



مدرسة تونا الثانية - وية الانجليزية - الشارقة (فرع البنين)
**OUR OWN ENGLISH HIGH SCHOOL, SHARJAH
BOYS' BRANCH**



Policy and Procedures

Communication Policy

Date of Adoption: August 2014

Date Reviewed: April 2019

Date of Review: April 2021

Verified By

Srivalsan Murugan

Principal & CEO



Rationale

This policy deals with communication within the school and between all other stakeholders, to contribute to ensuring inclusivity and co-operation. This policy emphasizes on maintaining and improving the current channels of communication among the users of the school and with the partners in education.

What is the policy intended to achieve?

We aim to have clear, effective communications with all parents and the wider school community. The goal of this policy is to contribute to effective communication within the school, with the Management, and with the parents to maintain a good working, social and personal environment. This will promote efficiency and contribute to achieving the objectives of the school.

MECHANISMS FOR HOME SCHOOL COMMUNICATION

SCHOOL WEBSITE

The website provides a range of information about the school. All parents are provided with details to access the relevant page. The school website provides details of events and activities. The school website is updated every month. All scholastic and co- scholastic achievements are recorded on the school website.

OFFICIAL TWITTER HANDLE @OOB GEMS

The school tweets about the latest happenings and event on this handle.

SCHOOL DIARY

All parents and guardians are sent a printed diary every year. This is an important communication tool and aims to provide regular and on-going feedback to parents. It also helps students to organize their work and assessment tasks.

CIRCULARS

Effective communication is essential to create strong school-home partnerships. The school sends out circulars regularly to share information with the parent community. These circulars can be accessed on MyLearning.



E-MAILS

Email is a quick, effective way of communicating information however; it does not replace face-to-face meetings. Staff should acknowledge e-mail and send a reply within 24 hours.

Staff sending emails to external organizations or parents must mark a copy to their line manager. Under no circumstances should staff contact pupils, parents or conduct any school business using personal email addresses.

Parents must ensure the school always has current contact telephone numbers and email addresses. It is mandatory for parents to update PHOENIX records to ensure that communication is not compromised.

Telephone calls

Staff should take notes about the content of telephone calls, as they would of meetings with parents. Detailed notes from telephone calls, including main points of discussion and action required/taken should be recorded in the Teacher's Diary.

Whilst staff will always seek to establish open and friendly relationships with parents, it is appropriate that relationships are professional and parents are addressed in a formal manner.

Parent-Teacher Interface

Regular Parent Teacher Interface provide opportunities for teachers and parents to discuss student achievement, progress and concerns.

School Newsletter and Year Book

Both publications communicate key events, ideas and achievements to the school community.

PAC Meetings

PAC meetings are scheduled once every two months to receive parental feedback on issues related to school.



Internal Communication

Rationale

Open and effective communication is vital to the health and wellbeing of the School community. At all times staff should be mindful of the School's stated values. All relationships within the School should be characterized by courtesy, grace and understanding.

What is the policy intended to achieve?

Recognizing its importance, the school encourages best practice in communication at intra and inter-departmental level; between the Departmental Heads and teachers and between senior management and all the teachers. Open, honest and effective communication throughout the school is our goal and professionalism at all times should be our guiding principle.

SMT meetings

Senior Management team meets every week to ensure whole school cohesion, planning and management.

General Staff Meetings

Teaching and Educational Admin Staff meetings are conducted every month to provide information, raise issues, plan and discuss school management, activities and programmes.

Supervisors' meeting with Staff

A critical component of the communication process is personal communication between supervisors and the teachers. This is effected through a combination of regular staff meetings to share information and ad hoc meetings whenever the occasion warrants.

Stakeholder Surveys

Throughout the year, regular surveys are conducted to gather feedback from all stakeholders.