

RGHS Parent Communication Guide

1. General Notices and News

The weekly bulletin is your first port of call for general news, notices from administration and upcoming events. **You have to subscribe to this newsletter in order for us to communicate with you via this platform - [click here to subscribe](#).** You are also able to unsubscribe at any time by clicking on the unsubscribe link at the bottom of the newsletter.

Please make sure that at least one email per family is subscribed. All learners also receive this newsletter weekly in their RGHS inboxes and it is archived on our [website here](#).

Formal email communications related to specific topics are sent to all parents from time to time. These bulk emails are sent from the address engagesmis@rghs.org.za. These emails sometimes end up in spam/updates folders and can be easily missed. Please make sure that you mark this address as safe so that you can receive these important emails.

Parents are invited to join our Whatsapp line where urgent reminders and notices are posted. Please send a message with your name and surname to 071 728 1129 and you will be added to the Broadcast group.

Please note that we do NOT use the D6 Communicator at our school.

2. The Google School Calendar

The latest public school calendar is a Google calendar that is updated frequently with all events that involve the whole school. [Click here to view](#) or subscribe to it. This calendar is also shared on the [Engage Portal](#) for parents, as well as [on our website](#).

3. The Engage Parent Portal

The [Engage Portal](#) is used to store your child's profile, documents and communications that we have sent you directly. You are also able to communicate with your child's teachers through the portal.

Email info@rghs.org.za if you have not registered on Engage or if you have difficulty logging in. Read the [Parent Portal User Guide](#), produced by DoubleFirst Engage if you want to know more.

Communication Copies

Copies of all previous direct email communication sent to you are listed under the "My DMS" menu. Your contact details, as we have them, are under "My Details" and you can request changes if/when they arise.

Your child's school profile and assessment reports

We use the [Engage Portal](#) to publish your child's report card to you at the end of every term. Please note that we do not email reports to parents.

To view your child's profile, click on the *View Details* button directly under your child's photo.

View Details

On the Pupil Details page that loads, expand the blue band called "Assessment Reports" to view your child's reports. Here you can select the Term/Reporting Period or view all reports.

Assessment Reports

Reporting Period: Select ▼ Show this year's Reporting Periods: ☒ Show all reports for this pupil: ☐

With the exception of Grade 12s, learners will also receive a Behaviour and Work report for Term 1 - 3 along with their marks.

4. Communication with staff

General queries and concerns

Your child's tutor will be your first port of call to give you all the information you need regarding your child and their general well-being and overall progress. You should also inform the tutor if your child is absent or if there is anything that they need to be aware of regarding your child's well-being. They will refer you directly to the subject teacher if you have a specific subject-related query/issue.

Subject-related queries

On [Engage](#), under your child's profile, expand the blue band called "Pupil Subject and Teachers". Tick the teacher you would like to send a message to and click on Send Notice. From here, you are able to message subject teachers directly.

Please note that your child's tutors are also listed under "Pupil Subject and Teachers"

Absence during a test or exam

If your child is ill and cannot write an assessment, please provide the subject teacher with a doctor's certificate or the relevant documentation. Your child will then receive an *Absent* on their report for the term. [Please note: If this documentation is not provided, your child will receive "zero" for that assessment.]

Speak to your child or the subject teacher about the rest of their marks for the term for that particular subject and to find out how they are doing. Marks for the assessments completed in each term all count towards their SBA total (year mark). The SBA mark, together with their end-of-year examination mark, makes up their final promotion mark for each subject.

Missing part of the school day

If your child has to miss a *part of the school day* for a valid reason, please [print and fill out this form](#). Your child must hand this completed form to the Deputy Principal (Academic Innovation), at least 24 hours

in advance. This completed form is only required when your child will be arriving late, leaving early or needs to be away for a while during the course of the school day. If your child is going to be away for a full day, then you just need to email the tutor.

General information

You can contact the Front Office (reception@rghs.org.za) with general queries such as lost property or emergencies etc. If they cannot help, they will refer you to the right person at school who can.

Contact info@rghs.org.za for information regarding events, advertising etc.

For any Finance-related queries, contact finance@rghs.org.za.

5. Sport information

The weekly sports report is published in the weekly bulletin and on our website. Sports fixtures and the termly Sports programme can also be found on our website in the [sports section](#).

Please note that sports staff will directly communicate with your child via email or in-person if there are any changes or updates to practices, trials or matches.

All finance/money related messages will be directly communicated to parents first.

6. Music information

Information specifically pertaining to music learners are communicated by the music department, directly with learners and parents where appropriate. Music news is shared with the whole school in the weekly bulletin. Email brownb@rghs.org.za for any queries.

All finance/money related messages will be directly communicated to parents first.