



COMMUNICATIONS POLICY

Policy Custodian: Deputy Head Information Systems

Approving Body: MTS Senior Leadership Team

Approved: February 2020

(This policy does not apply to Merchant Taylors' Prep)

MTS greatly values its links with the parents of all our pupils and draws much of its success from the partnership it has established with parents to support our students.

In order to enhance this partnership, this policy sets out the nature and extent of communications between School and parents to seek to ensure that parents' expectations are aligned with School practice. As always, our goal is to further strengthen the relationship between home and School.

Tutors' Role

Parents' first point of contact between home and School for all matters is your son's tutor. Tutors lead a tutor group of around 12 pupils of a mixture of ages. Each Tutor is responsible both for monitoring their academic progress and maintaining an overview of their individual holistic performance outside the classroom.

Parents who are new to the School meet their son's Tutor at the New Parents' Day at the end of the Summer Term immediately prior to the Autumn Term in which pupils join the School. This social occasion allows Tutors to introduce themselves as the main point of contact with the School and to explain their role.

An ongoing dialogue is established between your son (tutee) and his Tutor during tutor periods which take place three times each week. Pupils remain in the same Tutor group throughout their time at School, allowing for a solid relationship to be built.

Communications between Tutors and Parents

Tutors formally communicate with the parents of each of their tutees at least once a term, either through written termly reports or at Parents' Evenings. Some pupils' circumstances may require more frequent contact. Tutors will communicate more frequently at crucial times during a pupil's School career, e.g. when pupils are choosing their GCSE or A-level options, during higher education application or to offer careers support.

Parents are asked to communicate by email with their son's Tutor as their first point of contact about any matter, whether academic, pastoral, sporting or extra-curricular. Tutors will aim to acknowledge all communications within 48 hours of receipt and, depending on the nature of each communication, will either research and respond directly or will let you know if it is more appropriate to pass the communication to another colleague. Please remember that emails sent to School between 8pm and 6.30am will be held on our servers and delivered to Tutors' in-boxes outside these hours.

Communication regarding the School's Promoting Good Behaviour policy

The communication of sanctions and rewards to parents is as follows:

Gold Notes, Commendations and Distinctions are communicated to pupils and their parents automatically through ISAMS (the School Information Management System) when they are issued in the system.

Minor infringements of the School Rules and Regulations are recorded as Demerits and/or Sectional Sanctions. Parents are not informed of these at the point of issue, but a summary of Demerits/Sectional Sanctions is published on the Parent Portal at the same time as Grades.

If a pupil is issued a Thursday Detention the teacher will tell the pupil at the time of issue. An automated email reminder is sent to the pupil and their parents at midday on the Wednesday before the Thursday Detention is to be served.

If a pupil is issued a Saturday Detention or a more serious sanction, then a Senior Teacher will inform the parents individually.

Where minor matters occur that are out of kilter with a pupil's character or are out of line with the School's behaviour expectations, the Tutor will work directly with the pupil and parents may not necessarily be informed.

For matters of a more serious nature, parents will be kept informed either via the Tutor or one of the School's Pastoral Leaders. Examples of events that would trigger contact with home might include, but are not limited to, an emerging pattern of concern, contravention of the School Rules or the discovery of evidence to suggest that a pupil may be in need of assistance from the Learning Support Department.

Communication regarding School events

From time to time, the School will communicate with parents proactively to advise about forthcoming events relevant to their sons, e.g. notification of event costs, required attendance out of school hours, or requests for signed permission to attend an off-site event. Examples, rather than an exhaustive list of occasions when the School will communicate with parents is given in Appendix 1.

Information about many School events is available online at the School's website, as follows:

- Parent/pupil events calendar www.mtsncalendar.org.uk/Month.aspx
- Sports fixtures calendar, including match times, venues, etc, at www.mtsnsport.org.uk/

These online information sources are updated frequently and parents are asked to check these sites on a regular basis.

When do we not communicate with parents?

Finally, as your sons mature into young men, it is important for parents to understand that there are also occasions when the School will not communicate directly with parents. Where pupils are contacted by staff and Tutors on routine matters of School business, we do not copy these communications to parents, e.g. selection for sports' teams, school Societies, music and drama rehearsals. This is to foster a growing sense of autonomy and self-reliance in MTS pupils.

Deputy Head Information Systems

Appendix 1: School Communication

Event	Timing	Main Target Group	School Dept Focus	Likely Point of Contact
Access to Parent Portal and Firefly	September	New Fourth Form	Administration	Deputy Head Information
Access to Parent Portal and Firefly	September	New Lower Sixth Form	Administration	Deputy Head Information
Access to Parent Portal and Firefly	September	New Third Form	Administration	Deputy Head Information
Arrangements for Field Day	Termly	All	Co-Curricular	Head of Outdoors Education, Head of Community Service, Deputy Director of Co-Curriculum
Arrangements for Trips, including parents information evenings	Ongoing	All	Trips and Visits	Teacher leading the trip
Arranging Music Lessons	Summer Term	All except U6th Leavers	Music	Music Administrator
Careers Questionnaire	Summer Term	Divisions	Careers	Head of Careers
Coach Route Application Form	Summer Term	All except U6th Leavers	Transport	Bursar's Secretary
Coach Route Leaflet	Summer Term	All except U6th Leavers	Transport	Bursar's Secretary
Combined Cadet Force	Ongoing	Divisions	Co-Curriculum	Head of Outdoors Education
Combined Cadet Force	Ongoing	Fifth Form	Co-Curriculum	Head of Outdoors Education
Combined Cadet Force	Ongoing	Lower Sixth Form	Co-Curriculum	Head of Outdoors Education
Combined Cadet Force	Ongoing	Upper Sixth Form	Co-Curriculum	Head of Outdoors Education
Cups and Trophies Winners	Termly	All	Sport	HM's PA
Details of O-Pro Gumshield Fitting	Summer Term	All except U6th Leavers	Sport	Deputy Head Information
Details of public exam results publication	Summer Term	Fifth Form	Examinations	Examinations Officer

Details of public exam results publication	Summer Term	Upper Sixth Form	Examinations	Examinations Officer
Details of Start of Terms and Exam Dates	Termly	All	Timetable	Deputy Head Information
Direct Debit Fees Payment	Summer Term	All except U6th Leavers	Bursary	School Accountant
Divisions Morrisby testing and follow-up	June	Divisions	Careers	Head of Careers
Drama Rehearsal Schedule	Ongoing	All	Drama	Director of Drama
Duke of Edinburgh's Award Scheme	Ongoing	Divisions	Co-Curriculum	Head of Outdoors Education
Duke of Edinburgh's Award Scheme	Ongoing	Fifth Form	Co-Curriculum	Head of Outdoors Education
Duke of Edinburgh's Award Scheme	Ongoing	Lower Sixth Form	Co-Curriculum	Head of Outdoors Education
Duke of Edinburgh's Award Scheme	Ongoing	Upper Sixth Form	Co-Curriculum	Head of Outdoors Education
Educational Visits Letter	Summer Term	New Fourth Form	Trips and Visits	Senior Master
Educational Visits Letter	Summer Term	New Lower Sixth Form	Trips and Visits	Senior Master
Educational Visits Letter	Summer Term	New Third Form	Trips and Visits	Senior Master
Emergency Closure Procedures	Summer Term	All except U6th Leavers	General	Second Master
Events requiring pupils to School during the weekends, holidays or evenings e.g. School Carol Service	Ongoing	All	Various (e.g. CCF, Drama, Music, Sports)	Teacher leading the event
Events requiring pupils to sign up for a late coach on Tuesday or Thursday or events that will finish after 5.30pm	Ongoing	All	Various (e.g. CCF, Drama, Music, Sports)/Transport	Teacher leading the event
Examinations including Internal exams, External exams, Retakes, Coursework, University Admissions test, ABSRM Music Exams	Ongoing	All	Examinations	Examinations Officer, Director of Music

Exceptional changes to the timing of the school day	As required	All	Timetable	Deputy Head Information
Exceptional early morning events e.g. Sports Scholars	Ongoing	All	Various (e.g. CCF, Drama, Music, Sports)	Teacher leading the event
Fifth Form Book Returns	June	Fifth form	Academic	Head of Upper School
Friends' Events Including Used Uniform Shop	Ongoing	All	Friends of MTS	Leader of relevant Friends' Group
Future School Trips	Summer Term	All except U6th Leavers	Trips and Visits	Senior Master
Gold notes, Commendations, Distinctions, Demerits	Ongoing	All	Academic	Director of Studies
Head Master Q & A Sessions	One per section per year	All	General	HM's PA
House Drinks	July	All	House Event	Heads of House
Induction days for new pupils	June	New Third Form	Admissions	Registrar, Head of Lower School, Head of Upper School
Induction days for new pupils	June, September	New Fourth Form	Admissions	Registrar, Head of Lower School, Head of Upper School
Induction days for New L6th Form	June, September	Fifth Form	Admissions	Registrar, Head of Lower School, Head of Upper School
IT Acceptable Use Form	Summer Term	New Fourth Form	Administration	Deputy Head Information
IT Acceptable Use Form	Summer Term	New Lower Sixth Form	Administration	Deputy Head Information
IT Acceptable Use Form	Summer Term	New Third Form	Administration	Deputy Head Information
Library Information for Parents	Summer Term	New Fourth Form	Academic	Librarian
Library Information for Parents	Summer Term	New Lower Sixth Form	Academic	Librarian
Library Information for Parents	Summer Term	New Third Form	Academic	Librarian
List of policy documents/contact Chair of Governors	Summer Term	New Fourth Form	Administration	Deputy Head Information

List of policy documents/contact Chair of Governors	Summer Term	New Lower Sixth Form	Administration	Deputy Head Information
List of policy documents/contact Chair of Governors	Summer Term	New Third Form	Administration	Deputy Head Information
Lost Property Letter	Summer Term	New Fourth Form	Administration	Deputy Head Information
Lost Property Letter	Summer Term	New Lower Sixth Form	Administration	Deputy Head Information
Lost Property Letter	Summer Term	New Third Form	Administration	Deputy Head Information
Mobile Phone Registration Form	Summer Term	New Fourth Form	Administration	Deputy Head Information
Mobile Phone Registration Form	Summer Term	New Lower Sixth Form	Administration	Deputy Head Information
Mobile Phone Registration Form	Summer Term	New Third Form	Administration	Deputy Head Information
Moor Park Driving Permit	Summer Term	All except U6th Leavers	Transport	Communications and SCR Secretary
Music Rehearsal Schedule	Ongoing	All	Music	Director of Music
New Parents' Evening	Summer Term	New Fourth Form	Academic	HM's PA, Senior Master
New Parents' Evening	Summer Term	New Lower Sixth Form	Academic	HM's PA, Senior Master
New Parents' Evening	Summer Term	New Third Form	Academic	HM's PA, Senior Master
Notification of internal grades, reports or exam results	Ongoing	All	Academic	Deputy Head Information
Notification of Mufti days	One per term maximum	All	Timetable	Head of Charities, Head of Phab
Notification of permitted exam leave	As required, mainly summer term	Divisions	Examinations	Examinations Officer
Notification of permitted exam leave	As required, mainly summer term	Fifth Form	Examinations	Examinations Officer
Notification of permitted exam leave	As required, mainly summer term	Lower Sixth Form	Examinations	Examinations Officer
Notification of permitted exam leave	As required, mainly summer term	Upper Sixth Form	Examinations	Examinations Officer

Notification of School Fees	Summer Term	All except U6th Leavers	General	Chairman of Governors
Off Games and Absence Procedures	Summer Term	All except U6th Leavers	Attendance	Deputy Head Information
Off-timetable events including Careers, PSHCE, Visiting Speakers, E-Safety	Ongoing	All	Timetable	Head of Careers, Head of PSHCE
OMT Letter	Summer Term	New Fourth Form	Development /Alumni	Registrar
OMT Letter	Summer Term	New Lower Sixth Form	Development /Alumni	Registrar
OMT Letter	Summer Term	New Third Form	Development /Alumni	Registrar
Parents' Choir	Ongoing	All	Music	Director of Music
Parents' Evenings including consultation evenings, 4th form, GCSE and A Level option choices presentations	Ongoing	All	Academic	Deputy Head Information, Deputy Head (Academic)
Procedure for non-attendance and Off Games	Summer Term	All except U6th Leavers	Attendance	Deputy Head Information
Pupil exhibitions for Art & Design, Design Technology	Summer Term	Fifth Form	Academic	Heads of Art & Design, Design Technology, Head of HPQ
Pupil exhibitions for EPQ	Summer Term	Lower Sixth Form	Academic	Head of EPQ
Pupil exhibitions for Art & Design, Design Technology, EPQ	Summer Term	Upper Sixth Form	Academic	Heads of Art & Design, Design Technology, Head of Teaching & Learning
Pupils' Personal Accident Insurance Scheme	Summer Term	All except U6th Leavers	Bursary	Bursar
School Fees Refund Scheme	Summer Term	All except U6th Leavers	Bursary	Bursar
School Open Mornings	September & May	All	Admissions	Registrar
School Rules	Summer Term	New Fourth Form	Administration	Second Master

School Rules	Summer Term	New Lower Sixth Form	Administration	Second Master
School Rules	Summer Term	New Third Form	Administration	Second Master
School Year Group Contact Lists	Summer Term	New Fourth Form	Administration	The Master's Office
School Year Group Contact Lists	Summer Term	New Lower Sixth Form	Administration	The Master's Office
School Year Group Contact Lists	Summer Term	New Third Form	Administration	The Master's Office
Sixth Form Dress Code	Summer Term	Fifth form	General	Head of Upper School
Societies Handbook	September	New Fourth Form	Co-Curriculum	Deputy Director of Co-Curriculum
Societies Handbook	September	New Lower Sixth Form	Co-Curriculum	Deputy Director of Co-Curriculum
Societies Handbook	September	New Third Form	Co-Curriculum	Deputy Director of Co-Curriculum
Sports fixtures including pre-season training, weekend training and weekend House Events	Ongoing	All	Sport	Directors of individual Sports/Team Coach
Sports Team Photographs	Termly	All	Sport	Director of Sport
St Barnabas Day	June	All	General	HM's PA, Senior Master
Summer Reading Challenge	Summer Term	New Third Form	Academic	Librarian
Summer Term Music Commitments	Summer Term	Musicians	Music	Director of Music
Term Dates	Annually	All except U6th Leavers	Timetable	Deputy Head Information
UCAS Clearing Procedure	Summer Term	Upper Sixth Form	UCAS	Head of Upper School
UCAS, Oxbridge Evenings	Spring/Summer Term	Lower Sixth Form	Academic	Head of Upper School, Director of Scholarship & Enrichment
Upper Sixth Form Book Returns	Summer Term	Upper Sixth Form	Academic	Deputy Head Information
Upper Sixth Form Leavers Certificate	Summer Term	Upper Sixth Form	Development /Alumni	Deputy Head Information
Upper Sixth Form Leavers Day	Summer Term	Upper Sixth Form	Development /Alumni	Head of Upper School

Welcome to MTS Sport	Summer Term	New Fourth Form	Sport	Director of Sport
Welcome to MTS Sport	Summer Term	New Lower Sixth Form	Sport	Director of Sport
Welcome to MTS Sport	Summer Term	New Third Form	Sport	Director of Sport
Work Experience Letter & Programme	Summer Term	All except U6th Leavers	Careers	Head of Careers