

SEVENOAKS SCHOOL SUMMER PROGRAMMES

Communications Policy

Routine Communications

A successful partnership between Sevenoaks School Summer Programme and parents, agents and guardians are based upon open communications. We foster links with the community, parents, students and former students. The Director and/or Admissions Manager is the first point of contact for parents, and they should be contacted in the first instance about any concern regarding an individual student.

Website

The website provides a range of information about the Summer Programme.

Email

Email is the simplest form of communication. Parents may wish to use email for contacting the Summer Programmes team. Please email SSSP@sevenoaksschool.org and you should receive a reply within 24 hours during term time.

The school cannot get involved in disputes between parents in the event of separation or divorce. All correspondence and information will be sent to all holders of parental responsibility, unless there is a court order to the contrary (which is rare). The interest of the student must always be paramount and it is important that parents agree on decisions to avoid the child or the Summer Programme being involved in disputes including, for example, participation on excursions, or activity choices. Parents should be aware that in the event of disagreement, the summer programme will endeavour to meet the student's choices or preferences where we judge it to be in his or her best educational interest. Where parents are separated or divorced copies of letters and emails will normally be sent to both parents.

OpenApply

All applications are made on OpenApply, and almost all correspondence thereafter will be sent via OpenApply. This includes, but is not limited to, invitation to interview, offer letter, enrolment forms, travel arrangements, visa letters, payment links for fees and pre-course information (Directors Webinar, welcome booklet, and travel letter)

SchoolBase

SchoolBase is only used during the Summer Programmes, but allows parents and guardians to view their child's live timetable, attendance, daily menu, weekly activities and end of course report. The End of Course Report is emailed to parents directly from SchoolBase, and can also be downloaded from the Parent Portal.

WhatsApp

During the Summer Programmes, the Director can be contacted via WhatsApp. This is the quickest form of communication throughout the programmes with texts being sent to +44 (0) 7387 261989.

Telephone

- Boarding Houses will keep phones whilst students attend classes and dinner. Phones are to remain in the boarding house whilst students attend meal times, classes and co-curricular activities. They will be allowed to use them first thing before breakfast and before bedtime.
- Students are to have their phones during excursions and off-site activities.
- On Leisure Days, students will only be given phones during the day, whilst they are around campus/in town, as a necessary tool for communication/safety. Phones will be kept until 10:30am by the Boarding team, taken away at 17:45pm and returned briefly at 20:00pm for before bed phone calls.

Mobile Phones

Student mobile phones must be clearly named and are the responsibility of the student. Cameras on mobile phones must not be used in such a way as to harass or cause distress to another student or member of staff. The school monitors the use of ICT to protect from inappropriate sites but parents need to be aware that it is not possible for the school to filter or monitor websites accessed by students on personal mobile phones with 3G/4G/5G internet access. Most students have mobile phones. In an emergency students should ask House Staff.

Video Calling

Those with laptops or other internet-enabled mobile devices may use Skype, Facetime or other video-calling services to contact friends and family at any reasonable time of day, subject to technical restrictions of the school's network.

Emergency Communications

Parents must ensure the Summer Programme always has current contact telephone numbers and email addresses so that contact can be made in an emergency, such as unplanned closure due to power failure, or an injury to your son or daughter. We will attempt to contact you by telephone if your son or daughter is injured or taken seriously ill. If the school is closed for more than one day, due to adverse weather or some similar problem, an update will be posted on the website at least once a day. In the unlikely event of a more serious incident, the response will, inevitably, depend on the circumstances. The first and greatest priority will always be to look after the students. The second priority will be to give parents the fullest possible account of events as soon as possible; we will always tell you personally if your son or daughter is injured, or has suffered some mishap unless the emergency services take this responsibility and instruct otherwise.