

COMMUNICATION CHANNELS & GUIDANCE



There may be occasions where parents/carers would like clarification or more information about what is happening in school or they may need guidance & support.

There should already be lots of information available to you either online via our website or available through other communication channels. Here we have put together some useful, Go To, sources of information.

Please ensure we have the correct contact details for you - this means we can share regular communications with you. It is the responsibility of parents & carers to inform us if their email or mobile number has changed. If you have changed your contact details, please complete this form: <https://forms.gle/HcpRN3EwkDnVytRN9>

GENERAL COMMUNICATION & INFORMATION METHODS

As a whole school, we will share information with our our parents and families the following ways:

- Ashgrove PS website: www.ashgroveprimary.com
- Texting and email services for notes and reminders (please make sure we have your up-to-date contact information).
- Diary Dates: <https://www.ashgroveprimary.com/parent-area/calendar/>
- Holiday List: <https://www.ashgroveprimary.com/parent-area/holiday-list-a/>
- Weekly Newsletters: <https://www.ashgroveprimary.com/parent-area/newsletters-a/>
- Curriculum Information: Curriculum Information Sheets are emailed home at the beginning of each new term.
- Report an absence here: <https://forms.gle/4vC7gepA8xnDyk3GA>
- Request school to administer medication: <https://forms.gle/ES2NdpoVrpX73LFh8>
- Parent Teacher Consultations - in general, these are scheduled for each October and February.
- Annual Pupil Reports - Shared with families annually.
- Communications about school procedures are also shared via our school policies. These can be accessed at the following link: <https://www.ashgroveprimary.com/about-us-a/policies-a/>
- Social Media Accounts e.g. Facebook. In Ashgrove we do not use social media outlets as regular communication means, but rather use this as a tool to celebrate the work of the children. However, there are times that social media is useful to communicate quickly e.g. an unexpected school closure.

Further arrangements for each Key Stage

FOUNDATION STAGE, P1&2

In Primary 1&2 we also communicate with home via SeeSaw. This online platform is more bespoke to each individual child. Teachers will share photographs of work, class activities, school trips etc. Miss Morrison as Head of Foundation Stage writes to all P1&2 parents each September to outline how SeeSaw will be used in the Foundation Stage.

We kindly ask parents to be mindful that SeeSaw is not monitored round the clock or at weekends.

In P1&2 teachers aim to post 1 or 2 photographs of your child to SeeSaw each week (these may be included in a group photograph). P1&2 teachers will also share reminders about school trips, non-uniform days, early finishes etc. We still need our parents to regularly read all other communications from school.



Should you need to speak with your child's teacher, please arrange this via the school Office.

KEY STAGE 1, P3&4

Primary 3 & 4 continue to use See-Saw although this is not used as much as P1&2. As classwork in P3&4 becomes more formal, there is less of a requirement to upload photographs of pupils work as this is naturally recorded in Classwork Books.

In Year 3 and Year 4 Seesaw will be used to:

- Share the homework on a weekly basis.
- Post reminders about school trips, early finishes, non-uniform days etc.
- Share examples of homework when appropriate.
- In P3 teachers may share 2 or 3 photographs each week of classroom activities. Compared to P2, Seesaw will not be used as much, this is because more of our work is completed formally in books.
- In P4 we aim to share one photograph each week of something the children will be learning about in class (such as a Music session, Activity Based Learning, Art etc)



KEY STAGE 2, P5-7

From P5-7 we make a switch from See-Saw to Google Classroom. We send home instructions at the beginning of each academic year explaining how to access Google Classroom at home - each child will have their own login details linked to their C2K username and password.

From P5-7 we make a switch from See-Saw to Google Classroom. We send home instructions at the beginning of each academic year explaining how to access Google Classroom at home - each child will have their own login details linked to their C2K username and password.

P5-7 teachers use Google Classroom to share some homeworks, Spelling Lists, Tables etc Teachers may also use Google Classroom to post reminders about school trips or what is happening in class.



Please be mindful that Google Classroom is not monitored by teachers after school hours. Should you need to communicate with the teacher, please either ring school to make an appointment or send a note to the teacher.

COMMUNICATION GUIDANCE & CHART



There may be occasions where parents/carers would like clarification or more information about what is happening in school or they may need guidance & support. If this is not available through the avenues outlined, please follow this staged approach to help answer your queries.

For daily queries, such as diary dates, reporting absences, requests for administration of medication, please refer to the Parents Section on our website and Weekly Newsletters. In this document, we have also included hyperlinks to online forms. Notes for Class Assemblies, school trips etc are also emailed home.

STAGE 1

This is the first point of contact between families and school. The table below clarifies whether the communication requires the attention of the class teacher, the school office, or the Safeguarding Team. Please be mindful that teachers are unable to speak with parents/carers during teaching time. Most general communication queries are addressed at this stage.

Class Teacher	School Office	Safeguarding Team
<ul style="list-style-type: none"> • Homework learning queries • Behaviour issues or concerns • Learning concerns • Pastoral/friendships • Academic progress 	<ul style="list-style-type: none"> • Payment Queries e.g. SchoolMoney • Appointments • School Meals 	At any time, should you have a Safeguarding concern about any child in school, you should speak with a member of the Safeguarding Team.

STAGE 2

If further support is required, the following members of staff are available to support. This can be organised through the school office.

SENCo Mrs Doherty	Head of Foundation Stage Miss Morrison	Head of Key Stage 1 Mrs Torrie	Head of Key Stage 2 Mr McComb	Safeguarding Team
SEN concerns Ongoing SEN correspondence Annual Reviews	If you have ongoing queries or concerns that have not been clarified or addressed, you may speak with the Head of Key Stage for P1&P2.	If you have ongoing queries or concerns that have not been clarified or addressed, you may speak with the Head of Key Stage for P3&P4.	If you have ongoing queries or concerns that have not been clarified or addressed, you may speak with the Head of Key Stage for P5-7.	If you have a safeguarding concern, you may contact a member of the Safeguarding Team. Please let the office know it is a safeguarding concern so they may prioritise it.

**Safeguarding Team: Designated Teacher: Mrs Luney Deputy Designated Teacher: Mrs Carberry
Principal: Mr Smith**

Tel: 028 9084 8734

email: info@ashgroveps.newtownabbey.ni.sch.uk

Office Hours: 8.30am-4.15pm

PROCEDURE ON HOW TO RAISE A CONCERN IN SCHOOL...



Occasionally, a parent or carer may have a concern they wish to raise with school.

Most often, concerns and queries can be addressed quickly to the satisfaction of all. To make sure that issues are dealt with appropriately it is important that parents and carers follow the staged approach as outlined below.

This staged approach helps to ensure your concerns or queries are heard by more than one person in a fair and consistent way...

STAGE 1

Raise your concern(s) with the class teacher. Most often concerns are fully addressed at this stage. Please note, teachers are unable to receive calls during teaching time & appointments should be made.

STAGE 2

If the issue remains unresolved, you may contact the Head of Key Stage i.e. P1&2 - Miss Morrison, P3&4 - Mrs Torrie and P5,6&7 - Mr McComb.

STAGE 3

Following Stage 2 please contact the Vice-Principal, Mr McComb.

STAGE 4

Contact the Principal, Mr Smith.

STAGE 5

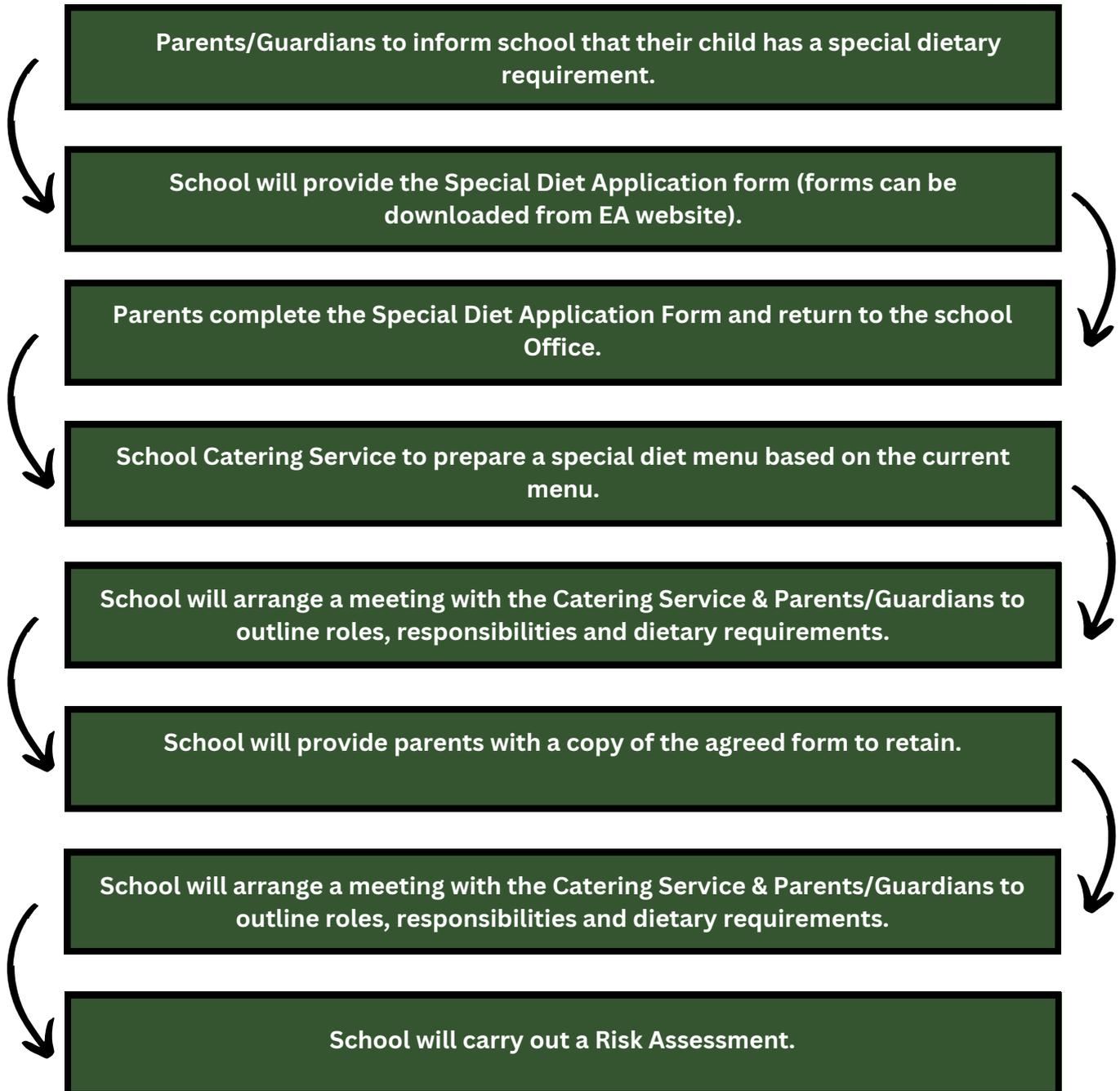
After following the above stages, if issues are unresolved, you may write to the Chairperson of the Board of Governors via the Secretary of the Board of Governors.

Tel: 028 9084 8734

email: info@ashgroveps.newtownabbey.ni.sch.uk

Office Hours: 8.30am-4.15pm

PROCEDURE FOR THE PROVISION OF SPECIAL DIETS IN SCHOOL



Roles and Responsibilities of Parents

Parents are responsible for informing the school of their child's requirements for a special diet, prior to admission or during the academic year.

If specialist dietary preparation and prescription foods are to be provided to the Catering service, only ambient goods can be stored and used and the price of a school meal will remain the same.

Tel: 028 9084 8734

email: info@ashgroveps.newtownabbey.ni.sch.uk

Office Hours: 8.30am-4.15pm