

# **Thomas Telford School**



## **Charter for Parents**

**Endorsed by the Parents' Advisory Council**

## Parents' Advisory Council

The parents on the Advisory Council meet termly with the Headmaster and provide advice, information and support. Their work includes monitoring and, where possible, improving the Charter for Parents. They have the brief to encourage parents to use the systems in place at the School as detailed in this Charter. They also raise issues and make suggestions to try and improve the School. Assistance in the development and preparation of School policies eg Behaviour Policy, Health and Sex Education Policy, have been amongst the many tasks undertaken by the Advisory Council.

### Parents who are Members of the Advisory Council 2016 - 2018

Elections are held every two years during the Spring term. Messages for members of the Advisory Council can be forwarded via the School Reception.

Mr Bhupinder Masaun	Wolverhampton	Mrs Anita Patel	Wolverhampton
Mr Dean Jenkins	Wolverhampton	Mrs Cathy Parker	Telford
Mr Dermott Kelly	Wolverhampton	Mrs Donna Jenkins	Wolverhampton
Mr Ian Foster	Wolverhampton	Mrs Lorraine Blythe	Telford
Mr Joe Wong	Telford	Mrs Maggie Quinn	Wolverhampton
Mr Robert Parker	Telford	Mrs Melanie Humphreys	Telford
Mr Robert Rabone	Wolverhampton	Mrs Sue Chambers	Telford
Mr William Scott	Telford	Mrs Tracy Bevan	Telford
Mr Yogesh Patel	Telford	Mrs Vikki Blair	Wolverhampton

The Advisory Council has two sub groups which are open to all parents:

The **Social Development Committee** warmly welcomes any parents wishing to join. The group is grateful for any input, even helping out at a single event. They not only organise fund raising events eg Summer Fayre but also provide an opportunity for parents and students to meet up at informal social occasions.

The **Road Safety Group** is also always pleased to welcome new members. Its aim is to improve safety for the students in the vicinity of the School.

If you would like to attend meetings of either or both of these sub groups, please contact Mrs Charlotte Martin.

## Continuous Improvement

The School is committed to continually improving its service to our students, parents and the wider community. We have quality assurance systems in place for gathering information and monitoring progress in relation to quality of care.

As well as commenting on the regular Module Reports, parents and students are invited to complete questionnaires at key points: for example, at the end of the first term, after the Key Stage 4 Information Evening, Careers Discovery Programme, etc. The information gathered is quantified and evaluated to gauge satisfaction and to pick up on areas for improvement.

We welcome communication from parents to help us raise the quality of services available. A list of personnel to contact is on the next page and attached to the back of this Charter is a copy of a proforma which may be used for this purpose at any time by parents and students. Further copies of the proforma are available from the School Reception or on the website ([www.ttsonline.net](http://www.ttsonline.net)) within

the Parents' Charter document in the Parent Information Section. Completed forms may be emailed to [cmartin@ttsonline.net](mailto:cmartin@ttsonline.net).

## POINTS OF CONTACT

**The School has a range of contacts and services available to help parents resolve issues ranging from routine enquiries to formal complaints**

**The first point** of contact for personal and academic issues relating to the progress and welfare of students **Student's Personal Tutor**

For more serious issues and confidential matters, eg bullying, theft, underperformance, etc

- Key Stage 3 - Years 7 and 8 **Senior Deputy Head:** Mr R Furlong
- Key Stage 4 - Years 9, 10 & 11 **Deputy Head:** Mr J Arnold
- Sixth Form **Senior Deputy Head:** Mr I Rawlings

Safeguarding, Special Needs issues, including the needs of exceptionally gifted children **Head of Special Needs/Safeguarding Officer:** Mrs C Harding-Jack

Enquiries relating to the Homework policy **Senior Deputy Head:**  
Mr R Furlong

Enquiries relating to Health and Sex Education issues **Assistant Head:**  
Miss E Powell

Any medical issue **School Nurse:**  
Mrs E Howard

Help with grants for School clothing, meals, etc **Student Support Officer:**  
Mr G Talbot

Enquiries concerning School transport **Administrator:**  
Mr P Williams

Formal complaints **Headmaster:**  
Sir Kevin Satchwell

Any issue which remains unresolved having exhausted all other channels **Headmaster:**  
Sir Kevin Satchwell

**NB All relevant School Policies are available on the website – [www.ttsonline.net](http://www.ttsonline.net)**

Please email, write or telephone **(01952) 200 000**. We will do our utmost to respond within 24 hours

[Email addresses comprise initial+surname eg: [chardingjack@ttsonline.net](mailto:chardingjack@ttsonline.net)]

## **SAFEGUARDING AND ENVIRONMENT**

### **The services you should expect from the School**

#### **SAFE SURROUNDINGS**

- A safe and orderly learning environment with high standards of behaviour
- Quick, decisive action with any unruly students to protect the interests of the majority
- Quick, decisive action to protect your child from bullying.
- A school environment free of harmful and illegal drug possession, selling, purchase or consumption. Any such activity will result in expulsion.
- An ICT network that has systems and rules in place to safeguard your child as far as possible from inappropriate materials

#### **ACADEMIC ENVIRONMENT**

- A broad curriculum with an emphasis on Science, Technology and Mathematics
- Regular reporting (approximately every month after the first term of Year 7) to ensure that parents are fully informed about student progress.
- Frequent opportunities (through the module reporting system) to express satisfaction or dissatisfaction.
- A Personal Tutorial system which supports students throughout their academic career at the School with older students supporting younger ones in the group with integration and change throughout their time at TTS
- Advice for parents on how best to support their child's education with information provided online and via the post about important issues.
- A polite, courteous and prompt response. It is always helpful if parents reciprocate.
- Comprehensive careers advice and links with industry.
- Access to all the School's policy documents, available by prior appointment.

## PARENTAL ENGAGEMENT

### How parents can support the School and their child with his/her studies

#### SAFE SURROUNDINGS

- Ensure that your child understands that the School expects the highest standards of behaviour; that bullying (in school or online) is not tolerated
- Ensure that your child understands the seriousness of downloading inappropriate materials from the computer facilities in School and counsel him/her that this could lead to the loss of his/her place at the School.
- Be aware of your child's computer and other networking at home and ensure your child understands the seriousness of cyber bullying and inappropriate behaviour. [eg posting inappropriate pictures on Facebook, etc]
- Be safe and considerate to others when dropping off/picking up your child outside School. Share lifts when possible.
- Always ensure that students get in/out of vehicles on the **pavement side** of the road to avoid contributing to their risk of life changing injuries
- **Do not obstruct the entrance/exit by stopping on the zig-zag lines** or abuse any other parking restrictions outside the School. Failure to observe these restrictions may lead to a serious accident and could lead to prosecution by the Police.
- **Always** observe the one-way system on the school grounds and follow instructions of stewards

#### PASTORAL ENVIRONMENT

- Ensure that your child understands the Standards of Behaviour expected of him/her as described in the Students' Charter.
- Always report to us any concerns about your child's well-being and work cooperatively with the Personal Tutor to resolve matters satisfactorily.
- Encourage excellent attendance and punctuality. Please do not organise family holidays during term time.
- Provide a suitable 'distraction-free' environment for homework to be completed on time.

## How parents can support the School and their child with his/her studies [continued]

### ACADEMIC ENVIRONMENT

- Observe progress as detailed in your child's Module Report and let the Personal Tutor know of any concerns or suggestions you may have in the parent's section of the Module Report.
- Arrange appointments to speak with specific subject teachers if your child is struggling
- Make yourself aware of the meaning of National Curriculum levels, GCSE grades and BTEC levels, as well as AGCE and BTEC grades at Sixth Form level. Ask the teachers to explain if necessary.
- Always attend key presentations with your child so that they feel supported by your involvement. These are usually at the beginning of Key Stage 3, Key Stage 4 (Options) and in preparation for the Sixth Form.
- Attend the frequent opportunities to meet with the Careers staff to help plan your child's future.
- When possible, offer work experience opportunities to students.

### COMMUNICATION

- Show a particular interest in your child's development by asking about their work in all the subjects they are studying.
- Encourage your child to be involved in the many events which the School hosts so that he/she experiences the sporting, academic and performing arts aspects of school life.
- Sign up to electronic communications with the School to keep your contact details up to date and to receive emails/texts.
- Use website ([ttsonline.net](http://ttsonline.net)) to access curriculum and weekly School broadcasts. Ask your child or the School for help if necessary.



# Thomas Telford School

## Concerns, Complaints, Suggestions and Thank You

Please use this Proforma if it helps you. Alternatively, there is a similar form in the Parents Charter on the Parent Information Section of the website ([ttsonline.net](http://ttsonline.net)) which can be emailed to [jdavis@ttsonline.net](mailto:jdavis@ttsonline.net). Alternatively, **click here** for the online version

Please tick

Concerns

Complaints

Suggestion

Thank You

Name .....

Daytime Telephone Numbers to enable quick contact:

Address .....

.....

.....

.....

Please indicate the detail here and tick if you require an appointment. If a concern or complaint, we will do our utmost to respond within 24 hours.

Please tick

Appointment Required

No Appointment Required

Details:

**Please continue overleaf**



**Continue details here**

**What changes would you like to see?**

Signed.....

Date.....