



5th September 2024

Dear Families,

I hope you have had a good summer break. We are looking forward to an exciting academic year ahead.

I am writing to you at the start of term regarding communication with families this coming year. Many of you will be used to using Epraise for communication with staff at Nova Hreod. This platform is no longer an ideal platform to use for communication in a large secondary school and has increasingly led to poor quality communication over time as the school has got bigger. We will therefore, from Monday 9th September, no longer be using Epraise for families to communicate with staff at Nova Hreod. (Please note we will however still use Epraise for communication with students themselves)

Please find our communication strategy for this academic year which will replace the use of Epraise outlined below.

How we ask families to communicate with the school going forward:

We would ask that families use the following email addresses to communicate with the school going forward. These email addresses are shared inboxes with access by all members of the relevant teams. By doing this we can ensure that we respond quickly to you with the appropriate information.

All the details below will also be able to be found in the Contact Nova section of the website from Monday 9th September: [Nova Hreod Academy > Contact Nova](#)

	Description	Who will respond
Specific Enquiries yearmanager7@novahreodacademy.org.uk yearmanager8@novahreodacademy.org.uk yearmanager9@novahreodacademy.org.uk yearmanager10@novahreodacademy.org.uk yearmanager11@novahreodacademy.org.uk	Email this address for – communication regarding any specific issues / enquiries relating to your child	Year Managers
Subject Enquiries novamathsenquiries@novahreodacademy.org.uk (Maths)	Email these addresses if you have any queries relating to your child’s subject teaching,	Faculty Leaders



<p>novaenglishenquiries@novahreodacademy.org.uk (English)</p> <p>novascienceenquiries@novahreodacademy.org.uk (Science)</p> <p>novaMFLenquiries@novahreodacademy.org.uk (Modern Foreign Languages)</p> <p>novaPEenquiries@novahreodacademy.org.uk (Physical Education)</p> <p>novahumanitiesenquiries@novahreodacademy.org.uk (History, Geography or RE)</p> <p>NovaPARTsenquiries@novahreodacademy.org.uk (Performing Arts)</p> <p>NOVADARTsenquiries@novahreodacademy.org.uk (Art, Design & Technology)</p>	<p>curriculum or homework set.</p>	
<p>General Enquiries</p> <p>admin@novahreodacademy.org.uk</p>	<p>Email this address for:</p> <ul style="list-style-type: none"> • Details of upcoming events • Enquiries regarding dates / times • General enquiries about school systems / processes 	<p>Reception Team</p>
<p>Safeguarding</p> <p>Safeguarding@novahreodacademy.org.uk</p>	<p>Any concern regarding the safeguarding of your child or of other students in the school.</p>	<p>Safeguarding Team</p>
<p>Attendance</p> <p>n.attendance@novahreodacademy.org.uk</p>	<p>Communication regarding absence or lateness.</p>	<p>Attendance Team</p>
<p>SEND</p> <p>send@novahreodacademy.org.uk</p>	<p>Enquiries relating to SEND support and diagnosis</p>	<p>SEND Team</p>
<p>Careers</p> <p>Careers@novahreodacademy.org.uk</p>	<p>Enquiries relating to careers advice & guidance</p>	<p>Careers Team</p>

Communication with specific individuals

Outlined below is some additional guidance regarding expectations around communication with specific individuals at the school this year.

Class Teachers	<p>Class teachers are not expected to directly correspond with parents via email. In a large secondary school this is not a realistic expectation when teachers could teach over 300 students.</p> <p>Class teachers will call home to parents to either celebrate success or raise concerns as needed.</p> <p>Parents are asked to direct communication regarding specific enquiries about their child to year managers.</p>
Year Managers	<p>Parents are asked to direct all communication regarding specific enquiries about their child to year managers.</p> <p>Year managers will respond to parents within 48 hours to acknowledge receipt of an email</p> <p>If an issue is not able to be resolved the year manager will pass it on to their SLT line manager</p> <p>If an enquiry is a general one not relating to a specific student parents should email admin@novahreodacademy.org.uk</p>
Senior Leaders	<p>Parents are welcome to email senior leaders directly regarding specific enquiries or issues, often these issues or enquiries will be delegated to the relevant year manager to answer. Senior leaders email addresses can be found on the school website along with the centralised email addresses shown above.</p>
The Principal	<p>As a Principal of over 1000 students it is not possible to grant a meeting or phone call immediately with parents.</p> <p>At Nova we operate a system of delegated responsibility where requests for a meeting or phone call with the Principal will usually be delegated to a member of the senior leadership team or year manager initially and then followed up by the Principal as needed.</p>

How the school will communicate with families

Please find below a summary of how the school will communicate with families over the course of this academic year.

Epraise	Arbor App	Parent Pay	Email	Text Message
Homework	Whole school communication e.g. newsletters / letters home Merits (DISC Points) Notification of detention Student Timetables Student Academic Reports	Online payments for school meals and other miscellaneous payments	Whole school communication e.g. newsletters / letters home Communication over specific issues / enquiries	Communication regarding detentions /suspensions Notification of urgent information e.g. same day school closure
Student Timetables				
After school club sign up				

If you do not yet have access to the Arbor App please could we ask that you download this following the previous guidance sent out.

Thank you very much for taking the time to read this letter. I do look forward to working with you over the course of this coming year.

Yours sincerely



James Harding-Mbogo
Principal