

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 Lead**: Mr Matthew Annis. 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 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

<https://www.ivybridge.devon.sch.uk/parentforumandparentmeet>

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 Student 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 Student Planner for the Tutor
- Send a message via the College website link addressed to the Tutor
- Telephone the main College Reception
- To report an absence please contact the student

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 Laura Newcombe
Year 10 Pastoral Leader Chris Liddicoat
Year 11 Pastoral Leader Jade Tyrrell

Option 5 Sixth Form Administration
Welfare Leader Kim Daniel
Pastoral Leader Lindsay Marriott

Leadership Team

Deputy Principal	Ray Hennessy (Behaviour and Standards)
Deputy Principal	Tim Cresswell (Quality of Education)
Deputy Principal	Nichola Offer (Sixth Form)
Assistant Principal	Claire Warne (Director of Inclusion)
Assistant Principal	Vicky Thornton (Director of Literacy)
Assistant Principal	Eddie Willow (Sixth Form)
Assistant Principal	Dan Hayward (Outcomes)
Assistant Principal	Sara Elston (Associate - Culture and Ethos)

College Directors

Year 7	Beverley Tyson
Year 8	Matthew Ash
Year 9	Oliver Elliott Smith
Year 10	Nick Beard
Year 11	Matt Kibler

Sixth Form

Deputy Principal Nichola Offer / Assistant Principal Eddie Willow
Years 12 and 13 Kim Daniel (Personal Development / Welfare)