



Communication Policy

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Woodlem Park School Dubai places considerable importance on effective communication. We strive to be an open, professional organization in which all members of the community feel valued and able to play a full and active part in its development. Communications can take a variety of forms, including verbal (meetings/telephone calls) & written (through emails, letters, social media, website/parent portal).

School Vision

Our vision is for all students to develop at Woodlem Park School as independent learners with self-belief and respect for others with a lifelong love for learning and a strong foundation for future success.

School Mission

At Woodlem Park School we value every student. We work together as a community to ensure that students develop well In all aspects of learning, so that they are equipped to face the opportunities and challenges of the 21st century wherever they may be. To do this:

We provide the best possible learning opportunities in academic subjects, personal development, moral values and life skills

Staff members and students work together in a spirit of cooperation and mutual harmony.

Preamble

Clarity around communications between all stakeholders in the school community is an essential component for a successful school year. Woodlem Dubai believes 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.

Scope

Relevant to all parents and employees of Woodlem School this policy covers all forms of communication and provides guidelines as well as practical advice for effective communication.

All communication must be professional, respectful and adhere to the cultural natures of our international community. 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

All communications at Woodlem Park should:

- keep staff, students, parents and other stakeholders well informed
- be open, honest, ethical and professional
- use jargon-free English and be easily understood by all
- be actioned within a reasonable time
- use the method of communication most effective and appropriate to the context, method and audience
- take account of relevant school policies

INTERNAL COMMUNICATION

1.1 Meetings

- There is a programme of meetings set out on the school internal calendars
- All formal meetings are minuted, staff invited to contribute to the agenda, notes taken, action points progressed, and feedback given to staff
- Minutes of meetings are emailed to relevant staff, SLT and saved on the school shared drive, in an appropriate folder



1.2 Email

The school gives all staff their own email account to use for all school business. Email can be an efficient way of communicating with colleagues and passing on information; however, it

is not to be used as a substitute for face-to-face contact and staff must consider when it is the best way to communicate in each situation. Teachers should ensure that:

- they do not engage in private/personal correspondence with a student
- under no circumstances should staff contact students, or parents or conduct any school business using personal email addresses
- email addresses of members of staff, parents or students must not be passed on to third parties (marketing or salespeople, or commercial interests, for example), without explicit permission being granted
- the sending of attachments should be limited
- the sending of chain letters is not permitted
- embedding adverts is not permitted
- staff and the school must take care not to distribute email addresses inadvertently – for example mailshots to all parents or a group of parents should not make the email addresses visible to all recipients – the bcc function must be used for such mailshots
- communications by email with outside recipients, however informal, should always be in correct English – given that the school's identity is clearly identified in our email address and signature, and that any communication originating from a school ip address will be regarded as official.

1.3 Staff WhatsApp group

We recognize that not all staff will have access to their emails at all times throughout the school day, therefore the staff WhatsApp group serves as an informal and instant method of communication to the whole staff body in the case of an emergency or when there is an immediate notice to all staff which requires a prompt response. The staff WhatsApp group should not be used to communicate any personal matters and should not be used to communicate extensive amounts of information in separate messages. Upon starting employment at the school, all academic and administrative staff are invited to join the WhatsApp group and are asked to leave upon the end of their employment.



2. External Communication

At Woodlem Park Dubai we aim to have clear, effective communications with all 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 important role that parents play in supporting the school. Whilst staff will always seek to

establish open and friendly relationships with parents, it is appropriate that relationships are professional.

Procedures

- Any questions about class, and/or child should go straight to the class teacher or subject teacher.

This is the first point of contact. Informal meetings and discussions can take place after school by booking an

appointment directly with the teacher or dialogue can happen via email or scheduled online meeting.

- Questions and/or concerns about a year group as a whole or where a situation is more serious, go straight to the class teacher and relevant Head of Section.

2.1 Email/Letters

Communications are centralized through emails. It is the parents' responsibility to update their contact information and

report any technical issues they are experiencing relating to the schools' distribution of emails from the school

management software. Parents have access to all relevant subject teachers and HOS/VP work email addresses.

Email is a quick, effective way of communicating information. However, it does not replace face-to-face meetings where more in depth discussion is required. Staff will acknowledge emails within 1 working day and send a full reply within a maximum of 2-3 working days if the situation requires further consultation. Emails sent should be written carefully and formally, in the same way as a formal letter. Staff sending emails to external organisations, parents or students should cc their line manager, as appropriate. Depending on the nature of the email, copies may need to be recorded in the students' file.

2.2 Telephone calls



Staff will return a phone call on the day, where necessary, and note the conversation, as they would with meetings with parents. Detailed notes from telephone calls, including the main points of discussion and action required/taken should be kept on student files or recorded on tracker or student profiles.

2.3 Meeting with parents

Any parent wishing to meet with a member of staff should contact the school in advance and request a meeting with the relevant member of staff. This request will be responded to within the usual communications protocols and in a timely manner. Parents should not come to the school to talk to a member of staff without an appointment, except in cases of significant concern or grievance. If a parent comes to the school without a prior appointment, the member of staff may still choose to meet with them, but there is no expectation to do so. Parents (like all visitors) should report to reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made but it has to be within school premises.

2.4 Social networking sites/blogs

Staff will not communicate with parents or students via social networking sites or accept them as their 'friends'. The exceptions are networks or blogs set up specifically for the purpose of teaching and learning. In the case of close friendships between staff and school families, obviously this provision does not apply rigidly, but there is a duty still to be professional and not to engage in school gossip, reveal confidential information (about another student's performance, for example) or disparage the school or individuals in a public domain. Staff do need to be conscious of local laws of defamation in this regard. The school also uses official social media accounts as a way to communicate day-to-day happenings, as well as promoting any upcoming activities and events to current and prospective parents.

Online Privacy Woodlem employees are encouraged to use appropriate privacy settings to control access to their personal social media sites. However, be aware that there are limitations to privacy settings. Private communication published on the Internet can easily become public. Furthermore, social media sites can change their current default privacy settings and other functions. As a result, employees are responsible for understanding the rules of the social media site being utilized.

2.5 Parent WhatsApp groups

Class WhatsApp group

Each class has their own WhatsApp group which any parent of students within each class can request to join. The class WhatsApp group should not be used to communicate any personal matters, to name any individual (student or parent), to be used to communicate extensive amounts of information, nor to be used as a platform for parents to raise complaints.



Parent Class Ambassador Role

- A class parent acts as a facilitator for communications between parents and the teacher and school administration and supports the teacher with queries that arise
- The parent class ambassador will maintain positive communications with parents, the teacher and the school
- Will listen to feedback and channel ideas and suggestions to support the teacher and the school
- Distribute helpful and supportive information and reminders
- Support events and activities where possible and gather other parents for support
- Manage perceptions on any media groups to remain positive, including reporting unhelpful behaviors to management

Parent Council WhatsApp group

With the growth of the PTA's involvement in the school's day-to-day activities and events; a WhatsApp group is created to facilitate frequent communication between members of the PTA and the school staff representatives. The admins of the group are from school.

2.6 Parent newsletter

Each month, a parent newsletter is emailed to all parents and aims to deliver updates for what has been occurring at school throughout the month, important notices and details about upcoming activities and events in a less formal and more enjoyable format. The newsletter is also added to the school website each month.

2.7 School website

The school website provides information about the school and an opportunity to promote the school to a wider audience. It also has a regularly updated area for information for current parents. An important function of the website is to provide information and promote a positive view of the school to prospective parents, students and staff recruits.

2.8 Staff directory

At the start of each term, parents are given an updated staff directory, containing the job titles and email addresses for each staff member (academic, management and administrative) for both staff and parents to use as their point of reference to contact for various matters. This is updated as often as needed (when there is onboarding or off boarding of staff) and re-shared with parents through the monthly newsletter.

2.9 Public access documents



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Woodlem Park School

... For a Sustainable Growth

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Curriculum information and school policies are available in downloadable form on the school website and shared on Google Classroom platforms

2.10 Contact

We encourage parents to contact the school if issues arise regarding their child's progress or wellbeing. For everyday issues, parents should contact their child's class teacher first. If there are specific subject problems, parents should contact their child's subject teacher, or the subject leader. For issues that are persistent or serious parents should first contact the

Head of Section before reaching out to the relevant member of the school senior leadership team. (See Complaints Policy for procedures for parents who feel their concerns are not being addressed.)

2.11 Consistency in parent communication

All communication from teachers to parents should show consistency in content, method of delivery and timing across the phases. Heads of Sections are responsible for informing class teachers when something needs to be communicated and all teachers must then be made aware of the exact information, communication channel and date and time to share. There should not be a case of certain classes within a year group receiving information before others.

2.13 Discourse

As per the school's Code of Conduct, all communication at Woodlem Park school Dubai will be respectful and polite. This applies to staff/pupil communication, staff/parent communication, and staff/staff communication. Whatever the provocation, there will be no tolerance of staff incivility. If confronted by a difficult situation, staff always have recourse to referring the matter to a line manager or member of the school senior leadership team to deal with. Staff are expected to be able to work professionally with all, and to engage in effective communication with all who work at Woodlem Park school Dubai in order not to undermine the aims and work of the school.

ACTION IMPLEMENTATION

Authorised Use

- The e-mail system is available for communication and matters directly concerned with school.



- ~~Unauthorized or inappropriate use of the e-mail system may result in disciplinary action which could include summary dismissal.~~

Users of the e-mail system should give particular attention to the following points:

- Staff, parents and students are expected to comply with communication standards and adhere to the generally accepted rules of network etiquette. Be polite, courteous and respectful in all communications, and use language appropriate to school situations at all times while using the school's resources, or when interacting with members of the school community.
- Avoid personal communication in the online learning platforms provided by the school.
- E-mail messages and copies should only be sent to those for whom they are particularly relevant;
- E-mail should not be used as a substitute for face-to-face communication or telephone contact. Flame mails (i.e. e-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
- If e-mail is confidential, the user must ensure that the necessary steps are taken to protect confidentiality.
- Under the school's "Go Green" mission, e-mail printing should be avoided.

Woodlem will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment;
- personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters, marketing, purchasing and selling for personal business);
- inappropriate or illegal content

Monitoring Use of E-mail Systems

Woodlem has the right to monitor electronic information created and/or communicated by students or parents or staff using school's e-mail systems.



RACI COMMUNICATION MATRIX

Type of Communication	Responsible	Accountable	Consulted	Informed
EXTERNAL				
Communication with Parents in regards to classroom practices	Class Teacher/ Subject Teacher	Class Teacher/ Subject teacher	HOS where needed	HOS
Communication with Parents regarding school events, Timetable, Dates and Policy	Class Teacher	HOS	V.P/ Principal	Principal
Communication regarding Grievances	Class Teacher / Subject Teacher/ Head of Inclusion	Head of Inclusion/ Class Teacher/ Subject Teacher	HOS/ VP	Principal
INTERNAL				
Communication with Teachers in regards to Lesson Plans and Teaching and Learning	HODs/ VP / Head -Teaching and Learning/ Head- Curriculum	HODs	VP/ Principal	Principal
Communication with External and Internal Exams with Teachers	Head - Assessment / VP	Head of Assessment	V.P/ Principal	Principal
Communication with Teachers for for smooth functioning of daily activities	HOS	HOS	VP/Principal	Principal



Communication regarding a Special needs child or behaviour concern	Class Teacher/ Subject Teacher/ School Counsellor/ LSAs	Class Teacher/ Subject Teacher/ School Counsellor/ LSAs	Head of Inclusion/ VP/ Principal	Principal
Communication regarding Teachers Leave	Teacher on leave / HOS	HOS	VP/ HR/ Principal	HR/ Principal
Communication regarding Resource Procurement	Resource Requester	HOS	Principal/HOS/ VP	Admin Officer
Infrastructure Issues	Any Observer	Admin Officer	Principal/VP Admin	Principal/ VP Admin
Incident Report	Witness/ Observer Bystander	School Nurse or Doctor / Head of Inclusion	School Nurse or Doctor / Head of Inclusion/ Principal	Principal

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