



# CARNARVON SCHOOL OF THE AIR

## COMMUNICATION PROTOCOL

### **PROTOCOL STATEMENTS:**

The School of the Air recognises that honest, open, regular and respectful communication is the cornerstone to learning success.

It is the primary role of the school staff to initiate and maintain processes of communication.

It is the responsibility of Parents *and* Home Tutors to engage in this process of communication with school staff to support and facilitate student learning and to assist their students to engage in this process.

*Home Tutors must communicate any issues/concerns/successes regarding student progress to the family before communicating with the school.*

The outcome of any contact between the school and Home Tutor must be conveyed back to the Parents.

### **COMMUNICATION PROCEDURE:**

1. Contact teacher.
2. Contact principal.
3. Principal, Teacher, Parent and other Stakeholders work positively towards a solution and act to resolve.

### **STANDARDS:**

Community members will treat other community members with respect, dignity and integrity by:

- Respectfully listening to the issues raised.
- Being approachable and open when dealing with concerns.
- Sharing honestly and openly.
- Using non-judgmental verbal responses and body-language.
- Avoiding the use of verbal, non-verbal or written aggression.
- Regular, reliable and consistent contact to provide immediate support and feedback to each other.

### **MODES OF COMMUNICATION:**

- **Telephone**- issues/concerns, lessons, information
- **Email**- information (Emails are CC'd amongst all stakeholders)
- **SABA (Centra)**- student lessons, meetings
- **Teacher Set Feedback**- assessment information, suggested strategies
- **Face-to-Face Home Visits**- issues/concerns, lessons
- **Face-to-Face Visits to the School**- issues/concerns, lessons, information
- **Camps**- lessons, interactive activities
- **Facetime / Skype**