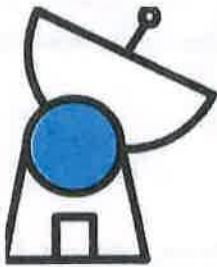




مدرستنا الثانوية الانجليزية، الشارقة - البنين
OUR OWN ENGLISH HIGH SCHOOL, SHARJAH - BOYS

GEMS
EDUCATION

Communication Policy



GEMS
EDUCATION

Date of adoption: August, 2014

Date of review: April 2025

Date of next review: April 2026

Verified & Signed

Mr. 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 communication 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.

COMMUNICATION CHANNELS AND PROTOCOLS:

The school utilizes a variety of communication channels to reach different audiences. The primary channels and their typical uses are outlined below:

MECHANISMS FOR COMMUNICATION THROUGH SCHOOL WEBSITE

The website provides a range of information about the school. This also includes all the signature events hosted by the school like TEDX as well as the programmes offered such as Duke of Edinburgh, etc. 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.

SOCIAL MEDIA

The school showcases the latest happenings and events through the different social media handles.

Twitter - @00B GEMS



Facebook -

www.Facebook.com/GEMSOwnBoys/

Instagram - @gems_oob

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 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 Phoenix.

E-MAILS

Email is a quick and effective way of communicating information. However, it does not replace face-to-face meetings. Staff should acknowledge e-mails 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. For urgent matters requiring immediate attention, phone calls to the school office are recommended.

Telephone calls

Staff should take notes about the content of telephone calls, as they would during 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 these 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. Teachers update parents on their wards progress on a regular basis via email.

School Newsletter and Year Book

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

Parent Advisory Committee Meetings

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

KIT (Keeping in Touch)

Keeping in touch is a fortnightly edition sent to parents from the desk of the Principal on the latest happenings in the school.

Parent Portal (Phoenix Classroom): It is a secure platform for parents to access student grades, attendance, resources and assignments.

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 levels; 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.

SLT and SMT meetings

The Senior Leadership and Senior Management teams meet 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 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.

Digital Communication Guidelines:

- All digital communication (email, online platforms, social media) should maintain a professional and respectful tone.
- Personal social media interactions with students should be avoided.