

## **12. PARENT AND SCHOOL COMMUNICATION POLICY**

### **11.1 Introduction**

Good communication between school staff, parents and students is imperative to the quality of education provided by The Model Private School. Parents can help more if they know what the school is trying to achieve, and how they can help the students.

In our school, we aim to have clear and effective communications with parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the importance of the role that parents play in supporting the school in educating their children.

We communicate with parents through a range of different strategies; circulars, SMS, WhatsApp messages, Social media, school website, phone calls and face to face with prior appointments.

### **11.2 Purpose**

Clarity around communications between all stakeholders in the school community is an essential component for a successful school year. We believe that students achieve their best when the school and family work together. This Communications Policy is designed to keep clear communication lines within the school community, with defined expectations for parents and school employees. This policy applies to parents, employees, contractors, consultants, temporary members of staff, and other workers at the school, including all personnel affiliated with third parties.

### **11.3 Objective**

To ensure that all parents and teachers understand the procedure for communicating issues, which affect the education of the children. Teachers

have a need to communicate with parents at regular intervals, and parents are invited to communicate with teachers whenever it may be required.

#### **11.4 School communication**

Parents are encouraged to maintain a line of communication with their children's teachers and the school in general to ensure consistent messages and optimal student performance. There are variety sources of information and communication pathways parents can utilise to keep up to date:

- Email
- WhatsApp messages
- Phone calls
- Short messages service
- Parent council meeting
- School Website
- Social media platforms

The school sends updates of events and announcements and termly newsletters to parents via WhatsApp messages or email or upload this on the school portal. It contains general details of school events and activities. Where possible, all communication from the school is electronic in the form of WhatsApp messages and SMS. Throughout the year all teachers provide information to the parents. We invite parents to support their child's work through a range of suggested activities to be shared with the child at home. The school encourages parents to share any issues about their child at the earliest opportunity.

Teachers see parents immediately, if at all possible. Where this is not possible, the parent makes an appointment. Regular Parental workshops are held throughout the year to equip parents with tools to help extend learning at home. If a child is absent from school for three consecutive days, and we have had no indication of the reason, we contact a parent by telephone/WhatsApp , to find out the reason for the absence.

Parent Council Meetings The school values and respects all recommendations and suggestions by the members of the Parent Council. Parent Council Meeting is held once in a month to discuss ongoing school activities, school improvement strategies and to explain important policies and procedures.

### **11.5 Phone calls Guidelines**

Teaching staff should not be interrupted during school hours to take calls unless in case of extreme emergency. The school reception will take the details of the parent and send it to the concerned teacher/supervisor.

### **11.6 Social media Guidelines**

Parents or staff should not send emails or post comments with the intent of scaring, hurting, defaming or intimidating someone else. Parents and staff are reminded that in the UAE there are extreme consequences for online defamation of character of person or organisation.

### **11.7 Acceptable means of communication between parents and teachers:**

All legitimate and fair concerns need to be addressed between parents and teachers in the following manner:

- A polite telephone call via the School office.
- A polite letter or note in the learner's communication book or homework diary.
- A pre-arranged meeting at the School.
- Interview requests via the communication book or homework diary must be cordial and respectful, without divulging information that could be harmful.

- Telephonic contact via the School office is acceptable provided that parents understand that teachers cannot return calls immediately. Calls will be returned as soon as possible.
- The person in the front office will convey to the parents from the teachers the approximate expected time of the return call.
- The person in the front office will facilitate communications between parents but do not wish to be informed about the issue. Academic issues should never be discussed with the office staff.
- When dealing with an issue, the appropriate channels must be followed. In this regard, refer to the subheading 'Channels'.

#### **11.8 Unacceptable means of communication between parents and teachers:**

- Communication which is demeaning and derogatory in nature.
- Notes on scrap paper will not be accepted nor responded to.
- Confidentiality will be observed by the persons in the office when making appointments.
- Rude remarks in the messages or homework diary are unacceptable and will not be tolerated.
- Sending sensitive messages in the WhatsApp messages, homework diary or anywhere else where children are able to view the information is unacceptable.
- Whilst cell phones facilitate better communication between people, they do invade privacy. Cell phones (whether an SMS or a call) should be used with discretion and for urgent issues only and should not be used during lessons.
- A parent should never contact a teacher on his/her cell phone or home telephone unless expressly invited to do so by a teacher in a specific instance.

#### **11.9 Emergency Communications**

In situations where the school is under emergency conditions or is closing due to unforeseen circumstances (e.g. weather, facilities failure) parents will be informed via SMS or WhatsApp messages.