

JPL/02/24



Inspiring Optimistic Learners

09 February 2024

Dear Parent/Carer

### **Re: New Communication System**

As a College we recognise the importance of regular and effective communication with parents and carers. It is important we work in partnership with you which we believe is in the best interests of your child.

To date, SIMS Parent App has been used as the main communication tool to cascade information out to you. However, we recognise this provision is not used by all parents and carers and therefore important information may not be reaching home. We sometimes use the College's website and Facebook page to publish information, but these platforms are not always appropriate for the type of information to be shared.

To address what we believe is a communication gap, the College has introduced a new communications system which fully integrates with our management information system and should improve the efficiency of our information sharing. You will shortly start to receive e-mails from the College, with the sender details showing in your inbox as 'TCC@scopay.com'. There is no action required by you to activate the system. However, if we do not have your e-mail address, or if your contact details have changed, please let us know so we can update our records.

The College's e-mail system '[name]@torpoint.cornwall.sch.uk' will still be used, so please continue to check any correspondence you receive from these addresses. Use of the SIMS Parent App will also continue. If you do not currently have access to the app, or you would like support in helping set it up, please do not hesitate to contact the College.

It is hoped this new and additional communications system will improve the way we communicate with you, and provide a simple, quick and effective method of sharing important information. Should you have any queries regarding the above please do not hesitate to contact us at [ictsupport@torpoint.cornwall.sch.uk](mailto:ictsupport@torpoint.cornwall.sch.uk).

Yours sincerely,

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Headteacher

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