Nendrum

College

C O M B E R

Communication Policy

Signed Chair Board of Governors: _____

Date Ratified by Board of Governors: _____

Review Date: 10 December 2025

Member of staff responsible for policy: Mr Andrew Walker
Date approved by Board of Governors: December 2025
Date of next review: June 2028

1. Introduction

1.1 Nendrum College is committed to ensuring procedures and arrangements are in place to facilitate good internal and external communications. It is evident that clear concise information allows the College to effectively communicate its vision, values and development plans in an effective and timely manner. Nendrum strives to continually improve communications so that staff, pupils and parents clearly understand the College objectives and inform all of any changes to procedures or policies. In addition, two-way channels of communication with key stakeholder groups both internal and external provide an opportunity to respond to queries and receive feedback.

2. Aims

2.1 This communications policy sets out how internal and external communication should take place and outlines the responsibilities of key groups within College.

2.2 Planned communication should :
- Promote and enhance the reputation of the College
- Raise awareness of the achievements of pupils and staff
- Champion the ethos and values of Nendrum College
- Enhance commitment of staff to the College
- Ensure all staff members receive necessary messages
- Enable staff to work coherently with one another
- Build awareness of factors that may impact upon the operation and performance of the College
- Provide stakeholders with timely and relevant information
- Provide opportunities to receive feedback.

3. Internal Communications: (General Data Protection Regulation)

3.1 Nendrum College is committed to delivering clear communication principles for Staff. The introduction of this policy is intended to improve communication systems so that all staff are kept aware of policies, procedures and issues that are relevant to their work.

3.2 Systems for internal communication will include the following:
- Induction meetings
- Daily notices
- Weekly Staff briefing
- Board of Governor meetings
- Senior Leadership Team meetings
- Heads of Department meetings
- Pastoral Team meetings
- Other planned meetings
- In-service training
- Emails
- Google Classroom
- Staff surveys when appropriate
- Staff meetings with Senior Leaders
- Staffing committee meetings with the Principal

3.3 Best Practice Guidelines for Internal Communications

When communicating to other colleagues, staff should:

- Adhere to GDPR **(General Data Protection Regulation)**
- Use plain English
- Be open and honest
- Ensure communications are relevant, accurate and timely
- Be sensitive and respectful
- Maintain a high-level of professionalism, remembering that all (saved) communications are potentially discoverable
- Adhere to the relevant line-management structure, unless there are exceptional circumstances
- Schedule emails so that they are not received at weekends or outside of working hours (8:00am – 4:00pm) except in emergencies
- Minimize email use during the teaching day by o Sending only necessary emails
    - o Copying in only relevant staff
    - o Setting up appropriate distribution lists
    - o Using the subject bar rather than sending a wordy email
    - o Where possible, use the "thumbs-up" emoji to signify an email has been received and read rather than send an unnecessary reply.

4. Roles and Responsibilities

4.1 Board of Governors
The Board of Governors will endeavour to:

- Meet regularly to discuss pertinent issues and communicate any decisions taken to relevant Staff
- Be open and honest in all communications
- On occasion, meet with members of SLT, Heads of Department and Heads of Year to discuss relevant issues and receive feedback
- Model best practice in communicating with Staff

4.2 Senior Leadership Team
The Senior Leadership Team will endeavour to:

1. Meet regularly as a Senior Leadership Team to discuss pertinent issues and communicate any decisions taken to relevant Staff
2. Be open and honest in all communications
3. Meet with Heads of Department and Heads of Year to discuss relevant issues and receive feedback
4. Meet with Staff both formally and informally to pass on information, respond to queries and receive feedback
5. Model best practice in communicating with Staff

6. Provide verbal and written feedback to Staff as part of the Performance Review Staff Development programme

4.3 Heads of Department and Line Managers

The Heads of Department and Line Managers will endeavour to:

1. Meet regularly with relevant SLT members to discuss relevant issues and raise any concerns
2. Meet regularly with department/year team members to discuss pertinent issues and communicate any decisions taken to relevant Staff
3. Communicate any departmental/year team concerns or issues with the relevant member of SLT promptly
4. Be open and honest in all communications
5. Meet with Staff both formally and informally to pass on information, respond to queries and receive feedback
6. Model best practice in communicating with Staff
7. Provide verbal and written feedback to Staff as part of the Performance Review Staff Development programme
8. Provide verbal and written feedback to newly qualified teachers and during early professional development.

4.4 Staff

Staff will endeavour to:

1. Meet regularly with Heads of Department/Heads of Year as requested, to discuss pertinent issues and raise any issues of concern
2. Be open and honest in all communications
3. Model best practice in communicating with Staff

5. External Communications

5.1 Nendrum College is committed to communicating clearly with parents and other key stakeholders. The introduction of this policy is intended to enhance the reputation of the College, and to improve communication systems so that parents, prospective parents, feeder primary schools and the local community understand and respect the ethos, values and objectives of Nendrum College and celebrate its successes.

External communications are of two broad types, planned content (key messages, dates etc.) and responsive communication which is unplanned and can present the College with challenges or opportunities.

5.2 Systems for external communication will include the following:
- Half termly Principal's Newsletter
- Emails/Texts from College office
- Website
- Social media – Facebook, Instagram

- Parent Consultations
- Induction meetings
- Open Evenings and events
- Primary School links/liaison
- College Prospectus
- Parent surveys when appropriate
- Direct contact, e.g., one-to-one phone calls or meetings

5.3 Best Practice Guidelines for External Communications

5.3.1 Staff Communicating with Parents

When communicating with parents Staff should:
- Maintain a high-level of professionalism
- Use plain English
- Be open and honest
- Ensure communications are relevant, accurate and timely
- Be sensitive and respectful
- Aim to return a call or email by the end of the second working day
- Report any unreasonable or aggressive parental communication to their Line Manager, Head of Year, Principal or Vice Principals and, if necessary, end a meeting or phone call.
- Ensure contact is with the family member named on SIMS as having parental responsibility
- Ensure email communications contain only the relevant information and are addressed to the correct person and are sent via the office admin account
- Adhere to GDPR Regulations **(General Data Protection Regulation)**
- Promote the College ethos, values, and behaviours
- Organise an interpreter for face-to-face meetings with any parent who does not have English as their first language.

5.3.2 Staff Communicating with External Organisations

When communicating with external organisations Staff should:
- Maintain a high-level of professionalism
- Use plain English
- Be open and honest
- Ensure communications are relevant, accurate and timely
- Be sensitive and respectful
- Aim to return calls or emails in a timely fashion
- Report any unreasonable or aggressive communication to their Line Manager, Principal or Vice Principal and, if necessary, end a meeting or phone call.
- Ensure email communications contain only the relevant information and are addressed to the correct person
- Adhere to GDPR Regulations **(General Data Protection Regulation)**
- Promote the College ethos, values, and behaviours

6.Roles and Responsibilities

6.1 Board of Governors

The Board of Governors will endeavour to:

1. Meet regularly to discuss issues raised by parents and communicate any decisions taken in a timely fashion
2. Be open and honest in all communications
3. Model best practice in communicating with parents and external organisations.
4. Adhere to GDPR **(General Data Protection Regulation)**

6.2 Staff

Staff will endeavour to:

1. Meet annually with parents
2. Promptly communicate to parents any concerns or issues regarding a pupil
3. Respond to parental communications in a timely manner
4. Be open and honest in all communications
5. Be mindful of GDPR regulations in communications **(General Data Protection Regulation)**
6. Annually complete a written report detailing pupil progress
7. Model best practice in communicating with Staff

6.3 Parents

Parents will endeavour to:

1. Attend parent consultations so that Staff have an opportunity to discuss pupil progress.
2. Follow the Procedure for Contacting the College, available on the College website
3. Send emails for the attention of specific staff via the College "info@" account
4. Promptly communicate to Staff any concerns or issues regarding a pupil by emailing via the "info@" account or, **in urgent cases**, by phoning the College Office
5. Respond to Staff email or telephone communications in a timely manner
6. Be open and honest in all communications
7. Be respectful in dealing with Staff
8. Request an appointment if they wish to meet with a member of Staff
9. Not place unreasonable demands upon Staff
10. Make any formal complaints in writing adhering to the Complaints Procedure, available on the College website

The primary role of Staff is to teach students. Therefore, the majority of their working day is dedicated to timetabled lessons, which severely limits their availability. To avoid unnecessary distraction from this role, parents should endeavour to consider the need for contacting the College eg:

- refrain from making non-urgent requests
- if more detailed information is desired, rather than seeking a telephone conversation, submit a request in writing or by email via the "info@" account

7. Monitoring of the Policy

The implementation of the policy will be monitored through:

1. Staff survey data
2. Parent survey data
3. Parent communication metrics (i.e., website access, number of emails, phone calls and meeting requests)
4. Via the communication strategy and associated metrics (i.e., website access and social media engagement)

8. Links with other policies and documents: -

- GDPR policy
- Code of conduct policy
- Complaints policy
- Positive behaviour policy
- Digital/Social Media policy

Nendrum College recognises that Staff should be role models in communication. Our aim is to improve the two-way flow of information so that the vision, ethos and procedures of the College are clearly understood. In addition, it is intended that thoughtful and timely communication will allow us to better engage with staff, parents and the wider community in a respectful and positive manner and further develop the productive relationships that already exist.