

## TOP TIPS FOR EFFECTIVE COMMUNICATION ...

- Use the established lines of communication from the **flowchart** to ensure the College can effectively deal with questions raised.
- Remember to use your child's **Student Learning Journal** to keep the Form Tutor and Teachers informed where appropriate.
- Send a **Message** to the relevant Department or member of the Pastoral team via the College website under the 'Contact Us' tab. The College will reply in a timely manner.
- The **College Website** and **Parent Partnerships** provide the most effective way to strengthen our working practices and we welcome parents' contributions at all levels.

## FEEDBACK IS KEY TO SUCCESS ...

We welcome your feedback on all College matters in order that we can continue to drive up the quality of standards across the College. Please give us the opportunity to listen and act upon any issues raised in a timely manner.

### Please be mindful of what you post on Social Media.

The College has an official Facebook page for additional parent information. Please contact the College directly with any issues in order that we can act accordingly. Posting or sharing issues about the College on social media sites does little to assist the College in supporting your child's education.

## Safeguarding

Ivybridge Community College is committed to the safeguarding of all its students, staff and visitors. Safeguarding is a priority with arrangements in place to ensure everyone's safety on the College premises and during off-site activities.

The College has a Safeguarding Team and this is led by our **Designated Safeguarding Lead**: Mrs Gill Taylor (Deputy Principal). You are welcome to contact a member of the Safeguarding Team on:  
**safeguarding@ivybridge.devon.sch.uk** or  
**anti-bullying@ivybridge.devon.sch.uk**

## PARENT PARTNERSHIPS

### PARENT FORUM - Twice a Term

The **Parent Forum** sits at the very heart of the College's parent engagement strategy. Set up by parents for parents, our parent volunteers are vital to us in communicating the views, concerns and feedback points of parents on a full range of matters to do with College, its working life and the relationship it has with the wider community.

### PARENT MEET - Every Term

**Parent Meet** provides an opportunity for College staff to share most recent Teaching and Learning developments.

### PARENT SURGERY

Members of the Leadership Team are available for **Parent Surgery** throughout the year in order to provide valuable face to face discussion opportunities. These will be published on the website.

**Please use the above opportunities to support your child's education at Ivybridge Community College.**

**Further details can be found on the College website:  
[www.ivybridge.devon.sch.uk](http://www.ivybridge.devon.sch.uk)**

## EXECUTIVE LEADERSHIP TEAM



Ivybridge Community College

# Communication Flowchart

## Effective Parent Partnerships



**“We cannot accomplish all that we need to do without working together.”**

At Ivybridge Community College, our relationships with parents and carers are fundamental to the way we work. We all strive to provide the highest quality of education for our Ivybridge students and we therefore, strongly encourage and prompt you to take a full and active part in your child's education and in the life they live at Ivybridge Community College.

Please use the College's Communication Flowchart to ensure your needs are promptly met in a timely fashion. Collectively, we can work effectively to prioritise our time on focusing on delivering a high standard of education.



Thank you for your ongoing support.

Rachel Hutchinson  
College Principal



## Parent Communication Flowchart

We want to ensure that all enquiries are dealt with effectively and are given the right support from the College. In order that we can respond promptly and effectively, we recommend you use the following lines of communication to support the process.

### Teaching and Learning

If your enquiry is about a Teaching and Learning matter or the progress of your child

#### Contact the subject teacher

- Write a note in your child's Learning Journal for the subject teacher
- Send a Parent Message via the College website link addressed to the subject teacher

Issues still not resolved

#### Contact the Head of Department

- Send a Parent Message via the College website link addressed to the Head of Department
- Write a letter to the Head of Department
- Telephone the Main College Reception

Issues still not resolved

#### Contact the Academic Performance Leader

- Send a Parent Message via the College website link addressed to the appropriate Academic Performance Leader
- Write a letter to the Academic Performance Leader
- Telephone the Main College Reception

Issues still not resolved

Write a letter to the College Principal

### Student Support and Well-being (including Attendance)

If your enquiry is about your child's well-being or attendance

#### Contact the tutor

- Write a note in your child's learning journal for the tutor
- Send a Parent Message via the College website link addressed to the tutor
- Call the **Attendance Office** on **(01752) 698315**

Issues still not resolved

#### Contact the Pastoral Leader

- Send a Parent Message via the College website link addressed to the Pastoral Leader
- Telephone the Main College Reception

Issues still not resolved

#### Contact a member of the Leadership Team

- Send a Parent Message via the College website link addressed to the appropriate member of the Leadership Team
- Telephone the Main College Reception

Issues still not resolved

Write a letter to the College Principal

### General Administration and Key Contacts

#### Main Reception and enquiries (01752) 691000

#### Student Absence line (01752) 891777

**Option 2 Student Attendance Officer** Nicola Davidson

**Option 3 Years 7 and 8 Pastoral Administration**

Year 7 Pastoral Leader Lisa Setter

Year 8 Pastoral Leader Natalie Brown

**Option 4 Years 9,10 and 11 Pastoral Administration**

Year 9 Pastoral Leader Jade Tyrell

Year 10 Pastoral Leader Jo Mandeville

Year 11 Pastoral Leader Matt Anniss

**Option 5 Sixth Form Administration**

Pastoral Leaders Sharon Terry and Sarah Street

Welfare Leader Kim Daniels

#### Leadership Team

Deputy Principal Gill Taylor (Designated Safeguarding Lead)

Associate Deputy Kelly Olive (Teaching and Learning)

Associate Deputy Heather Lilley (Curriculum and Assessment)

Assistant Principal Hannah Martin (Standards and Expectations)

Assistant Principal Amy Pearce (Attendance and SEND link)

Assistant Principal Dominic Fenton (ePraise and Careers)

Associate Leader Sally Banfield (Director of SEND/inclusion)

Associate Leader Dave Cliff (PACE Strategy—Standards)

Associate Leader Sarah Broom (Home Learning)

Associate Leader Claire Warne (Pastoral and Welfare)

Associate Leader Charlotte Hanton (Transition/Student Leadership)

#### Academic Performance Leaders

Years 7 and 8 Einir Shore

Years 9 and 10 Matt Kibler

Year 11 Tom Brown

Sixth Form Tom Kershaw