

COMMUNICATION PROCESSES

The following is the preferred process for communication to optimise chances of a successful outcome

COMMUNICATION ONE:

- Contact the relevant parent/teacher via email
- Name what the key concerns are (in an email)
- If necessary decide when it is best for both parties to have the second 'in-depth' conversation

The first conversation should only take a few minutes or can be undertaken by a brief email. A parent or a teacher can initiate these conversations at any time that is reasonable.

COMMUNICATION TWO:

The parent and the teacher then participate in a conversation that takes about 20 minutes. If the principles of 'ADOPT' are used then it gives each person some certainty that the conversation is not going to 'go off the rails'. Here is the process...

ADOPT

- A Agenda** - The agenda is set by all participants. Name what you think the problem is.
- D Discuss** each agenda item using the FIX model.
 - F Facts** - Using the facts rather than emotion makes your point more effectively
 - I Inference** - Tell the teacher/parent what you think the problem is, based on the facts outlined. A useful phrase is "It seems to me that..."
 - X Explain** - Ask the other person to explain how they see things from their point of view. It is important to hear their perspective. Listen to what they have to say.
- O Options** - explore as many options as you can. they need to be practical to implement.
- P Proposal** - Make a proposal for moving forward. Advice may be sought from others. A follow-up email is sent confirming agreed action being taken, by whom, by when.
- T Time to Review** - Set a time to meet and follow up.

CONTACT DETAILS

You are most welcome to meet with any of your child's teachers or the relevant staff member to discuss any issues affecting your children.

As the primary role of staff is to be in classrooms working with your daughter it is not possible for them to take phone calls during a school day. For this reason, contact with most staff is best made through email. Staff will endeavour to address your communication within 24 hours.

Emails are provided in the *Silver Pages* but can be configured by using the first four letters of the staff member's surname followed by their first initial and then the College Email address:

eg John Smith

smitj@mta.qld.edu.au

If you have any difficulties please phone the college on 3357 6000.



Mount Alvernia College

Educating young women in the Franciscan Tradition



Communication Procedures

Achieving desired outcomes for students, parents and teachers

Dear Parents,

Welcome to Mount Alvernia College. We look forward to sharing your daughter's journey with you. As we know, mutually supportive and trusting relationships between teachers and parents provide the foundation for optimal student learning and development

To this end, this brochure provides information and suggestions as to how students, parents and teachers can work together productively and harmoniously in 2016.

EXPECTATIONS AND RESPONSIBILITIES

Membership of any group or organization carries with it certain expectations and responsibilities, and of course, the Franciscan community of Mount Alvernia College is no different. Outlined below are teacher, parent and student expectations and responsibilities.

EXPECTATIONS AND RESPONSIBILITIES OF PARENTS

- To be proactive and prompt in sharing information and flagging concerns with relevant school personnel
- To build Christian community by supporting other students, parents, staff members and community activities
- To operate from a position of trust in school personnel and their care, goodwill and professional knowledge
- To ensure students attend school regularly and punctually for the full school day, in correct uniform and with necessary equipment.
- To work through contentious issues with the school in a respectful manner
- To meet all financial and educational responsibilities in a timely manner or to initiate communications with the Principal when this is not possible.



EXPECTATIONS AND RESPONSIBILITIES OF STUDENTS

- To attend school regularly, on time, in correct uniform and well-prepared for the day's learning
- To be punctual in arriving at school
- To learn and participate to the best of their abilities
- To complete homework and other set tasks on time and to the best of their ability
- To accept others as they are and treat all students, staff members - indeed EVERYONE - with courtesy and respect
- To care for the total school environment and clean up after themselves
- To accept the consequences of their behavior choices and restore relationships as needed.

EXPECTATIONS AND RESPONSIBILITIES OF TEACHERS

- To keep students, parents and administration well-informed of what is happening at school
- To have high but realistic expectations of each student
- To provide a safe and supportive learning environment for students
- To come to know and earnestly endeavor to meet the learning needs of students
- To work collaboratively with other school personnel, parents, students and outside school agencies to maximize student learning
- To forgive students for lapses in behavior and to engage in opportunities to restore relationships if required
- To be timely, open and honest in notifying parents and other school personnel of achievements and concerns held for students and their learning.
- To work through contentious issues with students, parents and school administration in a respectful and professional manner
- To support the school's educational, religious and community-building mission.

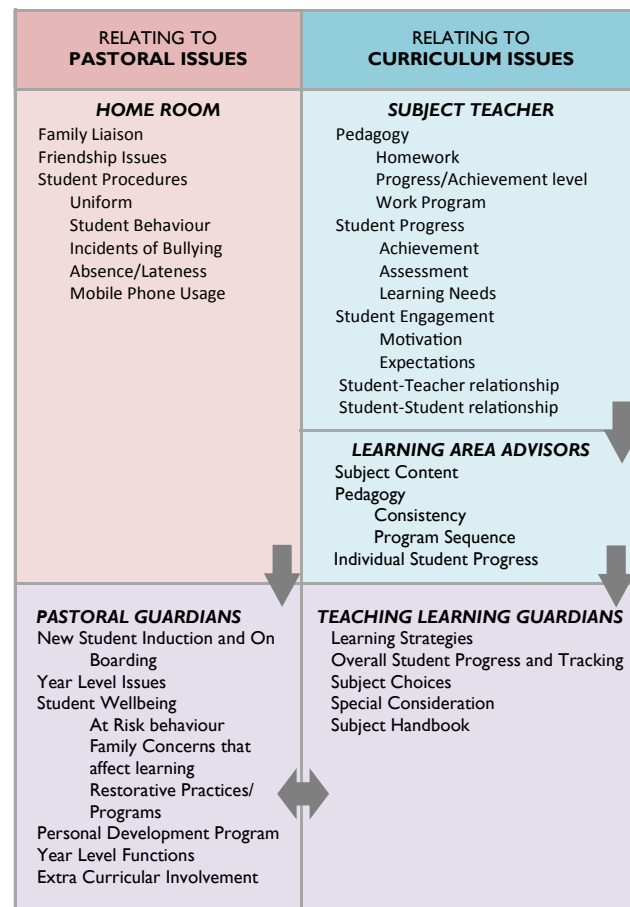
WORKING THINGS OUT

What can be done if there are concerns about how your daughter is going at school?

We value open and respectful communication. When concerns arise it is best if those concerns:

- are dealt with early
- are managed informally (if appropriate); and
- involve the most appropriate people.

The following flowchart provides an overview of common issues and who would be the preferred person for you to contact:



Other processes and policies related to how to address concerns are available on the website. Please note this process should not be used for Student Protection issues.