

De La Salle College



Visitors/Guests/Parental Enquiries

Compiled by: The Head Master	Date: December 2012
Policy Holder: Ms Karen Wall	Revision date: December 2017

VISITORS/GUESTS

De La Salle College has many visitors during the course of any single day (0800-1700). The Primary reception in Brother Edward building is open between 0830 and 12.30 every day. It is also staffed outside these hours when visitors are expected. At other times signs guide visitors to the main College reception. In order to make them feel welcome and to maintain the security of staff and students the following guidelines must be followed:

- Reception should be informed of the date and name of a pre-arranged visitor, their host and the purpose of the visit
- The visitor should be welcomed at the Reception area.
- At Reception, the visitor will sign in, prominently display a 'Visitor's Badge' and will then be escorted to the appropriate venue, met by the appropriate personnel at Reception or asked to take a seat in the Reception area.
- After the visit the visitor will sign out, return the Visitor's badge and leave the premises.
- In the case of parents or other authorised visitors who have been screened and issued with an entry fob, the Reception staff will greet the person concerned and welcome them to the College.

RECEPTION AND TELEPHONE CALLS

All phone calls come directly to the main College reception. They are then directed to Primary, as required. On receipt of an incoming call the Receptionist will:

- Attempt to answer all telephone calls within 5 rings
- Greet the caller and identify themselves by name and ascertain the name of the caller
- Ask how they can help the caller
- Take the appropriate action
- Take a message and promptly pass this on if necessary by written confirmation via the e-mail or member of staff's pigeon hole.
- Give the name and position of the person to whom a call is to be transferred.
- Calls must not be put thorough when a member of staff is teaching
- Reception is the first point of contact for callers / visitors and the image of De La Salle College can be raised or tarnished at this time.

PARENTS

The importance of meaningful, regular and positive liaison between teachers, associate members of staff and the parents of our students cannot be over stated. This principle forms the foundation of the expectation of our Reception personnel in liaison with parents. **(The term 'parents' is employed throughout this policy to refer to parents, guardians or others *in loco parentis*).**

For their part in this liaison, during a normal academic year, members of the Reception team are involved in communicating with parents, directly or indirectly, on matters such as:

- Information for prospective, new and current students
- Parent Evenings
- Open Days
- Prize Giving ceremonies
- Curricular changes
- Educational visits
- Visiting speakers

that are detailed in the termly School calendar and/or the weekly information briefing notes.

Communication:

Whilst senior members of staff will always communicate with parents of individual students concerning for instance, achievement and progress, attendance, punctuality or some commendatory or disciplinary matters, the attendance receptionist will also communicate as necessary regarding unexpected/unexplained absences as part of the daily Registration process.

Secretarial staff, when requested to so by Senior Management, will create personal letters for their consideration and signature that address **some** matter(s) or incidents idiosyncratic to the student concerned.

Receptionists will receive and direct to the appropriate senior member of staff, any enquiries about formal school Reports that summarise students' achievements and progress over a specific period.

To help fulfil a vital role in their child's education and to be as informed as much as possible in any communications or discussions with teachers, parents will undoubtedly communicate via our Receptionists in order to speak to a particular teacher.

Concerns or difficulties, and matters of a serious nature or concern about individual students will be directed to the appropriate senior member of staff by our Receptionists.

Back Office staff will deal with all information in a confidential and professional manner. With regard to this, all communications with parents by ALL members of staff should strive to be as sensitive as possible to the needs, apprehensions and background circumstances of individual families.

This means, among other important considerations, that in our communications with parents we should:

- Pay attention to the form of address so as not to exclude or embarrass a range of family structures e.g. Ms/Mrs/Miss/Mr/Dr or students being fostered.

- Seek to employ a form and tone that is professional, clear, straightforward, appropriately friendly and not patronising.
- Be sensitive to the known home and family circumstances of a parent and their child(ren) and exercise caution when those circumstances are not known, e.g., the parent's first language and culture are major considerations.

Parents are encouraged to discuss any problems or concerns with the Headmaster, Deputy Headmaster or any senior member of staff or other appropriate teaching staff. To facilitate this, meeting rooms are available within De La Salle College main Administration building or the Primary school for formal consultations and this area is also a welcoming environment for non confidential interaction.