



SESSION 2024/25

Communication

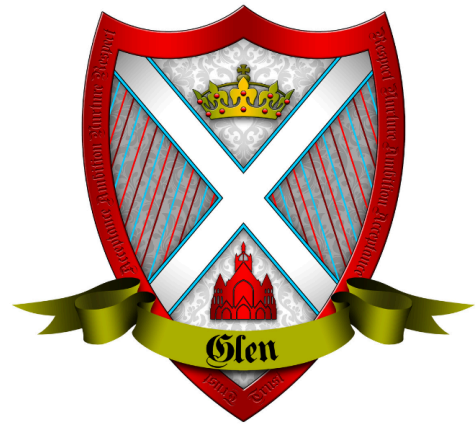
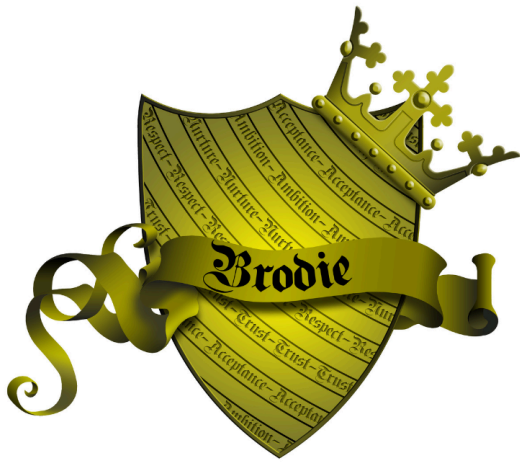
HOW TO KEEP IN TOUCH WITH GLENIFFER HIGH SCHOOL

AT A GLANCE

- Points of contact
- Satchel One
- Email
- Text Messaging
- Meetings
- Pupil Progress Evenings
- Social Media

Points of Contact

Your main point of contact for your child is through their Pastoral Support Teacher.



Brodie House - Mrs H Collins

Glen House - TBC

More dun House - Miss L Cameron

Thornly House - Mrs L Harris

These key personnel support a large caseload of pupils and can help you with any queries you may have relating to subjects or support as well as refer you to other school staff or external agencies should the need arise.

Please be aware that pastoral support staff have a significant teaching commitment and therefore may not be immediately available, however will endeavour to get back to you as quickly as possible.

Satchel One



All parents and carers are asked to sign up for Satchel One.

Satchel One is an app which allows staff to upload information for pupils, parents and carers about homework, assessments, school information, merits, demerits and school badges. Using this app will ensure you are kept up to date about school events as well as work which has been assigned for completion at home. It will also allow you to have conversations with your child about successes and areas needing improvement. Drop-in sessions will take place at the start of session, as well as all Pupil Progress Evenings should you need help on how to access or use the app. Login details are issued within the first two weeks of term.

Please note, we plan to make more use of Satchel One and less text messages to ensure high importance messages are easily identified.

Telephone



Our school number is 0300 300 1313

Our school office opens at 8.30am and lines are generally very busy at this time. There is a voicemail service which is checked periodically. Our school office closes at 4.30pm Mon-Thurs and 3.30pm Friday.

When calling it is helpful to know your child's House so that any calls can be directed to the appropriate person. If staff are unavailable when you call, a message will be passed for them to contact you. If there is an emergency, please be reassured that the experienced office staff will take your information and seek out a member of staff to contact you as a matter of priority.

One of our school values is Respect and therefore we appreciate all contact to demonstrate this. We understand frustrations at times and will do all we can to help, however aggressive behaviour will not be accepted.

Email



Please ensure you have provided the school with your email address.

The school email address is glenifferhighenquiries@renfrewshire.gov.uk

You can use this email address if you are trying to make contact with a specific member of staff, want to give information about absence or appointments or have any other requests for service.

The inbox is monitored periodically throughout the day, however please be aware there may be a delay in staff receiving any requests. Emails coming through the enquiries box will not be received until the next working day.

Having your email address makes it easy for us to send you copies of documentation, or contact you if unable to reach you by phone. Please ensure your email address is up to date. You have been sent a short form to complete for the start of the new session, we have asked that emails are completed as part of this.

Text Messaging



Please ensure your contact details are up to date.

We may text information to you about school information, however we exclusively use text messaging for pupil absence. Please inform us if your child is absent from school to avoid unnecessary contact.

Our text messages are limited to 121 characters, therefore minimal information can be sent this way.

We can only have one main contact for each child, therefore it is important that families agree this point of contact. All contact information you provide will be held on our system and we may use this if unable to reach the main contact.

Meetings



You can request a meeting with the appropriate member of staff at any time. Normally meetings will take place with your child's pastoral support teacher or in some cases the Depute Headteacher. We will endeavour to meet your schedule around meetings so please do not hesitate to ask whether someone can meet with you at a specific time, however please be aware there could be a delay depending on the commitments of staff.

We advise making an appointment with a member of staff rather than popping into school as all too often staff who will meet you are in classes, with pupils or other parents/carers. It is important to us that we can give you time to discuss any concerns and appreciate being able to block out time to do this.

Pupil Progress Evenings



Each year group has one Pupil Progress Evening per school session. These are planned to work with our reporting calendar so that we can update you on progress throughout the year. Pupil Progress Evenings run in school between 5.00pm and 7.30pm. Appointments for these meetings are five minutes per teacher and are booked through an online service. We send you a link in advance of the event. Please be aware that some teachers may have one class and therefore their appointments will be first come first serve. However, if you don't get an appointment and need information on a specific class, you can request this via pastoral support. If you cannot manage to the Pupil Progress Evening, we can arrange a meeting with pastoral support at a time that suits you.

Please note, due to the volume of appointments, we cannot make separate appointments for split families and ask that you organise a suitable arrangement to ensure all parents/carers feel involved in their child's education.

Parentsportal



Parentsportal is an online service which allows you to update your child's contact information and check their attendance. We are investigating the use of this platform to upload your child's school reports. Below is a link to accessing this platform if you haven't already signed up.

parentsportal.scot

[renfrewshire.gov.uk /](https://renfrewshire.gov.uk/)

Social Media



We primarily use Facebook and X to share news about our school. On these platforms you will learn lots about activities and learning in the school, as well as important information about upcoming events. Please note we do not respond to comments on social media, therefore any queries or comments should be directed via our school email address. Our social media accounts are a wonderful way to learn about the daily experiences of our young people.