West Thames College London

Ofsted Outstanding Provider

Positive **Working Policy**

2026-2027

The Policy

At West Thames College, we value respectful partnerships with parents and carers. This policy sets out clear expectations to support positive communication and ensure the best outcomes for our students.

Working In Partnership With Parents and Carers

At West Thames College, we recognise that working in partnership with parents and carers is essential to supporting your son or daughter's learning, progress, and overall well-being. We are committed to creating a safe, respectful, and inclusive environment for all students, staff, parents, and carers.

We have high expectations of every student, and our staff model the behaviours and values we expect from our students, in-line with the College's values and principles. Clear expectations and guidelines for behaviour are outlined in our Standards for Success document, which you can find on page 2 of our Parent's Guide on our website.

What You Can Expect From Us

We will:

- Treat you with respect, listen to your views, and respond to communications within a reasonable timeframe.
- Provide clear information about the College and its programmes of study.
- Encourage you to engage with the College by attending open events, parent and carer evenings, and other opportunities to meet staff.
- Offer access to your son or daughter's progress and attendance via ProPortal.
- Share contact details for your son or daughter's Student Learning Advisor, who will be your first point of contact for any queries or concerns.
- Notify you if your son or daughter is absent from lessons.
- Contact you if there are concerns about attendance, punctuality, academic performance, or behaviour.
- Seek your feedback on your experience with the College.
- Inform you if your son or daughter is unwell and needs to be collected.
- Respond appropriately to any information you provide about individual needs or circumstances.
- Support your son or daughter to access the curriculum if they have additional needs.

Our Expectations From You

We ask that you:

- Support your son or daughter's education by promoting 100% attendance and not booking holidays during term time or exam periods.
- Encourage them to come prepared with the correct equipment, wear their College ID, and follow dress code expectations (e.g., no hats or hoodies) so they are ready to learn.
- Work collaboratively with College staff in the best interests of your son or daughter.
- Inform us promptly if your son or daughter requires additional support or reasonable adjustments, in line with the Equality Act 2010.
- Maintain realistic expectations regarding staff response times. Please note that staff will not respond to emails or messages outside of College hours, and same-day responses are often not possible.
- Communicate with College staff in a polite and respectful manner, whether in person, by phone, or via email.
- Approach any concerns calmly and constructively, seeking a collaborative and reasonable resolution.
- Use respectful email practices: clearly outline your concern, be concise, avoid sending multiple emails and limit the number of recipients copied in.

Additionally, we ask that you monitor and support your son or daughter's positive learning behaviours.

Unacceptable Behaviour

We will not tolerate any form of abuse or unacceptable behaviour towards staff.

This includes:

- Aggressive or threatening language or tone, including shouting in person, on remote calls, or over the phone. Staff reserve the right to end any meeting or call immediately if such behaviour occurs.
- Offensive or abusive language, whether spoken or written.
- Abusive, aggressive, vexatious or threatening e-mails or texts, or voice-mail.
- Physical violence or intimidation.
- Bullying of any kind.
- Inappropriate social media posts that may bring the College into disrepute or constitute bullying.
- Unreasonable or repeated demands on staff time.
- Damaging or destroying college property.
- Vexatious complaints. Our complaints policy can be found on our website-How to Complain
- Recording meetings or conversations without the explicit consent of all parties involved.

If Unacceptable Behaviour Occurs

Should any unacceptable behaviour was to occur, the college may take any of the following actions:

- Ending a meeting or a telephone call if this behaviour is displayed.
- Not replying to communications that are offensive, abusive, or derogatory.
- Contacting the appropriate authorities or the police, and banning the parent or carer from the College.
- Any unreasonable, abusive, or offensive communication will be addressed appropriately. This may include limiting communication to a specific email address, designating a single point of contact, requiring communication by post, or restricting phone calls and access to College premises.

Given the demands on College resources, we ask that parents and carers follow standard procedures to ensure staff time remains focused on supporting students. Once a response has been provided to a query, further responses may not be issued unless new information arises.

Contact Details

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