

Al Wataniya International School

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Home / School Communication Policy

At AWIS, we work closely with our parents to forge a strong home/school relationship through effective communication to ensure the needs of students are consistently met. Keeping parents well informed about school life reinforces the important role that parents play in supporting the school and their child's education.

Aims

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents
- Setting clear standards for responding to communications from parents
- Helping parents reach the member of school staff who is best placed to address their specific query or concern so that they can get a response as quickly as possible

Responsibilities

The Senior Leadership Team is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

All staff are responsible for:

- Responding to communications from parents in line with this policy and the school's Social Media Policy
- Acknowledging communications even if an answer cannot be provided straight away
- Working with other members of staff to make sure that parents get timely information, including if they cannot address a query or send the information themselves
- Ensuring that all communications are treated as confidential
- Ensuring that all communications are dealt with respectfully and with courtesy
- Responding to communications within one working day

Class Teachers and Subject Teachers follow a full teaching timetable and are in class from 07:00 – 14:00. They will respond to communications outside of lessons and break times. Communications will be responded to between 06:30 – 15:15 Sunday to Wednesday and 06:30 – 14:15 on Thursdays.

We ask parents to:

- Ensure that communication with the school is respectful at all times
- Check all communication platforms on a regular basis (Seesaw, emails, website and child's planner)
- Read key communications issued by the school, including announcements on Seesaw and notes in child's planner
- Follow the school's communication chain; Class Teacher, Milepost Leader, Deputy Head, Principal
- Respond to communications from the school (such as requests for meetings) in a timely manner

Our vision is to nurture and empower successful global leaders through inspired learning.

Any communication that is considered disrespectful will be addressed by a member of the Senior Leadership Team.

Methods of Communication

Email

Mass emails are sent to parents by members of the Leadership Team to communicate school wide matters. Parents are able to reply to these emails if necessary.

Class Teachers and Subject Teachers will contact parents directly via email to communicate class related matters. Parents have access to their child's Class Teacher and Subject Teachers' email addresses. These should be used to contact teachers directly regarding class matters. We will endeavour to respond to parents' emails within 1 working day during term time. All emails will be treated with appropriate confidentiality.

Parents are asked to inform the school office via email if their child will be absent from school before 08:30 including the reason for the absence. If a child is absent from school, and we have had no indication of the reason, we will attempt to contact parents by telephone to find out the reason on the second day of absence.

Emails regarding term dates, attendance, admissions and finance should be directed to the School Office. An appropriate member of our Admin Team will respond.

Telephone

Telephone calls to the school office can be used to communicate brief information that the school needs to know in an emergency, e.g. to let us know that a child will be collected late. The school's telephone number is +974 4017 4930. The school office is open between 06:45 and 15:00, Sunday to Thursday.

Teachers have access to parent telephone numbers on Webstachel. They may use this method of communication to discuss concerns they have about an individual child. The school telephone will be used under these circumstances. Staff telephone numbers are never shared with parents.

Seesaw

We use Seesaw to communicate with both our students and parents. Whole school announcements are sent to our learning community to make them aware of upcoming events or important dates. Work is also uploaded by teachers and students. Parents are able to view their child's journal at any time. Assessment dates are shared with parents via Seesaw two weeks in advance.

Meetings

At AWIS we have an open-door policy, however, meetings should be arranged at a suitable time for all parties. Meetings can be arranged via email. The day-to-day care, welfare and safety of the children is managed by the Class Teacher. In the first instance, parents should contact members of staff in the following order:

1. Class Teacher / Subject Teacher
2. Milepost Leader
3. Deputy Headteacher
4. Principal

To ensure concerns and issues are dealt with effectively parents are encouraged to follow the chain above.

Parents are advised not to arrive at school with the expectation of a meeting without an appointment. For urgent matters, for instance if there is a serious family emergency or a child protection issue, parents should try to phone ahead and the admin staff will do their best to find a senior member of staff to meet the parent. For non-urgent meetings we will aim to meet with parents within 5 school days. The school will determine the level of emergency at its discretion, to enable us to manage multiple demands.

School Reports

Parents are actively encouraged to be a part of their child's learning journey. At the start of the year, new students in FS1 to Year 6 are provided with a Settling-In Report. This clearly outlines how each child has settled into school life.

In Foundation Stage, parents are provided with an Evidence Report every half term. Each Evidence Report, consists of student photographs and explanation of learning taking place as well as the attainment levels students have reached related to the learning goals taught.

Half termly attainment reports are provided for English and Maths for our students in Years 1 to 6. These clearly show the attainment levels students have reached related to the learning objectives taught each half term. In addition to these, parents are provided with a school report at the end of each term.

Parents are then encouraged to discuss these reports with the Class Teacher at a Parent Teacher Conference.

Parent Teacher Conferences

Parent Teacher Conferences are held termly. Parents are encouraged to make an appointment to discuss their child's termly report and progress. If a teacher has a grave concern about a child's progress, they will make contact with parents throughout the term.

Student Planners

Student planners are used in Years 1 to 6 as another form of communication. These are collected in by teachers each morning and taken home by the children every afternoon. Teachers will often write positive messages in a child's planner to celebrate a child's hard work. Behaviour issues are also communicated using the planner. Notes should be signed by parents as acknowledgment of the message.

Information Evenings

Parent Information Evenings for each Milepost are held at the beginning of the academic year, where an overview of expectations and standards is given and an opportunity is provided to meet class and subject teachers. In addition to these, subject specific information evenings are held throughout the year.

School Website

Curriculum information and resources are uploaded to our school website. This ensures parents have access to important information at all times. Other examples of documents on our school website include, but are not limited to, our school vision and mission, calendar and policies.

School Calendar

Our school calendar can be found on our school website. Where possible we try to give parents at least two weeks' notice of any events or special occasions, e.g., assessments, non-uniform days, visits or visitors, or requests for pupils to bring in special items.

Parent Questionnaires

Questionnaires are sent to our parents to ensure feedback is gathered on school-wide issues. All contributions are considered as we try to incorporate different viewpoints before deciding our next steps.

Complaints

Parent feedback is valued at AWIS. If a parent has a complaint, it is dealt with efficiently and professionally by a member of the Leadership Team in the form of one of the above methods of communication.