

Parent Communications Update

We are always working hard to improve the way we communicate with you.

There is a lot of information included in this update so please read it carefully and make sure to complete the action. If we all work together, we can improve the communications between school and home which will help your child to thrive at school.

At Braunstone Frith we are always striving for better systems and methods to communicate with you - our Parents/Carers. It is really important to us that you get the information you need about whole school events, your child's progress, class news, positive behaviour and any other exciting news from school. We have found some new, better systems to use to communicate with you and wanted to share this with you.



Braunstone Frith
Primary Academy



Inspiration Innovation Integrity

Actions for Parents

Use the numbers to find further information for each action later in this document

1. Uninstall the Reach More Parents App
2. Set up account on Arbor (attached instructions)
3. Download the Arbor App
4. Make sure to sign up for Class Dojo when the letters come out in book bags
5. Add donotreply@medicaltracker.co.uk to your email address book or approved sender list to prevent First Aid incident notifications being blocked and sent to your SPAM/JUNK folder

Please read on for more information about each action. This update will explain them, the reason we have put them in place and how to download, get set up and how to get involved with them.

1. Reach More Parents / Weduc

We are no longer using Weduc. We have spent a very long time trying to make Weduc work for us as a method of communication but we have come to the decision to stop using it altogether. Please make sure to uninstall the app. You will not have access after the 29th September. No information will be stored after this date.



2 & 3. Arbor



Arbor

We currently use Arbor to communicate with you via emails and text messages. Arbor is the system we use to store information about you and your child, we also take the registers using it. We have been looking into the Arbor App, which we have decided to start using. Please download it using the guide

attached to the email this document was sent in and we will start sending In-App messages.

We will enable the Parent Portal and the Arbor App, and send you a welcome email to the email address we have on file for you, use the link to set your password. You won't be able to do this through the app, as the links in our reset password emails only work with a browser. Please follow the 'Logging in for the first time instructions' that have been included in this email as a separate document. If you have changed your email address, please make sure it is up to date with the school office.

It is really important you download and log into the app. Eventually we hope to book clubs, trips and parent's evenings through the app so it will be beneficial to you and your child to have access.



4. Class Dojo

As part of our continued drive to improve how we communicate with you, **all classes** are setting up *Class Dojo* as a way of giving parents a greater insight into what happens in school. You will receive a letter very soon detailing how to download, join and set up your Class Dojo account and you will only be able to join using these unique details specific to your child.

Class Dojo is a reward system we will be using in school, where each child earns 'REACH IT points' for positive behaviours, work in school and work at home, as well as areas where more work is needed.

Your child will be bringing home an invite letter with a QR code to download and sign up. Please make sure to do this.

Once you have joined, you will receive notifications every time your child receives a point. You will also be able to see 'class stories' from time to time where we will post information about what the children have been doing during the school day. Class Dojo has a messaging service whereby you can receive individual messages from school and where you can message school too. With regards to the messaging service, we would just like to clarify how it is to be used:

DO

- Do message your child's teacher if you want to share something positive from home or congratulate your child on something they have done in school
- Do message your child's teacher if you have a small query or would like to find out something simple
- Do use Class Dojo for any general day to day communication
- Do message your child's teacher on Class Dojo if your child has any minor worries, for example:
 - Jack didn't quite understand fractions today; could you speak to him about it please?
 - Sarah thinks she has lost her reading diary in school, could you help her find it please?

DON'T

- Please do not message your child's teacher to notify them of absences or illnesses – this should be done via the school office as normal
- Please do not use Class Dojo to message about any urgent or serious issues; please use the school office and normal school procedures for this. (Teachers will not be able to respond to serious issues on Dojo)

We will always endeavour to reply as quickly as possible. However, please bear in mind that school life can be incredibly busy. Additionally, please do not expect a reply to any messages sent in the evenings or weekends that are out of our working hours.

We hope that you enjoy connecting with us and your children through Class Dojo.

As always, if you have any questions, concerns or suggestions, please don't hesitate to get in touch by emailing or telephoning the school office.



5. Medical Tracker

We have moved to an online medical tracker for injuries and incidents. This new system will help us to track accidents and injuries and analyse the data to help keep your child(ren) safe. This isn't a system you need to sign into, we are letting you know that the way we communicate with you about First Aid incidents will be changing.

Please see the table below explaining how we will get in touch with you and for what reason:

Incident Type	Method of communication
All First Aid Incidents	Email
Any First Aid Incident that includes a head bump but child is fine to stay at school	Text to parent
Any First Aid Incident that requires child(ren) to go home or seek medical attention	Phone call to parents

Please Note: When emails are sent through the Medical Tracker system they will come from donotreply@medicaltracker.co.uk Please make sure to add this email to your email address book or approved sender list to prevent them being blocked and sent to your SPAM/JUNK folder.

Actions for Parents

Here is a reminder of the action you need to complete to get these systems up and running and receive more updates from school

- 1.** Uninstall the Reach More Parents App
- 2.** Set up account on Arbor (attached instructions)
- 3.** Download the Arbor App
- 4.** Make sure to sign up for Class Dojo when the letters come out in book bags
- 5.** Add donotreply@medicaltracker.co.uk to your email address book or approved sender list to prevent First Aid incident notifications being blocked and sent to your SPAM/JUNK folder

We will have staff available at both Parent's Evening to support you to complete these if you need some support, we will also answer any questions you might have.