



11.9 Communication Policy

Purpose

This policy will provide guidelines for communication between Parents/Guardians, Committee, volunteers and Staff, both formal and informal.

Policy statement

1. Values

The Faringdon Pre-School is committed to:

- Promoting a friendly, comfortable and co-operative relationship between Parents/Guardians and Staff through daily contacts.
- Listening to Parents/Guardians and fostering a spirit of co-operation between the Parents/Guardians of the children attending the Preschool, the Staff and the Committee.
- Supporting an environment which is sensitive to the cultural, language and social background of families.
- Complying with all funding and legislative requirements.
- Communicating by Phone, letter, email or Pre-School's social media account. (No one will contact a parent via personal social media accounts).
- Staff should not be contacted before 8:30am or after 6pm. Or at weekends and during the School holidays.

2. Scope

This policy applies to Parents/Guardians, volunteers, Staff and the Committee

3. Procedures

The Approved Provider is responsible for:

- Ensuring a noticeboard is provided in the main entrance of the Preschool.
- Providing a newsletter (together with Staff) early each Term to inform Parents/Guardians of Preschool events, changes to policies, information on the children's routine etc.

- Ensuring the Preschool's Prospectus is reviewed annually and copies are available for new families.
- Using group emails to provide update information throughout each Term as required to support other means of communication.
- Providing access to interpreters, translated materials and other resources as needed to implement this policy.
- Ensuring a list of Committee members is displayed on the notice board at the main entrance.
- Ensuring opportunities are provided for communication between Parents/Guardians, the Staff and the Committee. This can be facilitated through such things as informal discussions, annual parent satisfaction survey, noticeboard displays, comments/complaints box and social events.

The Manager is responsible for:

- Providing daily opportunities for direct contact with Parents/Guardians. For example during Parents'/Guardians' participation in the session, before or after session times, and by telephone.
- Ensuring all communication with Parents/Guardians is sensitive to the cultural and social backgrounds of each individual family, their lifestyles and their child-rearing practices.
- Providing access to interpreters, translated materials and other resources as needed to implement this policy.
- Offering a variety of opportunities for Parents/Guardians to participate directly in the children's learning. This includes spending time with the children assisting with activities, excursions and special events and volunteering special skills to share with the children.
- Encouraging Parents/Guardians to contribute their suggestions regarding any aspect of the session through discussions with Staff and/or the Committee.
- Providing the Parents/Guardians with opportunities for communication about their child, either informally before or after the session, or by appointment during the Staff member's non-contact time with the children and encouraging Parents/Guardians to take up these opportunities.
- Developing strategies which contribute to a partnership approach with parents to create a two-way process of knowledge and information sharing.
- Providing opportunities for Parents/Guardians to discuss the individual records the qualified Staff member has recorded of their child.
- Providing information regarding the EYFS through the notice board and newsletters, which show an understanding of, and consideration for, the relevant languages and cultural diversity of the families using the Preschool.
- Liaising with Parents/Guardians and School representatives about the child's readiness for school and participating in the transition process.

Certified Manager and other educators are responsible for:

- Greeting families on arrival at the Preschool and welcoming the child into the setting.
- Providing access for Parents/Guardians to the Preschool at any time their child is attending a session at the Preschool.

Parents/guardians are responsible for:

- Informing a Staff member of the child's arrival at the Preschool.
- Informing a Staff member of the child's absence from a Preschool session.
- Informing a Staff member of alternative delivery/collection arrangements.
- Participating in the setting. This may include spending time at the Preschool, assisting with activities, excursions and special events.
- Offering suggestions to the Staff on items of interest to the child.
- Communication with Staff about special events in the child's life at home. For example, the arrival of a new baby, grandparents visiting from overseas, moving house etc.
- Collecting information and reading information provided on a regular basis. Information is found in the child's draw, on noticeboards, newsletters.

Volunteers and students, while at the Pre-School, are responsible for following this policy and its procedures.

This policy was adopted by	Faringdon Pre-School	<i>(name of provider)</i>
On	25 th May 2018	<i>(date)</i>
Date to be reviewed	25 th May 2019	<i>(date)</i>
Signed on behalf of the provider	<i>Laura Murray</i>	
Name of signatory	Laura Murray	
Role of signatory (e.g. chairman, director or owner)	Chairperson	