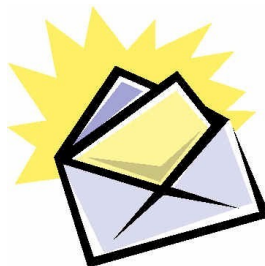




New Rickstones  
Academy  
To make our best better

# Parent/Carers

# Communication Booklet



2010-2011



New Rickstones  
Academy  
To make our best better

## Contact Information

New Rickstones Academy  
Conrad Road  
Witham  
Essex  
CM8 2SD

Tel: 01376 515756

Fax: 01376 502194

Email: [contactus@newrickstonesacademy.org](mailto:contactus@newrickstonesacademy.org)

Website: [newrickstonesacademy.org](http://newrickstonesacademy.org)

Extension number for Student Reception: 267





New Rickstones  
Academy  
To make our best better



Dear Parent/Carer

It is important that we, as an Academy, and you, as parents/carers communicate freely and regularly to ensure that your child receives the best possible education at New Rickstones Academy.

We always try to 'make our best better' and therefore this guide outlines our system for communication and who you should contact if you wish to discuss any matters concerning your child.

Please do not hesitate to contact us if there is anything you would like to discuss.

Best wishes

D. BULL  
Headteacher

# New Rickstones Academy

Academic Year 2010-2011

September 2010							October 2010							November 2010							December 2010						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
		1	2	3	4	5					1	2	3	1	2	3	4	5	6	7			1	2	3	4	5
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
27	28	29	30				25	26	27	28	29	30	31	29	30						27	28	29	30	31	1	2
January 2011							February 2011							March 2011							April 2011						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
3	4	5	6	7	8	9		1	2	3	4	5	6		1	2	3	4	5	6					1	2	3
10	11	12	13	14	15	16	7	8	9	10	11	12	13	7	8	9	10	11	12	13	4	5	6	7	8	9	10
17	18	19	20	21	22	23	14	15	16	17	18	19	20	14	15	16	17	18	19	20	11	12	13	14	15	16	17
24	25	26	27	28	29	30	21	22	23	24	25	26	27	21	22	23	24	25	26	27	18	19	20	21	22	23	24
31							28							28	29	30	31				25	26	27	28	29	30	
May 2011							June 2011							July 2011							August/ September 2011						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
						1			1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
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23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31	29	30	31	1	2	3	4
30	31																				5	6	7	8	9		

  = Schooldays / Weekends
   = School holidays
   = Bank holidays

In addition, schools allocate five non-pupil days out of the school days indicated, or the equivalent in disaggregated twilight sessions. Shaded dates are confirmed non pupil (training) days

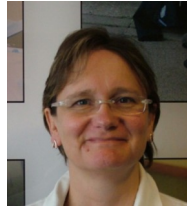
## Details of Holidays/ Non Pupil Days 2010-2011



Miss D Bull  
Headteacher



Mr D Zeffie  
Vice Principal  
Sixth Form &  
Student Development  
Wellbeing



Dr C Drane  
Vice Principal  
Teaching & Learning



Mr N Long  
Vice Principal  
Curriculum



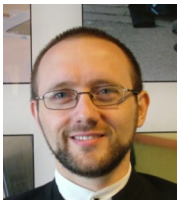
Mr M Eden  
Asst Vice Principal



Mr A Howell  
Asst Vice Principal



Mrs S Wright  
HR Manager  
PA to Headteacher



Mr K Hiscox  
Learning Technologies  
Leadership Team



Mr M Slatter  
Quality Assurance



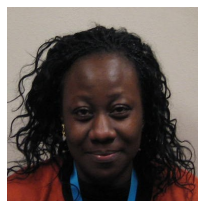
Mr D Brewster  
Director of Numeracy



Mrs R Newbury  
Director of Literacy



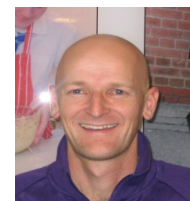
Mrs C Mott  
Head of Year 7&8



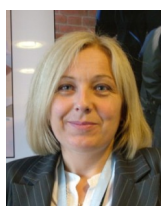
Mrs O Bamigbele  
Head of Year 9



Mr T Hughes  
Head of Year 10



Mr A Hobbs  
Head of Year 11



Mrs S Adair  
Inclusion Manager



Mrs D Austin  
School Counsellor/Lead Advocate

**People to communicate with  
at New Rickstones Academy**

# Communication Flow Chart 2010—2011

## Reason for contact

## Who to contact initially

Absence  
Medical Reason  
Lateness to N.R.A.

Student Reception  
Option 1 when  
contacting via phone

If there is any way in which you feel we can support your child with anything which may be affecting their learning and progress generally

Make initial contact with your child's **Tutor**

If you wish to discuss the matter further please contact the **Head of Year**

If you wish to discuss the matter further please contact the **Vice Principal, Student Wellbeing, Mr D Zeffie**

If you wish to discuss the matter further please contact the **Headteacher, Miss D Bull**

If you are not happy with the decision made by the Headteacher, you can contact **NRA Chair of Governors by post c/o NRA**

If there is any way in which you feel we can support with a specific subject

Make initial contact with **class subject teacher**

If you wish to discuss the matter further please contact the **Head of Subject**

If you wish to discuss the matter further and it is a curriculum issue please contact the **Vice Principal, Curriculum, Mr Long**

If you wish to discuss the matter further and it is a teaching and learning issue please contact the **Vice Principal, T&L Dr Drane**

If your concern is not resolved please then contact the **Headteacher, Miss D Bull**

If you are not happy with the decision made by the Headteacher, you can contact **NRA Chair of Governors by post c/o NRA**

Special Educational Needs

If you wish to discuss SEN Provision please contact the Special Educational Needs Co-ordinator, please contact **SENCo Support, Mrs Collins**.  
For all other queries please follow the procedure above.



New Rickstones Academy  
To make our best better

## Parent / Carer Guide to Contact with NRA

Tel: 01376 515756 Fax: 01376 502194  
Email: [contactus@newrickstonesacademy.org](mailto:contactus@newrickstonesacademy.org)

### Other Agencies who may be involved

- Educational Welfare
- Academy Counsellor
- Police Liaison
- MAAF
- Outside Support Agencies
- Academy School Nurse



## **Initial Contact**

### **Contacting Tutors or Class Teachers**

#### **Phone:**

Phone Reception and say your name, your child's name and the reason for your concern/enquiry.

This will be passed to the person requested and you will receive a call back within 24 hours.

#### **Email:**

Contact Reception as above, say you would like email communication and give your email address.

This will be passed to the person requested and you will receive a reply back within 24 hours.

Alternatively you can contact us via email on -  
[contactus@newrickstonesacademy.org](mailto:contactus@newrickstonesacademy.org)

#### **Letter:**

Please address letters to the member of staff concerned. If you would like a response by phone this will be done in 24 hours, however if you would like a response in writing this will take longer.

**In Person:**

Please call in at reception and say your name, your son/daughters name, who you would like the appointment with, and the reason for your request.

This request will be logged and our policy is to give you an appointment within 24 hours, for a meeting to take place within 3 working days. Please follow the initial contact line;

Form Tutor → HOY → Vice Principal → Headteacher  
Class Teacher → HOD → Vice Principal → Headteacher

**Complaints:**

If you have followed the line of communication and are still unhappy with the result, please contact Sue Wright, HR Manager and you will be sent the New Rickstones Academy complaints procedure.

**Satisfaction:**

If you would like to congratulate any member of staff on the way you or your child has received outstanding treatment, please call/email/fax or write to Sue Wright, HR Manager giving details and this will be passed on to the member of staff.



## **Parent/Carer Groups:**

### **Friends of Rickstones Academy**

- A parent/carers group putting the 'fun' into fundraising and other Academy activities.
- All parent/carers are most welcome. Contact Steve Harwood c/o New Rickstones Academy

### **Parent Voice**

A group looking at issues across the Academy, meeting once a term. A way to put your views forward. Contact Mr D Zeffie, Vice Principal Student Wellbeing or ask for a form from Student Reception.

### **Parent Governor:**

If you would like to become a parent Governor or know more about being a Parent Governor, please contact Sue Wright, HR Manager at New Rickstones Academy.

### **Community Courses at New Rickstones Academy:**

Please see our Community Brochure for information on all courses offered.

## **FAQs:**

### **Can we help with a problem outside the Academy?**

Yes if it affects your child's well being. Depending on the situation we can contact outside support agencies.

### **I have concerns about Facebook/internet etc, what should I do?**

Please make the Academy aware, we may be able to trace some incidents.

### **I think my child needs extra help?**

Contact your child's tutor and it will be presented to the SEN department.

### **Something is wrong but I don't know what? My child's behaviour has changed but I don't know why?**

Please contact your child's tutor. They may be aware of issues which are important to know.

### **I would like to know how to help my son/daughter with their homework?**

Please contact the class/subject teacher and they can go through the assignment with you.



## **I would like some literacy support?**

Please contact Mrs R Newbury, Director of Literacy.

## **I would like to ask a confidential medical question?**

Please contact your child's tutor and they can pass your contact details to the Academy Nurse.

## **How can I find out how my child is doing in between Academy reports?**

Please contact your child's tutor and they will be happy to discuss.

