



We track Your Child's Future  
**AL AMEER**  
English School



مدرسة الامير  
**الأمة**  
مدرسة الإنجليزية

# The School Communication Policy

Updated on January 2021

Reviewed and approved by:

OSG TEAM

AL AMEER ENGLISH SCHOOL AJMAN

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# **E SAFETY COMMUNICATION POLICY**

## **1. Purpose**

To promote partnerships between the school, parents and guardians, pupils and the wider community through efficient and effective communication.

## **2. Definition of communication**

Every member of staff has a responsibility to support effective communications and needs to recognise that the quality of their communications reflect on the school's reputation. Parents and guardians, trustees and pupils also have a part to play in reflecting the school's reputation. We strive to ensure that communications between all members of the school community are clear, professional, timely and effective in their purpose.

## **3. Principles**

Al Ameer uses a number of different methods to maintain effective communication with parents and guardians, other schools, the wider community and outside agencies. Depending on the nature of the communication, the school will use the most practicable means to contact the recipient.

Communication on issues that affect the safety and wellbeing of a pupil will be treated as a priority. The school holds emergency contact details for all pupils and families are asked to alert the school immediately if contact information needs to be revised.

Staff will always seek to establish friendly relationships with parents and guardians but they will ensure relationships are professional and parents will be addressed in a formal manner. Staffs are to avoid developing close relationships with parents and guardians. The use of a parent, guardian or staff member's first name is not appropriate, therefore all communications will be to and from Mr, Mrs, Miss, Ms, Dr etc.

## **4. Introduction**

Al Ameer recognizes the importance of clear and effective communications with all stakeholders (pupils, parents and guardians, staff, trustees, the local and wider community outside agencies, etc), and is committed to being open and accessible for all who have an interest in the school.

The key stakeholders for a school are parents, guardians and pupils and this Policy addresses the main ways in which the school will ensure there is effective two-way communication between home and school.

Parents and guardians have a key role to play in their child's education. The school will make every effort to encourage and make arrangements for parents and guardians to contribute to creating a shared view of their child's needs.

## **5. Aims of the policy**

The aim of this policy is to ensure that effective communication and consultation takes place between the school, parents, guardians, pupils and other stakeholders and that there are robust processes to facilitate this.

The school recognizes that engaging and working with parents and guardians is a vital key in providing their child with an excellent education. Parents and guardians are offered opportunities throughout the year to convey to us what they expect from and think of the school. Our wish is to involve as many parents and guardians in their child's education as possible.

Our aims include the following:

- To make the school as welcoming and inclusive as possible.
- Signage will be clear, informative and positive.
- All written and telephone enquiries will be dealt with promptly and parents and guardians can expect an acknowledgement within 2 working days.
- A variety of forms of communication with parents and guardians for example, telephone contact, e-mail, post and text.
- Parents and guardians are contacted for positive as well as negative reasons.
- Information is given to parents and guardians on what pupils will be taught and tips for helping their child will be provided.
- Parents and guardians will be encouraged to help or support their child's learning at school and at home. Information will be provided in a timely way to enable this support to be effective.

## **6. Communication with parents and guardians**

### **i. Letters**

Staff will always reply to a letter from parents and guardians as quickly as possible. A response to acknowledge receipt of a letter will be made by telephone, letter or email within 2 working days and responded to within 5 working days.

Parents and guardians are encouraged to provide the school with a current email address for prompt and effective communication. However, If we are unable to obtain a current email address for any parent or guardian, communications will be delivered home in hard copy by their child or sent by post.

### **ii. E-mail**

E-mail is a quick, effective way of communicating necessary information and is the school's preferred method of communication. Emails received will be treated in the same way as letters: acknowledged within 2 working days and responded to within 10 working days. Emails should be short and clear and the same care and consideration should be given as when sending a letter. Any items longer than a paragraph should be attached in word format. A staff contact list is published on the SIMS Learning Gateway. Parents and guardians may wish to contact the school via email for a general enquiry as an alternative to telephone or letter. The school email address is: [mail@alAmeerschool.com](mailto:mail@alAmeerschool.com)

### **iii. Telephone Calls**

Effective telephone communication is maintained by all the staff in emergency case. Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full-time and are unable to reply immediately.

### **iv. Texts**

Messages are sent to parents/guardians through mail and posting in the google classroom as an alternative for immediate delivery of the message to the parent .

## **7. Social Networking**

The School has a Face book account which is used to provide updates to parents and pupils . Any key messages will be relayed through formal school communication channels.

## **8. Reports and Progress**

Parents and guardians receive an interim progress report and a full annual report to provide information about their child's progress in each academic year. These reports are accessible online through the School portal . In addition, parents and guardians have the opportunity to meet their child's subject teachers on the day of Open House conducted after each Assessment or Exam . Parents and guardians should contact the school if issues arise about their child's progress or wellbeing. The first point of contact should be the child's Class Teacher. We welcome the presence of any other adult a parent or guardian wishes to invite to a school meeting for support or to act as an interpreter.

## **9.School Website**

The school website provides a range of information about the school, including:

Inclusion information

Pupil Premium information

Homework

Uniform list

Timetables

School events

Holiday dates

School prospectus

It is used to promote the school to a wider audience and is updated regularly.

## **10. Google Classroom in Google Apps for Education**

The Google platform is a powerful tool for motivating pupils as it gives them more choice and flexibility about when and where they complete their learning. It also encourages parent and

guardian involvement in learning, especially with extended learning tasks. Parents will also have access to data about their child's attendance and progress.

## **11. Communication between pupils and staff**

Two way communication between pupils and staff is an important aspect of school life. The school welcomes and encourages pupils to engage in conversation with all members of staff within the school. When communicating with a member of staff pupils should:

- Stand in front of the member of staff they are speaking with and make eye contact;
  - Address the member of staff using their formal name e.g. Mrs Smith, never referring to a member of staff by their first name;
  - Be respectful, do not talk over, raise voice or walk away before the conversation has ended.
- When communicating with pupils staff should use pupils' first names and full names of staff (Mr Surname and Ms/Mrs Surname) in front of pupils. Try to avoid generic terms of: Sir and Miss to convey politeness

Pupils may also email staff on their school accounts in relation to their learning. All pupils are taught email protocol:

- Complete the subject line
- Use Ms/Mrs/Mr and Surname as salutation
- Use Standard English
- Avoid abbreviations
- Sign off with Thank you or Kind Regards. Correspondence is to remain professional at all times.

Staff are never permitted to use personal email accounts when communicating with pupils.

## **12. Communication between AAES staff**

### **i. Verbal**

Staff are to use first names when communicating with each other and full names (Mr/Dr/Ms/Mrs Surname) in front of pupils. Avoid generic terms of: Sir and Miss to convey politeness.

### **ii. Email**

- Consider whether an email is appropriate when face to face communication may be more conducive;
- Avoid exclusive email correspondence without requesting or organising a face to face meeting;
- Avoid send or reply all unless necessary;
- Keep emails concise, use Standard English and bullet points if necessary.
- Staff to check emails twice a day.
- Use group emails as appropriate.

Staff should not send non-urgent emails before 8am or after 8pm. Emails should instead be saved as drafts and sent during work hours.

### **13. Supporting parents and guardians of pupils with Special Educational Needs and Disabilities (SEND)**

The school recognizes the importance of positive relationships with parents and guardians of all pupils with additional needs. The SEND Code of Practice emphasises the importance of positive, supportive attitudes to parents and guardians and user-friendly information and procedures. All staff will make every effort to ensure effective communication with parents and guardians.

All staff within the school are expected to help parents and guardians understand how to contribute effectively to their child's education and will make every effort to ensure that parents understand their rights and responsibilities. All relevant information will be provided in a way for all to understand and respond to.

When pupils who have special educational needs are making less than the expected progress or if they are experiencing behavioural difficulties, we would expect to meet with parents and guardians more regularly. Parents and guardians are encouraged to communicate immediately where they have a concern about their child.

### **14. Monitoring , evaluation and review**

A member of the senior leadership team of AAES will review this Policy every year and assess its implementation and effectiveness. The Policy will be promoted and implemented throughout the school.

Date of implementation: January 2021 Policy review date: January 2022