



## Communication Policy

### THE HOUSE SYSTEM

The School is divided into four Houses, North, East, West, and School.

The **Housemaster/Housemistress** is responsible for the academic progress and general welfare of pupils in the House.

Most routine matters are dealt with by the **House Tutor**, who sees the Tutor Group every day. The School telephone number is 020 8505 4821. The switchboard is operated between 07:45am and 7.00pm; a message can be left on the answerphone outside these hours.

Although the House staff should be the immediate point of contact about most issues, the Head, Senior Deputy Head, Deputy Heads, an Assistant Head or the Senior Tutor are also available to see parents, and to deal with any questions and problems.

### ABSENCE AND REGISTRATION

All pupils must be registered at 8.25am and at 1.40pm.

Pupils arriving late must sign in at the office.

Absence through illness should be reported by telephone (020 8505 4821), email [office@bancrofts.org](mailto:office@bancrofts.org) or fax (020 8559 0032) before 8:25am **each day** that the child is absent.

A letter or email should also be sent to the tutor on the pupil's return in the case of absences of more than one day.

Written requests for leave of absence for reasons other than illness should be sent well in advance to the Housemaster/Housemistress. It is not appropriate for holidays to be taken in School term time.

Pupils with permission to leave the school during the day must sign out in the office. Pupils may only go home if they are ill having first visited matron.

## ACADEMIC PROGRESS

In general, pupils receive grades indicating attitudes to learning, organisation and attainment in each subject every half term; these made available to parents via the parent portal. Parents also receive written reports up to twice a year.

Each year parents are invited to discuss their child's progress at a parents' meeting; in addition, there are briefing meetings for parents when important decisions have to be made about choices of subjects and to explain university admissions procedures.

Parents are requested to write a brief note or email if their child is unable to produce homework.

Pupils can be put 'on report' if closer monitoring is required to support their progress. Parents are invited to write comments in the report booklet.

Pupils in all years are provided with a Student Journal. Teachers and parents are encouraged to use this as a means of communication.

## KEEPING IN TOUCH

**We use an electronic system of communication to keep in touch with parents. Parents are encouraged to complete a consent form so that they are included in mailings and keep the school updated with changes to email addresses.**

The School emails a regular newsletter via email (usually fortnightly), and publishes a longer termly magazine called *Insight*, which is available to all parents.

The School uses an online calendar called SOCS, which parents are encouraged to view regularly; it requires a log-in, but enables parents to view up-to-date information about all school events and sporting fixtures, including results and locations.

Copies of *Insight* can also be viewed on the school website, at [www.bancrofts.org](http://www.bancrofts.org) - the site also includes other detailed information about the school, including information on admissions procedures. Information for parents is also located on the Parent Portal, which requires a log-in.

There is a regular programme of **sports fixtures, concerts and plays**, and all parents and friends are very welcome to attend; on some occasions, tickets may be required.

All parents are automatically members of the **Parents' Association**, which runs a regular programme of social and fund raising events. These are advertised through the newsletter and circulars, and on the school website. Parents who would like to be

involved in helping to organise these events are invited to join the Parents' Association Committee.