



Al Zahra College

Parent Code of Conduct

Updated August 2023



Statement of Purpose

The College recognises the integral role of parents and guardians in the College community and their right to participate in their child's education. This Code has been developed to ensure that parents are aware of and meet the College's expectations regarding their interaction with the College, its teachers, other parents, and students. Adherence to this Code is important to promote positive and productive relationships within the College community.

General Role of the College

The College is responsible for establishing and administering the policies, procedures and rules which govern the day-to-day operations of the school. It is important that parents recognise and respect this, adhere and have their children adhere to the College's requirements, and support its decisions.

Discipline

The College expects students to comply with its rules and not engage in behaviour, which is harmful to others or is contrary to the ethos and philosophy of the College. Parents are expected to support the College in relation to its discipline policy and not do anything which undermines its authority. It must be understood that in the case of minor disciplinary matters, the College will judge what took place and what is a fair consequence. It will not engage in debate about the details of the conduct or the appropriateness of the consequence.

In relation to disciplinary matters which may result in suspension or expulsion, the College will inform parents of the matter and will deal with it in accordance with the College's discipline policy. While parents will be consulted, the final decision rests with the College.

Note, the College will not provide details relating to other students due to privacy considerations. Parents must not address a disciplinary matter with a child other than their own, either on the College grounds, at college events, or via social media.

Academic and Co-curricular Activities

The College makes decisions about student achievement and participation in the broader school life based on careful and considered judgment. Class allocation, learning and assessment, co-curricular selection, and leadership selection are all the result of a comprehensive decision-making



process. Parents are encouraged to show their support and understanding in these matters. Parents are welcome to attend school activities and sporting events but should exercise restraint and always maintain appropriate and respectful behaviour. Parents must not abuse, threaten, or try to intimidate a school staff member, an umpire, referee, player or any school representatives.

Interaction with Staff and the College

The College conducts regular meetings between staff and parents regarding students' progress. Situations also arise where parents or staff members need to meet to discuss issues that may arise during a student's schooling. Parents are expected to respond to emails and meeting requests from the College in a timely manner.

The College also regularly organises and invites parents to events, which are important for parent-school collaboration and to enhance our students' learning growth and wellbeing. These include assemblies, orientation meetings, parent-teacher interviews, subject selection meetings, career expos, visits from community experts, and others. Parents are asked to make genuine effort to be present at these events. Parents are also required to regularly read and where necessary respond to College correspondence via our communication portals.

If a parent wishes to meet with a staff member, s/he should make an appointment so that a mutually convenient time can be arranged. This can be done through the school admin office. Parents should never attempt to contact a staff member at their home unless the staff member requests this. Parents can also make an appointment to see the Head of Primary or the Head of Secondary and/or the Headmaster about any concerns they may have relating to their child.

It is important that parents show respect for and not publicly criticise a staff member or seek to undermine his/her authority. If a parent has a particular concern staff about a member of staff, they can raise it with the staff member concerned or with the Headmaster. However, when doing so they should observe the general rules of conduct set out in this Code. The College has a duty of care to protect all staff and for this reason any aggressive or abusive behavior will not be tolerated.

Interactions Generally

Communications whether verbal or in writing with other members of the school community whether teachers, executives, administration staff, other parents or students should:



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- show respect, courtesy and consideration;
 - not harass or bully another person;
 - not use intemperate language; and
 - not be confrontational.

Email

For non-urgent, general enquiries and notifications, please contact the info@azc.nsw.edu.au. Emails are opened by the office staff and forwarded to the relevant staff member. Alternatively, parents/ guardians may email the relevant staff member directly.

It is important to note the teachers only check emails or other communication channels periodically throughout the day and not while they are teaching. They will respond as quickly as possible, but within two school days. Teachers are not expected to answer emails immediately or outside school hours. For urgent matters, parents should contact the College admin office (9599 0161).

Interactions Online

Posts on social media including Instagram, Facebook and private apps such as WhatsApp must always be respectful and not invasive of anyone's privacy. This includes amongst others, tagging/ naming or posting photographs with someone else's child wearing the Al Zahra College uniform. Parents/ Guardians must avoid discussions and posts that are of a sensitive nature or relate to private topics.

If there are any issues or concerns, Parents should contact the appropriate staff member, the Headmaster or the Head of Primary/ Head of Secondary.

Pick-up and Drop-off

When dropping off and picking up students from the College, parents are expected to show consideration for and ensure the safety of all members of the College and local community. Parents must comply with traffic rules and our traffic management system. This includes obeying the speed limits, observing all traffic signs, limiting the use of car horns (except in emergency circumstances), and parking legally and safely. Parents must not double park, park across the driveways of properties or exit driveways from the College grounds and must drive forward while awaiting their children in order that other parents are able to park safely.



Separated Parents

In the case of divorced/ separated parents, the College will not be involved in any parental disputes. The College is unable to make judgments about any claims made by one parent against another and should not be requested to do so, nor should the College be asked to take any action, which would or aims to disadvantage one parent. The College will observe any court orders regarding a student or communications with parents.

Leave

Leave during term time, other than due to illness is strongly discouraged. If planning leave, parents/ guardians must complete the Student Leave Application form, which is available from the College admin office. Please note, students and parents are responsible for managing any consequences of absences. It must not be assumed that assessment tasks can be re-organised around leave taken during the school term. Students should consult with their teacher/s for an overview of content that will be covered by the class during the absence. Students are responsible for covering missed content.

Parents/ guardians of students from Years 10 - 12 should consult the Deadline Calendars and the DPC before planning leave to ensure that the student does not miss assessment blocks. Note, the Headmaster will only grant leave during assessment periods in the case of exceptional circumstances. Parents/ guardians of students in Years 7 – 9 must consider the academic consequences of planning leave during the scheduled assessment period.

Complaints and Grievances

The College is dedicated to the learning and welfare of all its students, and parents are encouraged to raise any genuine grievances or complaints in an appropriate, and respectful manner. If a parent has a complaint or grievance, they need to contact the either the Headmaster, Head of Primary or Head of Secondary. If a parent wishes to make a complaint, they should not use rude or abusive language. This is unproductive and can make it harder to resolve concerns.

Failure to Observe this Code

If a parent fails to observe this Code after being warned about a breach, the College may:

- limit access to a teacher or teachers;
- limit access to the school premises or sporting or other school events; or
- terminate the enrolment of the student.