

Parent, Caregiver and Visitor Code of Conduct

Context

Secondary College of Languages is a NSW Department of Education secondary school operating at 14 campuses across the state. Each campus aims to support all parents/caregivers in the languages' education of their child. As a school we value the feedback and contributions of our community. We pride ourselves on the excellent relationships we have nurtured with our host schools, students and parent/caregivers to ensure optimal outcomes are achieved by all our students.

Aim

The *Parent, Caregiver and Visitor Code of Conduct* aims to provide guidelines for our school community to ensure there is mutual understanding of our expectations. It ensures that everyone who has contact with our campuses is able to do so in a safe and friendly manner. Please read this document carefully and do not hesitate to contact the school if you have any questions.

Code of Conduct

Parents/caregivers and visitors may need to contact the school Principal or visit their child's campus to:

- discuss the progress or welfare of their own child
- express concern about the actions of other students
- enquire about school policy and practice
- attend a meeting with the teacher or campus executive to discuss their child's progress or behaviour

- engage with in-school activities following an invitation for assistance from school staff
- provide information regarding their child's change of address, custody details, health issues, etc.
- express concern about the actions of staff.

All parents/caregivers and visitors are expected to:

- treat all persons associated with the school with respect and courtesy, in person, telephone conversations and in writing
- ensure their child is punctual to class
- make appointments in advance to obtain an interview with a class teacher or a member of the campus executive
- allow staff to supervise and manage students without interference
- follow the correct procedures for discussing issues or concerns about the school, staff or students
- follow Secondary College of Language's procedures governing entry and behaviour on school grounds, including any restrictions that may be imposed.

Parents/caregivers and visitors must follow the policies set by the NSW Department of Education. Parents/caregivers are to arrange a meeting place outside of school grounds if they are picking up their child after class. Parents/caregivers are not permitted to go to classrooms to drop off or collect their child.

No parent/caregiver or visitor is permitted to directly approach another person's child. If a parent/caregiver has any concerns regarding another student, please advise the teacher or campus executive. The school will deal with issues between students as part of our [Student Wellbeing and Engagement Policy](#), which can be found on our website.

In the case of an emergency during school time where the parent/caregiver needs to communicate with the child, they should call the campus phone and the campus executive will arrange for the message to be delivered to the child and, if necessary, will arrange for the child to call the parent/caregiver. Parent/caregivers should not call their child directly as student's are instructed to turn off their mobile phones during class time.