



Parent to School Communications














St Francis of Assisi
CATHOLIC ACADEMY TRUST

As a school, we recognise the necessity of providing the enquiry email address for parents to communicate with members of staff. On receipt, your emails are directed to relevant staff. Please be mindful that response times may vary as this is dependent on when staff are free to check their emails. Staff are not expected to check their emails while they are teaching and while they are at home, or at a weekend. For any communications, we believe that 72 working hours is a reasonable length of time to receive a considered reply. Urgent matters are best-discussed face- to- face or via the school office, who will ensure the message is delivered as quickly as possible. Any communication received by the school during times of school closure or school holidays will be responded to upon the school re opening. Where communication has been received during a holiday period the timescale for response will begin upon the reopening of the school.



The school website is frequently updated to include the latest news and events within the school. We request that Parents/ Carers access the website, in the first instance, to source the information required. www.staugustines.herts.sch.uk






	Method of communication		Reason for communication		Considerations	
	App Studybugs- School Absences		●To notify school of child sickness before 9:00am		This system informs the class teacher immediately. Mon-Fri.	
	Telephone: 01992 463549		●To make an appointment to see a specific member of staff ●To inform us about important circumstances relating to your child (e.g. collections, medical information etc.)		The school office is open from 8:30-4:00. Messages can be left on school voicemail if there is no answer. Please note that staff may not immediately be available and an appointment will need to be arranged at a mutually convenient time.	
	Email: admin@staugustines.herts.sch.uk		●To make an appointment to see a specific staff member ●For non- urgent communications with school		The school aims to respond to emails within 72 hours. Emails received during school holidays will not be actioned until school resumes. Any safeguarding concerns that occur during holidays should be reported to CS (0300 123 4043)	
	Face- to face appointments with Teaching staff		●To discuss your child's learning ●To discuss a safeguarding matter (Designated Safeguarding Lead) ●To discuss a personal matter concerning your child/family ●Appointments with the SENCO are 20 minutes.		In order to arrange a face-to face meeting with a member of staff, please telephone or email to make an appointment. Where requests for face to face meetings are made, the subject should be shared in advance to ensure staff can be fully prepared and the meeting is purposeful.	
	Standard proforma		●To request a leave of absence ●Consent to administer medication ●To update contact details ●Year 5 & 6 Walking home consent form		All of these forms are available from the main office and on the website.	
Additional Apps	Online Payments & Communication 	School Dinner ordering 	Milk ordering 	Parent Consultations School Cloud 	Key Stage 2 online homework platform 	Times Table Rock Stars Year 2-6 



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 Key dates, Notices & School News	<ul style="list-style-type: none">•Live calendar on the school website option to synchronize to your phone.•Weekly newsletter emailed to parents every Friday with key dates and uploaded to the website.•Department for Education updates issued when required.
 Curriculum (Whole school curriculum offer is available on the school website)	<ul style="list-style-type: none">•Outlines of work uploaded to the website with weekly class signposts.•Homework•Summer Term 'Meet the Teacher' event.•Come and Read sessions
 Progress, Attainment & Statutory Tests	<ul style="list-style-type: none">•Parent Consultations Autumn and Spring Term. Face to face and online via School cloud.•Summer term end of year report.
 Extra-Curricular/ Educational Visits	<ul style="list-style-type: none">•Residential trip meetings where required•Educational visit letters sent to parents and uploaded to the website.•Payments for trips and clubs available via Arbor•Breakfast and After School club bookings available via Arbor
 Policies & Procedures	<ul style="list-style-type: none">•See school website- All policies that are updated are on to the school website.

Glossary

Arbor: St Augustine's school communication and payments system.

School Cloud: This online system is how you book parent consultations and attend your online appointment.

Website: www.staugustines.herts.sch.uk

Signposts: This is a document that gives an outline of what your child has been learning, the spellings they need to learn, homework for Year 1 & 2 and any other class information.