price	Mr L Luscombe & Mr T Lynch	Mr A Vandenburg
YEAR 8								
DIRECTOR OF LEARNING: MR J THOMPSON								
B	H	BH	L	M	LM	R	W	RW
Miss H Grice	Miss M Clark	Miss E Bezer	Miss K Ball	Miss S Cockroft	Mrs J Hargreaves	Miss S Howarth	Mrs C Slater	Miss M Smith
YEAR 9								
DIRECTOR OF LEARNING: MRS S MASON								
B	H	BH	L	M	LM	R	W	RW
Mrs V English	Mr A M kandawire	Mr S Haygarth	Miss F Frazer	Mr J Rankin	Mrs N Edwards-Cotton	Mrs C Walker	Mr P O'Connor	Mr D Murphy
YEAR 10								
DIRECTOR OF LEARNING: MR R CLEWER								
B	H	BH	L	M	LM	R	W	RW
Mr J Pauline	Miss L Richardson	Mr A Hayat	Miss J Theissen-White	Mr N Hewson	Miss S Bibi	Miss J Talbot	Miss M Bratton	Mr A Bhula
YEAR 11								
DIRECTOR OF LEARNING YEAR 11: MR T KEANE								
B	H	BH	L	M	LM	R	W	RW
Mr T Brough	Mrs K Parker	Miss H Carroll	Mr P Briggs	Mrs C Woodward	Miss C Fisher	Mrs J Roberts	Miss H Robinson	Mrs J Ball

YEAR 12							
DIRECTOR OF LEARNING: MISS J CHAPMAN							
YEAR 13							
DIRECTOR OF LEARNING: MISS H ELLIOTT							
<b>6ABL</b>	<b>6AKN</b>	<b>6CCL</b>	<b>6EPR</b>	<b>6JCA</b>	<b>6COL</b>	<b>6AIN</b>	<b>6ALA</b>
Miss A Blything	Mrs A Knott	Mrs C Clewer	Mrs E Prince	Mr J Casey	Mrs C Oles	Miss A Ingham	Mrs A Lawson
<b>6JHI</b>	<b>6SLI</b>	<b>6SSI</b>	<b>6AGU</b>	<b>6HTO</b>	<b>6JMI</b>	<b>6LBL</b>	<b>6NWO</b>
Dr J Higginson	Mr S Lightfoot	Ms S Sinfield	Dr A Gutierrez-Sosa	Miss H Topham	Mrs J Mills	Mrs L Blomeley	Miss N Wood

## 5.2 Subject Specific Enquiries:

If your query is about a specific subject area the best point of contact is your child's **subject teacher**.

For issues of a more serious or complicated nature subject teachers will work with the **Head of Department** for their subject area.

Below is a list of teaching staff and Heads of Department for each subject area for the academic year 2018-19

<b>ART</b>	
Miss N Clark	Head of Art
Mrs C Waterhouse	Teacher of Art
Miss C Fisher	Teacher of Art
Mrs A Lawson	Teacher of Textiles
Miss E Blackshaw	Teacher of Textiles
Miss J Goddard	Teacher of Art
<b>DESIGN &amp; TECHNOLOGY</b>	
Mr P Briggs	Head of Design & Technology
Mrs K Parker	Teacher of Design & Technology
Miss K Ball	Teacher of Food Technology
Mrs C Slater	Teacher of Design & Technology
<b>DRAMA</b>	
Mrs N Edwards-Cotton	Head of Drama
Miss M Smith	Teacher of Drama

<b>ENGLISH</b>	
Mrs R Glover	Head of English/Assistant Headteacher
Miss R Wild	2 i/c of English
Mr P O'Connor	3 i/c of English
Mrs J Hargreaves	Teacher of English
Mr M Anderson	Teacher of English/Deputy Headteacher
Mrs V Thompson-Boyle	Teacher of English/Assistant Headteacher
Mrs E Perry	Teacher of English
Miss J Rothwell	Teacher of English/Director of Learning: Year 7
Mr A Vandenburg	Teacher of English
Miss S Howarth	Teacher of English
Miss S Bibi	Teacher of English
Miss G Chande	Teacher of English
<b>GEOGRAPHY</b>	
Ms S Sinfield	Head of Geography/Associate Assistant Headteacher
Miss M Clark	Teacher of Geography
Mrs J Mills	Teacher of Geography
<b>HISTORY</b>	
Mrs L Blomeley	Head of History
Mr T Brough	Teacher of History
Mrs A Gartside	Teacher of History
Mr R Peat	Teacher of History
Miss E Bezer	Teacher of History
<b>IT / ECONOMICS/ BUSINESS STUDIES</b>	
Mr S Lightfoot	Head of ICT Business & Media
Mrs C Clewer	2i/c of Communications & Marketing/Teacher of ICT
Mr A Ballantyne	Teacher of ICT/Assistant Headteacher
Mr A Mkandawire	Head of Computing/Teacher of ICT
Mr R Clewer	Teacher of ICT/Director of Learning Year 10



<b>MATHEMATICS</b>	
Miss A Blything	Head of Mathematics
Mr D Murphy	2i/c of Mathematics
Mrs K Rutherford	3/ic of Mathematics (KS3)
Mrs E Prince	3i/c of Mathematics (KS5)
Mr C Webb	Teacher of Mathematics
Mrs R Beale	Teacher of Mathematics/Assistant Headteacher
Miss H Topham	Teacher of Mathematics
Mr L Luscombe	Teacher of Mathematics
Miss R Dunn	Teacher of Mathematics
Mr A Hayat	Teacher of Mathematics
Miss J Clark	Teacher of Mathematics
Miss J Talbot	Teacher of Mathematics
Mr J Rankin	Teacher of Mathematics
Mrs J Ball	Teacher of Mathematics
<b>MODERN LANGUAGES</b>	
Mrs A Knott	Head of Modern Languages
Miss J Theissen- White	2i/c of Modern Languages & Head of German
Mrs V English	Teacher of Modern Languages
Miss H Grice	Teacher of Modern Languages
Mrs C Woodward	Teacher of Modern Languages
Miss S Cockroft	Teacher of Modern Languages
<b>MUSIC</b>	
Mr N Hewson	Head of Music
Mrs J Roberts	Teacher of Music
<b>PHYSICAL EDUCATION</b>	
Miss M Bratton	Head of Physical Education
Mr J Thompson	Teacher of Physical Education/Director of Learning: Year 9
Miss J Curley	Teacher of Physical Education/Pupil Premium Progress Lead
Mr D Kelly	Teacher of Physical Education/Assistant Headteacher
Miss J Chapman	Teacher of Physical Education/Director of Learning: Year 12
Miss H Carroll	Teacher of Physical Education

<b>RELIGIOUS STUDIES</b>	
Mrs L Almond	Head of Religious Studies
Miss F Frazer	2i/c of Religious Studies
Miss S Young	Teacher of Religious Studies
Mrs K Dallender	Teacher of Religious Studies/Assistant Headteacher
Mrs C Atherton	Teacher of Religious Studies
Miss L Spragg	Teacher of Religious Studies/Associate SENCO
Miss H Robinson	Teacher of Religious Studies
<b>SCIENCE</b>	
Mrs C Oles	Head of Science
Mrs C Walker	2i/c of Science
Dr E Lawson	Head of Biology
Dr J Silversides	Head of Chemistry
Dr A Gutierrez-Sosa	Head of Physics
Mrs J Tipler	Teacher of Science/Deputy Head Teacher
Dr S Donnelly	Teacher of Science
Mr T Keane	Teacher of Science/Director of Learning: Year 11
Mr R Ford	Teacher of Science
Miss H Elliott	Teacher of Science/Director of Learning: Year 13
Miss L Berry	Teacher of Science
Ms J Ormisher	Teacher of Science
Mr A Bhula	i/c of Applied Science
Mr S Gledhill	Teacher of Science
Mr J Pauline	Teacher of Science
Mr S Haygarth	Teacher of Science
Dr J Higginson	Teacher of Science
Miss N Wood	Teacher of Science
Mr M Price	Teacher of Science
Mr T Lynch	Teacher of Science

SOCIAL SCIENCE	
Mrs S Devine	Head of Social Science
Mrs S Mason	Teacher of Social Science/Director of Learning; Year 8
Mr J Casey	Teacher of Social Science i/c of Politics
Ms A Ash	Teacher of Social Science/Deputy Headteacher
Miss K Henshall	Teacher of Social Science/SCITT Recruitment Lead
Miss L Richardson	Teacher of Social Science/Director of Pupil Wellbeing and Experience
Miss A Ingham	Teacher of Social Science

### 5.3 Attendance Enquiries:

For any queries around attendance please contact **Mrs Henry** who is our **Attendance Officer**. She can be contacted via telephone 0161 6241484 or via email [attendance@blue-coat.org](mailto:attendance@blue-coat.org).

### 5.4 Safeguarding Enquires/Concerns:

If you have any concerns with regards to safeguarding or the welfare of your child or a child who attends the Blue Coat School please contact **Mrs Ryan** who is our **Safeguarding Officer**. She can be contacted via telephone 0161 6241484 or via email [Safeguarding@blue-coat.org](mailto:Safeguarding@blue-coat.org)

### 5.5 Examinations:

If you have any concerns with regards to examinations, please contact **Mrs Haynes** who is our **Exams Officer**. She can be contacted via telephone **0161 6241484** or via email [Exams@Blue Coat.org](mailto:Exams@Blue Coat.org)

### 5.6 Contacting members of the Senior Leadership Team:

In exceptional circumstances, you may feel it necessary to contact a member of the Senior Leadership team.

This would be in the event of a very serious incident in school or in the highly unlikely event that other staff members and school leaders have been unable to resolve your query/concerns satisfactorily.

To this this via telephone please call 0161 6241484 or using the email [Secretary@blue-coat.org](mailto:Secretary@blue-coat.org).

Below is a list of the Senior Leadership Team for the academic Year 2018-19. Your call/email will be directed to the most appropriate member of the team.

Senior Leadership Team	
Mr R Higgins	Headteacher
Mr M Anderson	Deputy Headteacher

Ms A Ash	<b>Deputy Headteacher</b>
Mrs J Tipler	<b>Deputy Headteacher- Director of 6th Form</b>
Mr A J Ballantyne	<b>Assistant Headteacher / SLE</b>
Mrs R Beale	<b>Assistant Headteacher- Progress &amp; Standards</b>
Mrs K Dallender	<b>Assistant Headteacher - School Improvement &amp; CPD/SLE</b>
Mrs T Thompson-Boyle	<b>Assistant Headteacher- SLA Achievement for All</b>
Mrs R Glover	<b>Assistant Headteacher/SLE</b>
Mr D Kelly	<b>Assistant Headteacher- Pastoral Provision</b>
Ms S Sinfield	<b>Associate Assistant Headteacher</b>

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