



Secondary & Post-16 ePraise Communication Policy

Version	Document Title	Status	Author	Approved by	Date	Reviewed on	Next Review Date
0.1	Secondary & Post-16 Communication Policy	Final	SLT	Principal/Vice Principal	April 2026	April 2026	April 2027
Regional Director		Principal			Vice Principal		
Head of Foundation Stage		Head of Primary			Head of Secondary		

Secondary & Post-16 ePraise Communication Policy

For Staff Use in Secondary (Years 7–13) – Student & Parent Engagement

1. Purpose

This policy defines the expectations for professional, consistent, and reward-focused communication between staff, students, and parents at the Secondary School. It aims to:

- Strengthen the home–school partnership through academic transparency.
- Provide real-time visibility into student achievements and rewards.
- Ensure professional boundaries are maintained within a secondary and Post 16 context.

2. Core Principles

All communication via ePraise should be:

- **Achievement-Led:** Focusing on rewarding the "Newlands Way" and in class Actions and Rewards system through points and accolades.
- **Professional:** Maintaining a formal tone appropriate for secondary and Post 16 education in line with the school policy of staff conduct
- **Data-Driven:** Providing clear updates on attendance, behavior, and academic progress to the parents.

3. Rewards and Recognition (ePraise Focus)

- **Daily Accolades:** Staff must actively award ePraise points daily to reinforce positive behavior and effort with in the students.
- **Milestones:** When students reach key point milestones, tutors should send a direct message to parents to celebrate the achievement and award points.
- **Digital Badges:** Subject teachers should use the "Accolades" feature to recognize exceptional performance in specific curriculum areas.
- **ePraise Shop.** This ensures that rewards are not just "bought" but earned through sustained effort and the "Newlands Way" and Newlands School's code of conduct.

4. Communication Expectations

4.1 Individual Messaging

- **Supportive Outreach:** Staff should use the messaging feature for academic follow-ups or supportive guidance.
- **Frequency:** Tutors should ensure they have communicated with every family in their form group at least once every 2-3 weeks to discuss holistic progress.

4.2 Weekly Subject/Phase Updates

- **Friday Briefings:** A weekly plan for the upcoming week is uploaded every Friday for students and parents.
- **Content:** This must include upcoming assessment dates, homework deadlines, and a summary of the week's learning objectives.

5. Response Times and Boundaries

- **24-Hour Rule:** Staff are expected to acknowledge or respond to parent queries within 24 working hours.
- **Working Hours:** Communication must only occur during professional working hours.
- **Availability:** Staff are not required to monitor ePraise messages on weekends, holidays, or late at night.

6. Safeguarding and Escalation

- **Sensitive Matters:** Serious behavioral incidents or safeguarding concerns must not be detailed via ePraise messages.
- **Escalation:** Such issues must be moved to formal channels, including phone calls or face-to-face meetings, and escalated to the Head of Secondary or SLT.
- **Conduct:** All digital interactions must adhere to the school's Safeguarding and Acceptable Use policies.

7. Monitoring and Accountability

- **SLT Oversight:** Phase Leaders and SLT will regularly review ePraise data, including point distribution and messaging frequency, to ensure consistency.
- **Professional Standards:** The effective use of ePraise is a core component of staff professional expectations.

8. Review

This policy will be reviewed annually to align with secondary and Post 16 academic priorities and platform updates.