



How Our School Communicates with Parents

At Carron Primary & ELC, we use several communication tools to keep you informed about your child's learning, progress, and school activities. Each platform has a specific purpose. Below is a simple guide to help you know where to find information and how to use each channel.

Parents Portal Scotland

Purpose: Individual pupil learning progress, attendance, and important pupil records. How we use it:

- Parents can view their child's attendance and punctuality.
- Access permission slips or consent forms securely.
- Frequency: Updated throughout the school year as new information becomes available.
- Access: Secure login with your own credentials.

How the Channels Work Together

Think of it as layers of information: Each channel has its own role. Together, they ensure you stay informed about your child's learning and school life without missing important messages.



Urgent Alerts

Groupcall, Email, Telephone: Closures, reminders, urgent messages. As needed.

Whole-School Updates

Newsletters & School App/Website: Events, achievements, school-wide news. Monthly (School App) Termly (Newsletters), As needed (Website)

Termly Summaries

Report Cards & Parent Evenings:
Learning review, strengths, next steps. Termly / Annually.

Individual Pupil Updates

Parents Portal Scotland: Attendance, permission slips and pupil records. Updated as needed.

Weekly Updates

School App: School Calednar and School and Class news. Updated weekly.

Groupcall

Purpose: Quick, school-wide communication for urgent messages or reminders. How we use it:

- Text messages or emails for closures, reminders, or urgent announcements.
- Ensures all parents receive important information quickly.
- Frequency: As needed — usually short-term alerts.
- Access: Messages delivered directly to your phone/email.

Email and Telephone

Purpose: Two-way communication between parents and school staff. How we use it:

- Parents can contact teachers (FAO) or the office for information or with queries or concerns. General phone calls are answered during operating hours. If a staff member is unavailable and your details are passed on, we aim to return calls within 24 hours
- The school can send a response, reminders, or important updates about your child's achievement and attainment. Emails, website queries, and letters receive a full response within 5 working days, or an explanation of why more time is needed.
- Frequency: Ongoing as required. Tip: For urgent messages, please use phone; for non-urgent, email is ideal.

School Newsletters

Purpose: School-wide updates and celebration of achievements. How we use it:

- Share news about school events, achievements, and term highlights.
- Provide reminders about upcoming activities or changes. Frequency: Once per term.
- Access: Sent via email.

School Website & App

Purpose: Show what is happening in class and across the school. How we use it:

- School and Class App newsfeed and messages provide general information and display whole school awareness raising and fundraising events, and class learning journeys on our secure school app.
- Website contains general school information, policies, and news.
- Access: Secure login.
- Frequency: News updated weekly; website updated as needed. Tip: No confidential pupil information is shared publicly.

Report Cards & Parent Evenings

Purpose: In-depth insight into your child's learning progress and next steps. How we use it:

- Report cards summarise achievements, strengths, and areas for improvement.
- Parent evenings provide a chance to discuss progress directly with teachers.
- Frequency: Reports and meetings are scheduled annually. Parents can request a meeting regarding achievement and attainment when required. Tip: Parents are encouraged to prepare questions and review previous reports before meetings.

Parent Council & PTA

Parents can access relevant information about our Parent Council and PTA and read minutes of meeting held each session on our School App.

- Access: You can contact the Parent Council directly via email at carronprimarypc@outlook.com and you can contact the PTA directly via Facebook at '[Carron Primary School PTA](#)'.