

Communication flows and structures in CETSS

At the first meeting of the CETSS Parents' Association, it was suggested that a short document be created for parents, to illustrate to whom questions should be addressed, in different scenarios. The general principles underlying the logic of these procedures are that information gets to the most appropriate person (as directly as possible) and that structures are sustainable as the school grows.

1. Typical Scenarios

Student late	Student absent	Wellbeing concern	School admin query	Student query inc. homework	Academic concern
<ul style="list-style-type: none"> •Students must bring in a signed note (to be found at the back of the Homework journal), explaining why they are late. •The note must be given to the Deputy Principal, on arrival to the school. 	<ul style="list-style-type: none"> •Parents must contact the school ASAP to explain an absence. Please email dcole@cetsl.ie or call/ leave a message on 021-4357030. •On their return, students should present a note to the DP, explaining the absence. •These records are very important as the school must communicate with TUSLA (The Child and Family Agency), should a student exceed 20 days of absence in a school year. 	<ul style="list-style-type: none"> •Parent should contact teacher/ tutor/ Year Head (future)/ Guidance Counsellor (Pam)/ Special Educational Needs Coordinator (Laura) DP/ Principal, according to the scale and nature of their concern. 	<ul style="list-style-type: none"> •For queries re. enrolment, the school calendar etc. please contact Anne Marie Nolan, our secretary at 021 4357030 (mornings only) or at secretary@cetsl.ie 	<ul style="list-style-type: none"> •Contact teacher in class or via schoology. 	<ul style="list-style-type: none"> •Teacher/tutor communicate with parents via homework journal (two-way). •We shall not use email for this purpose, as it is not sustainable, given teachers' workloads.

2. Issue with a teacher

Should issues arise, they can usually be quickly and satisfactorily resolved by talking to the teacher directly. This is the preferred option. You should contact the teacher via the journal or through a note, asking for a follow-up note/phone-call/appointment, as necessary.

If, having spoken to the teacher, the issue remains unresolved, a parent can approach the Deputy Principal; then the Principal and finally the Board of Management (via the Secretary of the Board in line with internal school procedures). If a significant reason exists for these steps not to be followed, a parent can, of course, contact the DP in the first instance or even the Principal directly. This would be the exception however, and *if appropriate*, the DP/Principal will try to facilitate direct communication between the parties involved.

A detailed procedure covering this area will shortly be published on the school website.



Other issues

Homework Journal: The use of the homework journal is essential to teaching and learning. Students should have it with them in class and at home. Parents should ask to see what homework is given each week and sign to say that all homework has been completed.

Schoology: In theory, parents can be given access to the following information on Schoology: grades, teaching resources and homework. Our current understanding is that, whilst we can share grades and teaching resources with parents, homework seems to be different, as it is the student's personal information. We shall open access to grades and teaching resources shortly; if you would like to see homework assignments, you can do so with your child's permission.

Vsware: Printed reports will be sent home with students, whilst parental access will give parents access to behavioural comments, attendance reports and report grades. Passwords and user names will be sent by text message.

Should any other categories need clarification, please contact me and I can add them.

General Information Flows in CETSS

