

In addition to recent changes to the school website, we have invested in eSystems to enhance communication with parents and carers.

The two main systems for direct parent/carer communication are **SIMS In-Touch & SIMS Learning Gateway (SLG)**. These allow more efficient delivery of information, whether it is for querying student absence, sending general information (electronic letters), or for delivering students' school reports which we now provide up to 6 times in the year, depending on the students' year groups.

Queries regarding student absence are sent using the SIMS In-Touch system. Parents will receive either a text or a voice message asking for the reason for a student's absence. Parents/carers can respond through this system and the information is sent back to our Administration Office. It is important both for child-protection and for learning that absence is monitored as quickly and efficiently as possible.

Student 'data-only' reports are emailed to parents/carers using SIMS In-Touch. These reports are also uploaded to the Sims Learning Gateway (SLG) where they can be read *once logged in*.

The annual student 'text' reports which contain both the performance and target data for each subject are currently only uploaded to the SLG (from where they can be read). These cannot yet be emailed using In-Touch. In both cases, the reports contain a live [link](#) which allows parents/carers to give feedback on the school reports. The feedback link is to a response form on our website.

The SLG allows you to see both/all students where parents/carers have more than one student in the school. It is not necessary to have additional logins. The SLG also allows you to advise the school of any changes to key details such as phone numbers and email addresses. This is crucial because all communication is controlled using the contact details we hold for you in the system. When you advise contact detail changes, these are viewed by our Admin staff prior to implementation and queried directly with you if necessary.

Why is it so complex to login or request new passwords?

Both In-Touch and the SIMS Learning Gateway are secure communication services which meet the **Data Protection Requirements** as defined by the **Information Commissioner's Office**.

Your username has to be unique, and is controlled through the service we obtain from Capita (who 'host' the SLG). When you request an update, we have to process this through their host service – which takes at least 24 hours to be requested checked and issued. We then have to send this safely to you.

Difficulty in accessing the SIMS Learning Gateway.

Some parents/carers have had difficulty in accessing the SLG service. There are a number of possible reasons for this, however it is often difficult for us to understand each individual circumstance.

Earlier problems surrounded the issue of passwords expiring after 180 days and passwords not meeting complexity requirements. These are security features as defined within ICO guidelines. You can define 'secret information', and request your new password directly from the Capita SLG login page as long as you have saved this initially.

