



FAIRFIELD INTERMEDIATE SCHOOL

## COMMUNICATION PROCEDURES

### 1. Code Requirements for Communication after Enrolment

The Code requires a provider to:

- a. [66] “ensure that, where appropriate, it obtains the written agreement of the parent or legal guardian of an international student under 18 years with respect to decisions affecting the student.”
- b. [73(1)d] “maintain effective communications with the parents, legal guardians, or residential caregivers of students concerning their well-being and progress in study”
- c. [75(1)b] ensure “the parent or legal guardian of a student under 18 years or the next of kin of a student 18 years or over is aware of any situation where the student is at risk or has special needs”
- d. [76(1)e] “maintain effective communication with the student and the student’s parent or legal guardian when accommodation issues arise”
- e. [76(3)b] “maintain effective communication with the student when accommodation issues arise”

### 2. Communication Strategy

Our communication strategy is linked to our strategic plan, including our mission, vision and values; our strategic goals and objectives; and our school brand.

By establishing and maintaining effective communication, we will:

- Establish loyalty and build trust
- Maintain consistency to develop a strong brand and reputation
- Involve parents in decisions affecting their children
- Ensure that students understand their rights and responsibilities and feel heard
- Build strong agent partnerships
- Ensure that staff understand their roles in maintaining good communication with students, caregivers and parents
- Be Code compliant in respect of communication

### 3. Communication with Parents

#### A. Communication about Enrolment Processes and General Administration

1. We will communicate promptly and fully with parents and/or their representatives during enrolment processes, answering all their questions, and providing all relevant documentation to them so that they may make informed decisions. This will include answering questions about academic programmes, co-curricular opportunities, visa and insurance requirements and accommodation.
2. We will answer parents' questions about fees and provide offers of place and fee invoices and receipts promptly.
3. The staff member responsible for communicating with parents and/or their representatives about enrolment and other administrative issues is the Director of International Students.

## **B. Communication about Student's Progress in Study**

1. We will email academic progress reports to agents, parents and caregivers at the scheduled reporting times which is twice a year.
  - a) Arrival report – Sent to parents and caregivers after we have completed orientation and timetabling processes. Includes subject choices and year level placement for parents' information
  - b) Term 1 – Progress report
  - c) Term 2 – Mid-year report
  - d) Term 3 – Senior end-of-year report / Mock exam report
  - e) Term 4 – Junior end-of-year report
2. Additional updates will be provided on request.
3. International department staff will also keep parents and caregivers informed about any concerns the school has about the student's progress and support and guidance the school is providing to the student to assist them.
4. Parents may use the school portal to log in and view their child's NCEA credits and comments by teachers.
5. The staff member(s) responsible for communicating with parents about students' academic progress is the Director of International Students.
6. Individual teachers may contact parents and caregivers directly to communicate course information, assessment results and general progress as appropriate.

## **C. Communication about Student's Wellbeing**

1. Our specific procedures for communication in relation to student wellbeing are detailed in our *Procedures for Managing International Student Wellbeing and Accommodation Procedures*. These include effective communication with parents and caregivers in the following circumstances:
  - a) In the event of inappropriate behaviour impacting on an international student under 18
  - b) Where the school has concerns about the student's attendance or physical, mental or emotional health
  - c) Where there are concerns over the student's welfare or happiness in their accommodation
  - d) Where the school believes the student is at risk or has special needs
  - e) Where the school transfers care to another person approved by the parents
2. The staff member(s) responsible for communicating with parents about students' wellbeing is the Director of International Students.

## **D. Communication during Disciplinary Processes**

1. Our procedures for communication with parents during disciplinary processes are detailed in our *Disciplinary Policy and Procedures*, which will be provided to parents as part of our *Application Form and Contract of Enrolment* documents.

2. The staff member(s) responsible for communicating with parents during disciplinary processes is the Director of International Students.

#### **E. Communication about Concerns or Grievances**

1. Our procedures for communication with students, parents and other stakeholders about our grievance processes are detailed in our *Grievance Procedures*.
2. Where students raise a concern or grievance, we will inform their parents of this, and of the process to be undertaken by the school to resolve the issue.
3. The staff member(s) responsible for communicating about and during grievance procedures is/are: Pennie Braithwaite Director of International Students

#### **F. Communication to Obtain Parental Consent**

1. Certain parental consent will be obtained when parents sign:
  - a. The *Contract of Enrolment*
  - b. The *Accommodation Agreement* or *Designated Caregiver Agreement*
2. Additional consent will be sought for decisions affecting the student and not captured in the above documentation. Examples may be for overnight trips not captured in the enrolment contract, transfers of care and other permissions.
4. The staff member(s) responsible for obtaining parental consent is the Director of International Students.

### **3. Communication with Students**

#### **A. Goals of Communication with Students**

In communicating effectively with students, we aim to:

- a. Be mindful of how cultural factors effect communication
- b. Be mindful of how English-language proficiency effects communication
- c. Establish trust, maintain confidentiality and encourage them to share
- d. Ensure that students feel heard and are able to communicate worry, anxiety or dissatisfaction, as well as positive thoughts and feelings
- e. Intervene early where students have concerns or are struggling in any area
- f. Make students aware of the school's responsibility to keep their parents informed of their wellbeing and progress
- g. Keep students' best interests front of mind
- h. Seek feedback on our programmes and processes

#### **B. Methods of Communicating with Students**

1. We will communicate with students via:
  - a. Orientation processes

- b. Scheduled interviews – once per week with Local Body Support Person
  - c. Informal daily interactions
  - d. Social media - Facebook
  - e. International newsletters
- 2. The staff member(s) responsible for communicating with students is the Director of International Students.

#### 4. Communication with Staff

- 1. The Director of International Students will be responsible for informing teaching and support staff about the school's Code obligations for communicating with, and caring for students, and communicating with their parents.
- 2. We will do this by:
  - a. Presenting to staff during teacher-only days
  - b. Presenting during other scheduled staff professional learning
  - c. Sending out regular emails informing staff about the international programme

#### 5. Record Keeping and Review

All staff members mentioned above will be responsible for keeping records of all communications. These may be used as evidence for self-review. The international department will review the effectiveness of our communication annually as part of our annual self-review and will record this review and develop an action plan for improvement.

## DOCUMENT UPDATES

January 2022: This procedure has been updated to reflect the correct name/numbering of the 2021 Code.