



MEPA TRAINING

COMMUNICATION WITH PARENTS

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POLICY STATEMENT

MEPA Training aims to maintain links where appropriate, with parents/guardians to help aid and support all students learning and development.

EMAILS AND PHONE CALLS

Any parent/carer wishing to speak to a member of staff is to make contact via email. Due to the busy nature of education and staff availability, we allow staff 48 hours to reply to any emails or phone calls.

Staff can return phone calls via email due to their work schedule.

Staff do not need to receive phone calls or parent walk ins as and when a parent makes contact.

MEETINGS

If a parent/carer requests a meeting, senior management will determine whether a meeting is appropriate and the Principal's decision is final.

METHODS OF COMMUNICATION

- Students will receive termly Progress Updates communicating their attendance, assessments grade and development. These will be sent by email to parents / carers and students
- All parents are invited to all performance evenings to see the development of their child.
- If at any time the Training feels that a student is falling behind, whether in attendance, technique or dedication. The initial contact will be with the student but if the problem continues parents will be informed and may be invited into Training to discuss how to resolve this issue.
- Students on the 3-year professional programme at MEPA College will receive yearly assessment grades and termly informal reports.

DEVELOPMENT OF THE STUDENTS

Although we are keen to keep good links with parents, we also feel it is important that every student, whatever their age, learns to stand on their own two feet and gain confidence in communicating any problems they may have. So, any initial issues or worries will always be discussed with the student and if we feel this is unproductive, we will then progress to speak to the parents

CONTACTING US

We have an 'open door' policy welcoming any student to discuss any issues they may have. We are contactable, by phone on 01622 756644 or via email reception@mepatraining.com