



St Augustine's Catholic College

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Dear Parent/Guardian

At St Augustine's it is very important to us that we work closely in partnership with parents and guardians, and communication between home and school is key. We recognise, however, that it can often be difficult communicating with teachers because they have very full timetables; and we recognise that parents and carers also have very busy lives. In order to improve communication between home and school we are very pleased to announce the introduction of Class Charts, an online system which teachers use to track achievement and behaviour throughout the school day and set homework.

One of the key benefits of using Class Charts is that we are able to share securely your son/daughter's progress and behaviour with you, keeping you up-to-date in real-time. You will be able to keep track of your child's achievements, access behaviour reports, view assigned homework tasks and track scheduled detentions. Furthermore, students are able to view and reflect on their own achievements and behaviour. Each student has been provided with a unique access code to Class Charts and they will be shown how to access the system.

Parents/guardians can access Class Charts via the college website, or by the Class Charts iOS and Android apps. Your parent unique access code will be issued to you by email and you will need to create an account at <https://www.classcharts.com/parent/login>. If you have more than one child in the College you can enter additional codes once you have created an account and are logged in. Links to mobile phone apps are also available to parents/guardians from this page.

As a college, we recognise the value of homework and the positive effect it has on learning and building student resilience. Class Charts is designed to make homework easier for students, staff and parents. Teachers need to be aware of homework set by other teachers, so students don't get overloaded. Students need to be clear of their homework requirements and deadlines and parents should be involved in the homework process so they have some idea about what their children are expected to do. We hope this new system will provide parents/guardians with an insight into the type of homework your child receives and how often it is set. More importantly, we hope it will benefit your child by displaying all their homework and deadlines on one page, helping them to use their time more effectively and become more organised.

On the Homework option, you will be able to see a list of the homework tasks which your child has been assigned. Homework tasks are displayed within three different categories: to do, pending, and submitted.

- **To do:** These are the tasks that your child needs to complete.
- **Pending:** These tasks have been ticked as submitted by the student, but have yet to be confirmed by their teacher.
- **Submitted:** These tasks have been confirmed as completed by the teacher who assigned the homework.

Class Charts will also be used to update you about your child's behaviour on a daily basis. The system enables students to be rewarded for all aspects of their school life in accordance with the College's reward system, SPIRIT. In the event of negative behaviour points/detentions being awarded, you will also be updated on a daily basis. On the behaviour screen, once you log in, you will be presented with graphs which represent an overview of your child's achievement and behaviour data within a customisable timeframe.

Please turn over

To support you with the introduction of Class Charts we will be demonstrating how to use the system at the forthcoming Parental Engagement Evenings. A parents' guide can also be found using the following link: https://pages.classcharts.com/wp-content/uploads/2019/07/Class_Charts_for_parents_guide.pdf

The introduction of Class Charts will ensure that the College can communicate both clearly and swiftly with you concerning the behaviour and progress of your son/daughter. **Communication** is the key to a strong and productive relationship between home and school and we encourage you to contact us regarding any queries or concerns that you might have. To allow you to communicate with members of staff as easily and as quickly as possible, there are several different ways of contacting the College.

Student Planner

If you need to contact one of your son/daughter's teachers/form tutor, communication in the student planner is the preferred method:

- Notes in student planners are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication;
- The student is responsible for showing the note to the correct teacher. This is the best way to ask them to contact you if you require a more detailed conversation.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so; however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

Telephone

Please use the main reception number to leave a message for a teacher to contact you:

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within three working days.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Please send all emails to admin@sta.cc:

- Please do not email classroom teachers directly. They are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- The admin support team will ensure that your message is passed to the correct member of staff.
- If your message is urgent, please write 'urgent' in the title of the email and it will be dealt with as soon as possible.
- For non-urgent queries we aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.
- Key members of staff, including the Designated Safeguarding Lead and the SENCO, should be contacted directly and their email addresses can be found on the school web-site.

In the unlikely event that you do not receive a response from the College within three working days, please contact us by email and we will chase up your enquiry. Communication with parents and guardians is important to us, and we will continue to monitor these procedures and our approach to improve the process further.

We look forward to seeing you at the forthcoming Engagement Evenings when we will be able to answer any questions that you might have.

Yours sincerely



David Forster
Headmaster