

# Parent, Caregiver and Visitor Code of Conduct

## Context

Secondary College of Languages is an 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 to visit their child's campus to:

- discuss the progress or welfare of their own child
- enquire about school policy and practice
- attend a meeting with the teacher or campus executive to discuss their child's progress, well-being or behaviour

- engage with in-school activities following an invitation from the campus.
- 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 members of the school community with respect and courtesy, in all communication
- ensure their child is punctual to class
- make an appointment in advance for any interviews with a class teacher and/ or a member of the campus executive
- allow staff to teach and supervise 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 may pick up and drop off their child outside school grounds only. 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. If necessary, the office 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, as per the school's mobile phones in school management plan.