



# PARENT CODE OF CONDUCT

Reference this policy is aligned to with LCC	n/a
Agreed with Support Staff Trade Unions	n/a
Adopted by the Governing Body	<b>Mar 20</b>
Next Review Due	<b>Sep 22</b>
Agreed with Teacher Trade Unions and Professional Associations	n/a

## Scope & Purpose

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At Welland Park Academy we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for students, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our positive behaviour policy).

This code of conduct aims to help the school to work together with parents by setting guidelines on appropriate conduct.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

## Our Expectations of parents and carers

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We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues where possible
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Approach any concerns through the correct channels in a respectful way

## Behaviour that will not be tolerated

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- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Rudeness to any member of staff
- Being repeatedly unsupportive of school policy
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to or about another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

- Bringing dogs onto the school premises (other than guide dogs) without prior permission

## **Access to the Academy site and staff**

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Parents at Welland Park Academy have an “implied licence” regarding their access to the academy site and staff (Department for Education Controlling Access to School Premises 2018). At Welland Park Academy, this licence covers

- Pre-arranged meetings and appointments
- School events involving their child (including parents’ evenings and concerts)
- Drop off and pick up (in line with health and safety guidance on use of the car park)
- Attendance to spectate at events including sports and stage events
- Direct email, telephone and face-to-face communication with staff

### **Meetings with staff:**

Meetings with staff at Welland Park Academy are to be conducted in the following way:

- Meetings should be pre-arranged with the member of staff either via email or through a telephone conversation
- The school should be aware of the proposed content of the meeting to ensure that the most appropriate member of staff is present
- Sections of certain meetings will not be appropriate for students to attend- the member of academy staff running the meeting will direct this

### **Academy Events:**

**Our parents are welcomed to a range of events during the academic year, and their support of our students is integral to their success. In order for events to run smoothly, we ask that parents:**

- respect the advertised times of events, booking systems and parking arrangements
- conduct themselves appropriately towards other visitors, students and academy staff
- communicate respectfully towards all parties
- engage positively with any event-specific systems as directed by academy staff

### **Drop off and pick up:**

The safety of our students is always our utmost priority. We are aware that a number of parents are involved in dropping off / picking up students from the Academy site, and request that the following requirements are followed to ensure student safety:

- parents are encouraged to avoid dropping off/picking up from the front car park area due to the volume of students entering/leaving the site at these times
- In specific circumstances, parents may request to drop off / pick up in the Academy car park (e.g. when a student has an injury or is required to transport large/heavy items such as a musical instrument)
- Any parents with agreed reasons for picking up/dropping off using the front car park will not be able to enter/exit the academy between the times of 8.30-8.45am and 3.00-3.30pm to ensure the safety of our students walking through the gates

### **Sports Fixtures:**

We are delighted by the numbers of parents who are committed to supporting our students at sporting fixtures. To ensure the safety of all involved, and in support of our academy values we ask that parents:

- Sign in at the front office to collect visitor passes

- Remain in the area designated for the specific fixture
- Refrain from making any negative comments towards or about performers or staff, including visiting officials

## **Parent Code of Conduct: GCSE Controlled Assessments, Centre Assessed Grades and Appeals Processes:**

### **Controlled Assessment:**

At Welland Park Academy, we welcome open dialogue with our parents and students regarding their progress, and provide regular feedback through marking, progress reports and parents' evenings. Many parents make contact with staff via email and phone calls in addition to these opportunities and build positive relationships which support the progress of our students.

Several GCSE and Cambridge National qualifications contain elements of Non-examined Assessment (NEA), which are internally assessed and standardised by our staff. As required by the Joint Council for Qualifications (JCQ), we operate a robust process for appeals, including the opportunity to request a review of marking before unit marks are submitted to the examination board. Full details can be found in the "Internal Appeals Policy" on the academy website.

We request that where parents are supporting their child with this appeals process that they follow the guidance explained within the policy, and contact the exams officer should they need any support with the process. It is not appropriate for parents to make direct contact with staff involved in the marking and standardisation process in a manner that could be construed as an attempt to influence the grade being awarded to their child, in order to ensure fairness and protect the integrity of the appeals process.

### **GCSE Grading Process:**

In 2020 and 2021, the GCSE examination process has been replaced with "Centre" or "Teacher" assessed grades, with guidance provided by OfQUAL regarding the awarding of grades and any subsequent appeals processes.

During the GCSE grading process in 2020, OfQUAL issued the following guidance to schools:

*"Centres must not, under any circumstances, share the centre assessment grades nor the rank order of students, or the endorsement grades.....with students".*

*"This is to protect the integrity of teachers' judgements, and to avoid teachers, heads of department/subject leads, senior leaders or Heads of Centre being put under pressure by students and parents to submit a grade that is not supported by the evidence. Since the final grades for some or all students in a centre could be different from those submitted, it also helps to manage students' expectations" (OfQUAL May 2020)*

Staff at WPA were advised of this request in 2020 and 2021, to protect staff from being unduly influenced by parents, ensuring the process remains fair for all students.

During such processes, staff will continue to provide feedback on academic process, but will not discuss the specifics of the grading process. If it is felt that a parent is jeopardising the integrity of the process through their communications, a member of the Senior Leadership Team will be alerted to assess the nature and impact of the dialogue, before discussing with the parent.

## **GCSE Grading Appeals:**

OfQUAL design and share a process for GCSE grading appeals following an examination series, including when alternative arrangements have been used.

Following a regular examination series, staff at WPA identify student grades that could be appealed, and support students and parents with this process. Parents are also able to make private appeals (self-funded) for grades not covered by the WPA process.

A separate system is used in years where examinations have been cancelled and replaced with alternative arrangements. The Leadership and Examinations team will publish an appeals process based upon the guidance from OfQUAL, with adaptations made to suit our families. Where such a system is in use, we request that parents:

1. Read in full the appeals information provided, including the criteria for making an appeal in full before contacting the academy
2. Use the documentation and process shared on GCSE results day to make an appeal where it is believed that the criteria are met
3. Do not approach teaching staff on results day to query an awarded grade, but follow the published system provided to parents
4. Provided evidence demonstrating that the criteria for appeals have been met where applicable
5. Recognise the difference between a GCSE grading process directed by OfQUAL and internal data systems used by WPA for tracking and reporting
6. Escalate further appeals as appropriate once a decision has been made on the school element of the process, and end contact with WPA regarding appeals at this stage

## **Direct Email, Telephone and Face-to-Face communication with staff:**

We believe in building strong relationships with parents to secure the best academic and social outcomes for the students in our care. Staff are frequently involved in very positive communication with parents regarding the progress and wellbeing of students.

We fully understand that incidents involving young people lead to a strong emotional response from family members, but ask that parents always remain respectful to staff at the academy. The academy may seek to take action in cases where the conduct of parents is deemed to be:

- Aggressive
- Abusive
- Insulting/Rude
- Of a harassing nature
- Repeatedly unsupportive of school policy

This could be via email, on the telephone, in a meeting or on social media.

## **Legal Details:**

“Schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It’s enough for a member of staff or pupil to feel threatened” (Department for Education, 2018).

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance.

To have committed a criminal offence, an abusive individual must have been barred from the premises or have exceeded their “implied licence” then also have caused a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school by a police officer or authorised person.

## **Breaching the Code of Conduct**

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If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Invite the parent in to school to meet with a senior member of staff or the Principal
- Restrict direct contact with members of the academy staff
- Send a warning letter to the parent
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Academy's legal representative regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Principal.

The Principal will consult the chair of governors before banning a parent from the school site.