

## 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 Planner** to keep the 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 improve 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 Leads: Mrs Amy Pearce and Mr Matthew Annis**. Please contact a member of the Safeguarding Team on: [safeguarding@ivybridge.devon.sch.uk](mailto:safeguarding@ivybridge.devon.sch.uk) or [anti-bullying@ivybridge.devon.sch.uk](mailto:anti-bullying@ivybridge.devon.sch.uk)

## PARENT AND CARER PARTNERSHIPS

### PARENT FORUM - Every Term

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

### PARENTMEET - Every Term

The ParentMeet is an opportunity to hear from a range of staff in the College. The ParentMeet is a purely information sharing evening and usually has an overarching theme such as 'Teaching and Learning' which will be advertised to all parents/carers via email prior to the event.

**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)

## SENIOR LEADERSHIP TEAM



## Ivybridge Community College Communication Flowchart

### Effective Parent and Carer 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 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 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 Planner for the subject teacher
- Send a message via the College website link addressed to the subject teacher

Issues not resolved

#### Contact the Head of Department

- Send a 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 not resolved

#### Contact the College Director

- Send a message via the College website link addressed to the appropriate College Director
- Write a letter to the College Director
- Telephone the main College Reception

Issues not resolved

Write a letter to the College Principal

### Student Support and Wellbeing (including Attendance)

If your enquiry is about your child's wellbeing or attendance

#### Contact the Tutor

- Write a note in your child's Planner for the Tutor
- Send a message via the College website link addressed to the Tutor
- Call the **Attendance Office** on **01752 691000**

Issues not resolved

#### Contact the Pastoral Leader

- Send a message via the College website link addressed to the Pastoral Leader
- Telephone the main College Reception

Issues not resolved

#### Contact a member of the Leadership Team

- Send a message via the College website link addressed to the appropriate member of the Leadership Team
- Telephone the main College Reception

Issues 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 Karen Allen
- Option 4 Years 9,10 and 11 Pastoral Administration**
  - Year 9 Pastoral Leader Chris Liddicoat
  - Year 10 Pastoral Leader Jade Tyrrell
  - Year 11 Pastoral Leader Taylor Wynn
- Option 5 Sixth Form Administration**
  - Pastoral Leaders Sharon Terry and Sarah Street

#### Leadership Team

Deputy Principal	Ray Hennessy (Standards and Expectations)
Deputy Principal	Tim Cresswell (Teaching and Learning)
Assistant Principal	Amy Pearce (Attendance, Safeguarding Lead Compliance)
Assistant Principal	Claire Warne (Teaching and Learning Inclusion)
Assistant Principal	Vicky Thornton (Teaching/Learning/Literacy)
Assistant Principal	Imogen Martin (Sixth Form and Careers)
Assistant Principal	Charlotte Hanton (Personal Development / Wellbeing)
Associate Assistant Principal	Sara Elston (Culture and Ethos)
Associate Assistant Principal	Daniel Hayward (Outcomes)

#### College Directors

Year 7	Tom Brown
Year 8	Oliver Elliott-Smith
Year 9	Nicholas Beard
Year 10	Matt Kibler
Year 11	Eddie Willow

#### Sixth Form

<b>Assistant Principal</b>	<b>Imogen Martin</b>
Years 12 and 13	Kim Daniel (Personal Development/Welfare)