



A guide to communication for our parents and carers



Dear Parent/Carer

At Maltings Academy we are committed to the vital three-way communication between students, parents/carers and teachers in order to ensure our students are safe, well-informed and achieving to the best of their ability.

This guide highlights some of the different ways you can contact the Academy if you have anything you wish to discuss.

Please do not hesitate to contact us if there are any areas about which you require more clarification.

Daren White

Assistant Principal

Contact Information

Maltings Academy

Spinks Lane,

Witham

Essex

CM8 1EP

Tel: 01376 512911

Fax: 01376 501076

Email: contactus@maltingsacademy.org

Website: www.maltingsacademy.org

Student Absence Line: 01376 536289

VI Form Absence Line: 01376 536297

People to communicate with at Maltings Academy:

Mr Mike O'Sullivan – Principal

Mr Mike Gee – Vice-Principal (Standards and Achievement)

Mrs Janet Daniels – Vice-Principal (Teaching and Learning)

Mr Kevin Camy – Vice-Principal (Student Development and
Well-being)

Mrs Jackie Seakins – Assistant Principal (Key Stage 3)

Mr Damien Lee – Assistant Principal (Key Stage 4)

Mr Daren White – Assistant Principal (Key Stage 5)

Mrs Hazel Jordan - SENCO

Miss Lucinda Spencer - Head of Year 7

Miss Lauren Tait - Head of Year 8

Mr Mark Skinner - Head of Year 9

Miss Heena Maru - Head of Year 10

Mr Alan Bailey - VI form Senior Tutor

*for year 11 contact Mr Lee

Initial Contact

Please contact your child's Tutor or Class Teachers **By telephone:**

Phone Reception and give your name, your child's name and the reason for your call.

This will be passed to the person requested and we endeavour to respond within 48 hours.

By Email:

Contact Reception and ask for the email address of the person you wish to communicate with. As a rule staff email addresses follow the format of first initial+surname@maltingsacademy.org

The best way to find this out is to ask your child or look at their timetable. As an example Mr John Bloggs (JBL) would be: jbloggs@maltingsacademy.org

Alternatively you can contact us via email on - contactus@maltingsacademy.org

By letter:

Please address letters to the member of staff concerned.

If you would like a response by telephone we endeavour to do so within 48 hours, however if you would like a response in writing this may take longer.

Contacting us in person:

Please feel free to call in at reception to ask for an appointment, and the reason for your request. This request will be passed to the member of staff and you should receive a response within 48 hours.

Please follow the initial contact line;

Form Tutor → Head of Year → Head of Key Stage → Vice-Principal → Principal
or

Class Teacher → Head of Department → Vice Principal → Principal

Tours of the academy can also be booked via Gill Britten, Principal's PA.

Complaints:

If you have followed the line of communication and are still unhappy with the result, please contact Gill Britten, Principal's PA, and you will be sent the Academy complaints procedure.

Satisfaction:

If you would like to congratulate any member of staff on the way you or your child has received outstanding treatment, please call/email/fax or write to Gill Britten, Principal's PA, giving details and this will be passed on to the member of staff.

I am a parent/carer, how can I get involved?

Maltings Academy Parent Council

A group of parents looking at issues across the Academy. This is a forum to put your views forward and all parents are welcome to attend meetings or join the council, held every half-term. Minutes and forthcoming dates are published on our website.

Contact parentcouncil@maltingsacademy.org or Mr Daren White, Assistant Principal.

Parent Governor:

If you would like to become a parent Governor or know more about being a Parent Governor, please contact Gill Britten, Principal's PA.

Become a sponsor:

At Maltings Academy we believe in celebrating success. If you wish to sponsor an award or trophy, please contact Mr Kevin Camy, Vice-Principal.

Work with your child:

Throughout the week, try to converse with your child about what they have been learning at Maltings and try to find examples of how this relates to the day you have had. Look for opportunities to discuss with your child how Maths helped you solve a difficult problem at work, or how your English skills were tested when you had to write a formal letter to an employee/supplier. Conversations such as these are invaluable in developing a sense of purpose and in promoting a desire to succeed.

Remember:

Your child will spend at most 16% of their time every week at Maltings Academy. 84% of their time is spent elsewhere and

quality time with parents is vital for their social, emotional, academic and physical development.

FAQs:

Can we help with a problem outside the Academy?

Yes if it affects your child's well being. Depending on the situation we can contact outside support agencies.

I have concerns about cyber-bullying and Internet safety etc, what should I do?

Please make the Academy aware, we may be able to offer advice on what to do or who to speak to.

I think my child needs extra help/has special needs?

Contact your child's tutor and it will be presented to the SEN department.

Something is wrong but I don't know what?

My child's behaviour has changed but I don't know why?

Please contact your child's tutor. They may be aware of issues which are important to know.

I would like to know how to help my son/daughter with their homework?

Please contact the subject teacher and they can go through this with you.

I would like to ask a confidential medical question?

Please contact your child's tutor and they can pass your contact details to the Academy Nurse.

Why don't I receive the Academy Newsletter?

The youngest child receives a copy every week to take home. If the newsletter does not make it home we always have spare copies or you can download one from our website www.maltingsacademy.org

How can I find out how my child is doing in between Academy reports?

Please contact your child's tutor and they will be happy to discuss this with you.

Parents' Glossary of acronyms and terms

SENCO	Special Educational Needs Coordinator
CVA	Contextual Value-added
BTEC	Business & Technology Education Council
OCR	Oxford and Cambridge award body
AQA	Award body
EDEXCEL	Award body
OCR National	Exam-free alternative to GCSE
ESA	Essex Stages of Assessment (SEN)
AS level	1 year College course
A2	2 year – A-level in old money
UCAS	University & College Admissions Service
EMA	Educational Maintenance Allowance
DCSF	Dept of Children, Schools and Families
AET	Academies Enterprise Trust
AOB	Termly report (Above, On target or Below)
PSHE	Personal, Social & Health Education
ECM	Every Child Matters
EAL	English as an Additional Language
NEET	Not in Education, Employment or Training
JSLA	Junior Sports Leaders Award
AR	Accelerated Reader
EEL	Extended Enterprise Learning
Em-lit	Emotional Literacy department
G & T	Gifted and/or Talented

CAT	Cognitive Ability Test
ILG	Integrated Learning Group
EWO	Educational Welfare Officer
MEL	Minimum expected level
MEG	Minimum expected grade
IAG	Individual Advice and Guidance