

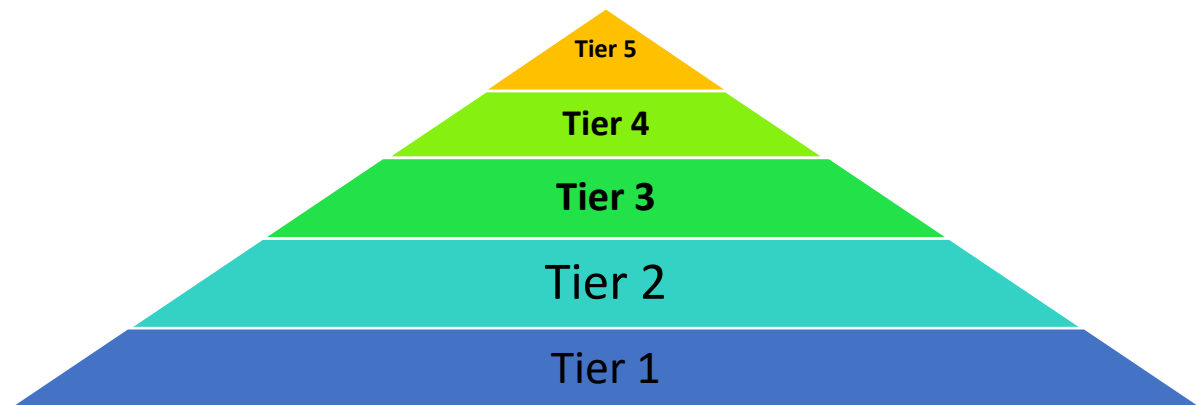


## Tiered Communication Support for Students and Parents/Carers during Remote Learning

**Rationale:** To provide clear guidelines around tiered Communication to support Students and Parents/Carers throughout a period of Remote Learning to ensure continuity of learning for Students and clear expectations around the timeline and process for Communication to Students and Parents/Carers to support Engagement in Remote Learning.

**Purpose:** The Tiered Communication support for Students and Parents/Carers provides information to support Communication and Engagement in Remote learning and outlines the support that will be available during the period of Remote Learning. This Communication aims to support students to engage in Remote Learning and outlines the process staff at MSC will follow to support students and parents to be well informed of students engagement in their learning and academic progress during the Remote Period time.

### Tiered Communication Model



At Mildura Senior College we understand that remote learning will be challenging for some students. To ensure that we Monitor and Track students to engage in Remote Learning we will contact parents/carers and students through a tiered process as outlined below. This process shows the different ways we will communicate with Students and Parents/Carers during the Remote Learning period via a tiered approach. The following tiers outline the ways in which we will support you and contact you during Remote learning.

## Tiered approach

<b>Overview of Tiered Communication Strategy for Remote Learning</b>	
<b>Tier 1: Google Classroom posts/emails</b>	<ul style="list-style-type: none"> <li>Teachers communicating home weekly through emails and google classroom posts with <i>Weekly Learning Plan</i> sent by 9am Mondays.</li> <li>Pathways teachers emailing students once a week to support wellbeing and Remote Learning Engagement. Link in with other staff as required. Students are expected to respond to this email.</li> <li>Email directly to parents via compass from Teacher/Pathways teacher to support remote learning.</li> <li>Maintain accurate records of support and contact through Chronicles on Compass- Parents can access these via Parent portal</li> </ul>
<b>Tier 2: SLPs/Semester Reports</b>	<ul style="list-style-type: none"> <li>4 weekly cycle of SLP reporting continues</li> <li>SLP notification sent to families via compass when available</li> <li>Pathways teacher to check SLP's for all students and contact students and families with concerns</li> <li>Students reflect on SLP with Pathways teachers via email</li> <li>Semester Reports available at the end of each Semester</li> </ul>
<b>Tier 3: Phone Calls/WebEx meetings</b>	<ul style="list-style-type: none"> <li>Engagement support contact via phone to student/parent when concerns arise from Classroom teacher or Pathways teacher</li> <li>Teachers communicate with Students and Parents to discuss progress/engagement concerns.</li> <li>Pathways Teachers communicate with Parents to discuss engagement, wellbeing or overall progress concerns.</li> <li>Pathways teachers arrange WebEx meetings involving Classroom teacher or Sub-School Leaders where required to communicate with Students and Parents/Carers when additional support is required.</li> <li>Wellbeing support for vulnerable students occurs via phone calls/WebEX</li> </ul>
<b>Tier 4: Sub-School Leader Support and Wellbeing Case Management</b>	<ul style="list-style-type: none"> <li>Teachers and Pathways teachers communicate with Sub-School Leader where support is required for Students.</li> <li>Ongoing case management and crisis support regarding overall progress and wellbeing. Contact by Sub-School Leader or a member of the Wellbeing Team.</li> <li>Home visits coordinated between Sub-School Leader and AP when contact with students or families is not made or for wellbeing support in consultation with the wellbeing team.</li> </ul>
<b>Tier 5: Assistant Principal Support</b>	<ul style="list-style-type: none"> <li>Sub School Leaders refer individual students for ongoing case management support from Assistant Principal when required.</li> <li>Assistant Principal to conduct home visit and link students with required wellbeing support or Remote Learning support.</li> </ul>

Please find below an outline of the expectations for Students and Parents/Carers during this time to ensure that no student is disadvantaged during a period of Remote Learning.

### What are the responsibilities?

Students:

- It is the Student's responsibility to engage in Remote Learning. We will raise concern if students are not taking responsibility for their engagement in remote learning.
- Complete and submit all assigned work on time, as required and within MSC and VCAA rules
- Communicate with each teacher weekly and complete all set work including submissions where required
- Attend all online weekly Tutorial sessions in each subject
- Reflect and act on SLPs every 4 weeks
- Communicate with teachers for regular feedback and seek support if required
- Communicate weekly with Pathways teacher as per Tiered Communication model
- Complete SAC's (School Assessed Coursework) and Assessment Tasks when arranged and under the conditions stipulated by the Classroom teacher

Parents:

- Support student Remote Learning program at home
- Assist students to set up a suitable place to engage in Remote Learning each day where they will not be interrupted
- Respond to school communications regarding student progress
- Read SLPs and discuss improvement strategies with students
- Contact MSC with any concerns or when support is required for your student
- Please refer also to the *Tips for Parents as Partners during the remote learning period document* to support your student at home.

**Subject teachers** will provide a *Weekly Learning Plan* for each subject and communicate this to their students each week. They will prepare content for students to access via Google Classrooms and run Tutorial sessions each week for students to attend via WebEX. Teachers will provide ongoing feedback to students on their work during this time and can be contacted via email at any time.

**Pathways teachers** are responsible for Monitoring and Tracking students overall engagement in Remote Learning and their Wellbeing. They will continue to Monitor and Track their students' progress and wellbeing needs on a regular basis including making weekly contact with students where students are expected to reply and can access support if required. Parents/Carers are encouraged to contact Pathways teachers at any time where support is required for their student.

**Special Provision:** Special Provision for individual students may be required. Please contact Anne Symes [symesa@milsen.vic.edu.au](mailto:symesa@milsen.vic.edu.au) for support where required.