

# Communication Charter

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Creating synergy and positive relationships



School of  
**CHARACTER**



**KINGS LANGLEY SCHOOL**  
**SIXTH FORM**  
READY FOR YOUR FUTURE

# Communication Charter

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## Introduction

### Introduction from Principal Assistant Headteacher & Head of Sixth Form

At Kings Langley Sixth Form we recognise that effective and positive relationships between all our stakeholders is impacted significantly by providing an open and communicative environment with its wider community. To ensure that we are a thriving and successful sixth form, we must communicate with each other, with our students, with their parents/carers, and with other stakeholders. We need to ensure that communications between all members of the sixth form community are clear, professional, timely and appropriate.

Students at our sixth form will find an environment and culture where they are treated as young adults, actively employing the character education that is engrained in our values and ethos. Our students should expect a reciprocal culture of respect and maturity with effective communication being the key, as they develop their independence and experience personal development. Whilst we appreciate and value that our young people enjoy the increased independence that comes with age, we also believe that families and the home, are a crucial influence on the education and development of our students, the effective partnerships between home and sixth form have a positive impact on students' learning.

We strongly believe in respect and equal treatment for all persons regardless of their differences. We insist this is applied in every aspect of our sixth form and how everyone, including students, staff, parents/carers, suppliers, conducts themselves. This includes face to face communications, emailing, telephone calls and social media, including WhatsApp and social media groups. We all now live in a digital age where traditional forms of communication such as letters and telephone calls are generally being replaced by emails and digital communication. Whilst this is usually the most time-efficient method it does come with its disadvantages. Tone and intent can be lost in translation and the risk of emotional responses can be expedited through the use of devices at our immediate finger-tips. We also recognise that social media is a fantastic resource for sharing and learning and we use this to communicate news, achievements and reminders about events. It is appreciated that digital communities are often set up as useful forums for both students and parents/carers however, we encourage stakeholders to give us the opportunity to resolve any concerns or issues in order to reinforce positive relations.

The sixth form welcome feedback and contributions to our development and encourage stakeholders to contact us to ensure we work positively together to address any areas of concern. Positive feedback is also just as useful as negative feedback and we welcome any comments or feedback on what we are doing right so that we can continue to develop the sixth form.

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and co-ordinated action is taken.



Mr J. Tubb  
Principal Assistant Headteacher & Head of Sixth Form

# Communication Values

In line with our sixth form values and wider character education foundation, we hold the following values in this charter:

**Accountability**

**Empowerment**

**Integrity**

**Tenacity**

**Responsibility**

In order to achieve a culture of inclusion and belonging, in which everyone acknowledges and understands how diversity enriches our cultural and societal capital, we outline the foundations of our charter in four commitments:

**Commitment A** – Encourage open dialogue that promotes positive relationships between all stakeholders and a student-centred approach.

**Commitment B** – Making sure that communication is accessible, inclusive and appropriate to all our stakeholders.

**Commitment C** – Developing efficiency and reliability in the communication channels used.

**Commitment D** – Acknowledge the importance of wellbeing through respectful communication that recognises workload and priorities as well as contact outside of working hours.

Good communication is much more than the exchange of information. It is through effective and interactive communication where information is transmitted, understanding is developed and shared, trust is built, confidentiality respected, and co-ordinated action is taken.

## Our Communication Charter Commitments

We commit ourselves to creating positive relationships between our stakeholders to ensure that at all times, the student is placed centre of what we do and recognises the challenges that come with communication methods. This charter is designed to communicate the values and commitments that we, the whole sixth form community (students and staff), pledge our responsibility to achieve.

The following commitments have been agreed through student voice, collaboration between the student and staff body, and in partnership with parents and carers.

### Our commitments:

1. **To be effective** - It is always our aim to communicate with stakeholders in the most effective manner using the most appropriate communication channel.
2. **To be timely** - We commit to dealing with enquires in a timely manner whilst also highlighting that with teaching comes unavoidable constraints and may cause delays.
3. **To be sensitive** - Take a rational approach to understanding the situation, and not letting emotions cloud judgment or permeate our communication.
4. **To be understanding** - Integrating and working in synergy with stakeholders to achieve positive health and wellbeing.
5. **To be respectful** - Communication between all stakeholders should seek to establish respectful, fair, open and professional relationships.
6. **To be consistent** - Communication channels should be consistent so that it aids clarity and is easily accessible when sourcing information.
7. **To consider wellbeing** - The wellbeing of stakeholders should be considered when engaging in communication, appreciating the demands and challenges for all stakeholders.
8. **To be professional** - Communication should always address people in an appropriate manner, in a courtesy that would be expected in return.