



Working in Partnership: Staff and Parent Guidelines

Introduction

Statement

Presbyterian Ladies' College (PLC) is committed to building independence and resilience in the students within our care. Staff at PLC acknowledge the significant partnership between teaching, administration and support staff and the parents/guardians of our students.

We recognize the importance of students taking personal responsibility for their behaviour and accountability for their education. PLC invite and encourage parents and guardians to work in partnership with staff to provide educational outcomes for their child.

The Working in Partnership: Staff and Parent Guidelines outlines the College's expectations for all staff and a student's parents, step-parents, guardians, grandparents, extended family members and carers (collectively, **parents/guardians**).

Context

Presbyterian Ladies' College aims to prepare every student to be personally successful in an evolving world. Parents are encouraged to support their child to solve issues themselves in order to learn resilience and life skills.

Presbyterian Ladies' College promotes a culture of openness and respect. PLC is a community where all members – students, parents and staff communicate with integrity in an honest and respectful manner. All members of our College community are bound by the PLC Community Code of Conduct which sets out required and expected standards of behaviour.

Where issues or concerns arise, we encourage students to seek assistance from staff themselves. In the first instance staff will communicate directly with students, and students with their parents. PLC expects parents will have discussed the issue of concern with their child before contacting the College and, where appropriate, that the student will be engaged in further discussions.

Guiding Principles

- A PLC education is a three-way partnership between student, teacher and parent/guardians.
- Our values guide all interactions (verbal and non-verbal) between students, staff and members of our community. It is expected that the PLC values, Integrity (Honore), Learning, Community and Effort (Labore), are upheld.
- All members of our College community are required to abide by the PLC Community Code of Conduct as a guide for expected standards of behaviour.



- Parents/guardians and students agree to be bound by the PLC Community Code of Conduct when parents/guardians sign the Conditions of Entry and Continuing Enrolment agreement with the College.
- PLC employs professional and experienced teachers across Pre-Kindergarten to Year 12, including many specialist areas.
- Operations and administration staff provide key support services for the College.
- Staff are dedicated to providing the most appropriate outcome for each student.
- Teachers and Boarding staff acknowledge the significant trust parents/guardians place in them.
- PLC staff appreciate the support of parents/guardians in the exercise of their professional judgment.
- Intimidating, threatening or bullying behaviour will not be tolerated.

Parents and Guardians

Parents/guardians play an important role in the education of their children and have a responsibility to support the efforts of the College in maintaining a safe and respectful learning environment for all students and College staff.

Parents/guardians fulfil this responsibility when they:

1. Support the educational ethos and values of the College
Parents/guardians are expected to visibly support the educational ethos and values of the College, and role model responsible and safe behaviours for their children and others in the community to learn from.
2. Behave respectfully towards members of our community
Parents/guardians should behave respectfully at all times towards the College's staff (including employees, contractors and volunteers), students and other parents.
3. Use technology and social media appropriately
Parents/guardians are expected to be respectful in their communication with others, be mindful of privacy and safety in publishing information online, and ensure confidential information is not shared without permission.
4. Be a responsible visitor and participant
Parents/guardians must respect the College's risk-management procedures when visiting the College and attending school activities and events off-campus.
5. Raise concerns appropriately and productively
Parents/guardians should raise genuine concerns they may have about such matters in an appropriate, constructive and respectful forum.

Communication

Presbyterian Ladies' College recognises that in a world of instant communication we understand the need to be available to our community and to provide information as it becomes available in the appropriate manner and timeframe.



Communication Guidelines

The College requests parent do not communicate with their child during the school day. In the case of emergency or extenuating circumstances parents can contact the College reception areas or the PACC, to convey an urgent message.

If a parent receives communication from their child during the day and are concerned, they should email the student's class teacher in the Junior School or the PACCs in the Senior School.

Students are required to adhere to the Mobile Phones (Students) Policy when attending the College and when engaged in school related activities.

During the school day, staff are principally engaged in teaching duties, and often have duties which extend beyond the normal school day. It is PLC policy that staff will endeavour to respond to emails within 2 working days.

Presbyterian Ladies' College staff;

- will endeavour to respond to emails within 2 working days.
- will activate the 'Out of Office' tool with an appropriate response when taking a planned absence such as Professional Development, Long Service Leave, School Holidays or a Leave of Absence.
- are not expected to respond to emails after 5.00pm or on weekends.

General Concerns

If a parent/guardian has a general concern, we encourage all parents to discuss their concerns first with their child.

If you wish to follow up with a member of staff, communication with class teachers in the Junior School and with PACCs in the Senior School is important and encouraged.

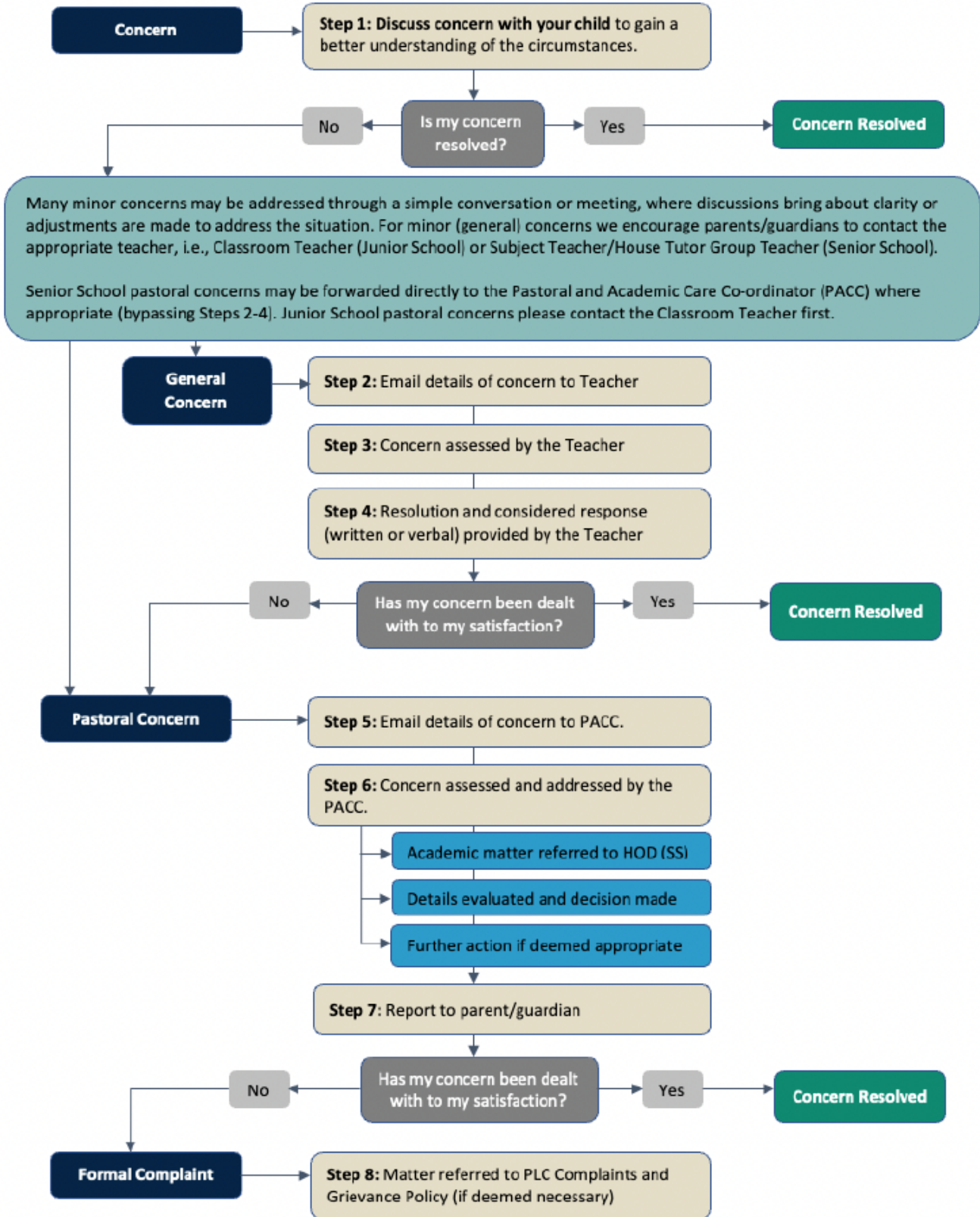
Concerns or questions relating to school fee accounts, Boarding operations or other administrative functions should be directed to the appropriate administrative officer.

Accounts	accounts@plc.wa.edu.au	08 9424 6417
Boarding House	BoardingHouse@plc.wa.edu.au	08 9424 6423
Administration	reception@plc.wa.edu.au	08 9424 6444



Communication Procedure

Flowchart 1: Parent Concerns and Communication with Teaching Staff





Communication Procedure Explained

Step 1: Discuss concern with your child

If a parent/guardian has a general concern, we encourage all parents to discuss their concerns first with their child. This may provide a wider understanding of the issues and allow you the opportunity to guide your child in an appropriate course of action, building upon skills of reflection, self-awareness, and confidence.

If your concerns persist and you wish to speak to a staff member, please consider contacting the class teacher first i.e Classroom Teacher (Junior School) or the Subject Teacher/House Tutor Group Teacher (Senior School), or if the matter is of a pastoral nature, your child's Pastoral and Academic Care Co-ordinator (PACC) (Step 5) (Senior School Students).

Many minor concerns may be addressed through a simple conversation or meeting, where discussions bring about clarity or adjustments are made to address the situation.

Step 2: Email details of concern to your child's teacher

If you wish to discuss a matter with your child's teacher (classroom teacher in the Junior School or subject teacher in the Senior School) please email your concerns directly to them as staff are principally engaged in teaching duties during the day.

Step 3: Concern assessed by the teacher

The classroom teacher will assess your concern and gather any further information available regarding your concerns.

Please note that PLC staff will endeavor to respond to emails within 2 working days. Staff are not expected to respond to emails after 5.00pm or on weekends.

Step 4: Resolution and considered response by the teacher

Following the review of the concerns raised, the teacher will discuss options and outcomes with the parent/guardians. An appropriate course of action (if required) will be considered, and the teacher will work with the student and parents/guardians to achieve a satisfactory outcome.

The teacher may seek advice from or include the PACC or Head of Department (Senior School) in the matter as appropriate.

The matter will be closed if this outcome is accepted.

Step 5: Email details of concern to your child's PACC

If you wish to discuss a pastoral concern with your child's PACC, or you wish to discuss a matter that has not been fully resolved by the classroom teacher, please email your concerns directly to your child's PACC.



Step 6: Concern assessed by the PACC

The PACC will assess your concern and gather any further information available regarding the matter.

If your concern is in regard to an academic matter the PACC may refer to the subject/classroom teacher, Head of Department (Senior School) or another staff member as appropriate (i.e., Learning Enrichment Staff).

If the matter is a pastoral concern the PACC may refer to the students House Group Tutor (HGT) (Senior School) or other staff as appropriate.

Step 7: PACC report to parent/guardian

For all matters raised the PACC will consider an appropriate course of action and will work with parents/guardians to achieve a satisfactory outcome.

PACC's will endeavour to communicate in a timely and suitable manner either by telephone, e-mail or through arranging a meeting with the parents.

Parent/staff meetings will be scheduled at a mutually suitable time. Please allow up to 7 days for these meeting to occur with consideration given to the work, school and personal commitments of both parents/guardians and staff.

Following the review of the concerns raised, the PACC will formulate a resolution and provide a written response to the parents/guardian.

The matter will be closed if this response is accepted.

Step 8: Concern not resolved

If the matter is unresolved, parents/guardians may pursue resolution through the PLC Complaints & Grievance Policy.

Staff Professionalism and Expectations

PLC expects all staff to demonstrate and promote service excellence and support the College in its objectives at all times. Staff are employed for their professionalism and ability to work collaboratively with various stakeholders to provide educational excellence and ensure PLC students are holistically cared for.

The College requests parents/guardians trust that teachers are experts in their field, and they will act in the best interest of the student.

Teaching and Learning

SEQTA



Information relating to Curriculum Outlines, Assessments, Interim and Semester Reports and Feedback is located in SEQTA and can be accessed live as it comes to hand. Parents/guardians will receive a notification when a student's report is uploaded in SEQTA. Parents/guardians will be provided training in SEQTA to enable them to access information directly.

Lesson plans available on SEQTA will vary between subjects and individual teachers. Please be aware that teachers plan lessons differently according to the curriculum requirements and individual learning needs of their subject.

Communication may also be accessed through the PLC App and/or home.PLC depending on the different departments.

Remote Learning (In the event of)

PLC teachers acknowledge some parents/guardians may choose to sit in on remote learning lessons. In these circumstance teachers request that parents/guardians advise the teacher they are in attendance.

Teachers expect students to be in a quiet environment to enable remote learning and maintain focus. Parents/guardians can best support their child through observation and helping students concentrate on their classwork. Parents/guardians are requested not to interrupt the learning process by initiating conversation with either the student or the teacher.

All students have a right to privacy in their classes. PLC requests that parents/guardians observing remote classroom activity, uphold the right to privacy of others and refrain from discussing other students or making judgements.

Recording of remote learning is forbidden without explicit consent of the teacher and the whole class involved. It is illegal to record activities without the knowledge of the participants.

Any resources required by students will be made available by the teacher.

PLC requests parents/guardians to discourage any use of mobile phones during remote learning lessons and ensure that their child is engaged in the appropriate learning platform.

Parent Teacher Student Interviews

Parent Teacher Student Interviews (PTSI) are for academic and pastoral purposes to ensure parents/guardians are aware of their child's progress and can best support their future learning.

Parents/guardians are encouraged to ask questions and provide insights into their child, however PTSI should not be used to voice complaints about other teachers or individuals at the College.



Building Independence and Resilience in Students

Throughout their schooling students will have opportunities to participate in a wide range of activities. This can involve volunteering, participation in group activities or personal endeavors.

Certain activities can involve team selections, casting for productions and the awarding of accolades. PLC staff are committed to act with professionalism and integrity in all decision making. PLC support that the selections made by staff are considered, fair, and appropriate to the task. Staff will act in the best interest of the student.

Parents are asked to trust the process. If there are any differences of opinion, this should be discussed in a respectful and objective manner.

Visiting PLC

Parents/guardians visiting PLC, for reasons other than attending a performance or assembly, must first report to one of the College Reception desks to sign in before entering the College grounds. Parents/guardians are also asked to wear their name badges when entering the College. PLC requests that visiting parents/guardians do not enter a teaching space without an appointment or enter locker areas when visiting.

PLC requests that parents contact classroom teachers or a student's PACC to make an appointment if they would like to discuss their child's progress and not do so when picking up or dropping off (see Communication Procedure above). This will ensure that the teacher is prepared, and appropriate time is allocated for the meeting, and that the privacy of the meeting can be honoured.

Parents/guardians are expected to uphold the values of the College when attending PLC cultural, sporting and social events (refer to the PLC community Code of Conduct).

Scotch Parents and Learning at Scotch College

Parents/guardians of Scotch College students being taught at PLC will be informed of the PLC Working in Partnership: Staff and Student Guidelines and will be expected to adhere to this policy.

Parents/guardians of PLC students being taught at Scotch College are expected to demonstrate the values and observe the principles of the PLC Community Code of Conduct and the PLC Working in Partnership: Staff and Student Guidelines in their interactions with Scotch College staff and community members.

Complaints and Grievances

Most issues causing concerns can be handled quickly and in an informal manner. In most cases these issues can be resolved through informal discussions with an appropriate staff member.



PLC PERTH
PRESBYTERIAN LADIES' COLLEGE

If an issue is not addressed to your satisfaction or you simply wish to make a formal complaint, please refer to the PLC's Complaints and Grievance Policy on the College's website.

Related Policies

Boarding House Handbook
Child Safe Staff Code of Conduct
Mobile Phones (Students) Policy
PLC Community Code of Conduct
PLC Complaints & Grievance Policy
Staff and Student Professional Boundaries
Student Code of Conduct (drafted)



Document Control

Document Title	PLC Working in Partnership: Staff and Parent Guidelines
Version	1
Review By	Staff Consultatory Committee, SLT & Principal
Key Function	Outlines the College's expectations for staff and a student's parents/guardians.
Document Type	Procedural Guidelines
Document Scope	Whole College Community
Document Authoriser	Principal, PLC Council, Staff Consultatory Committee
Document Owner	Principal

Version Control	Description /Details of Change	Date Authorised
1	Adapted from draft version 11 March 2022 and existing Parent -School Communications Policy.	23 January 2023 PLC Council