

VISS Communication Policy

Excellence, Diversity, Learning, Integrity,
Community



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Adopted:	March 2020
Version;	1.02
Revision;	March 2021
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Contents

Rationale	2
Communication with the school community	2
Daily Org communication source	3
• <i>Staff Bulletin</i>	4
• <i>Students Bulletin</i>	4
• <i>Meetings</i>	4
• <i>Staff Absences</i>	4
• <i>Staff Cover</i>	4
• <i>Yard Duty</i>	4
• <i>Notes</i>	4
• <i>Upcoming dates</i>	4
Staff Briefings/Meetings	4
Students wellbeing concerns and intervention	4
Personal appointments.....	5
Reports and Academic progress communication	5
Respectful Communications	6
Communication within the VISS Community.....	6
Communications Protocol	7
Communication outside the VISS Community.....	7

Parent and Community Relations

Rationale

To provide effective communication between all stakeholders in order to maintain an environment that is open, honest and transparent that ensures a strong and positive sense of school community.

- Provide parents and the wider community with information about events, results and other happenings at the school.
- Provide a two-way channel of communication between the School and parents.
- Provide parents with an avenue for communicating their concerns to teachers and an opportunity to take their concerns further if necessary.
- Provide an open channel of communication between staff and students for honest discussion and advice.

All official communication platforms will be in English with the exception of Arabic lesson instruction and reports

Communication with the school community

Parents play an important role in their children's education, which requires a positive and effective partnership between parent and school. Consistent and effective communication enriches the learning experience, which is important to the success of these relationships. The School will communicate with home in the following ways:

- The school website will publish a calendar at the beginning of each school year and updated regularly in the VISS website. www.viss.ae.
- The school website will publish a calendar at the beginning of each school year and updated regularly.
- A monthly HTML newsletter is emailed to parents and the wider community about whole school information, sub-school activities, development and news
- Facebook, Instagram, Twitter and the VISS website "NEWS" section will be updated throughout each school week with happenings, news and information.
- Parent Information sessions are held at various times throughout the year and at strategic times of the year to discuss events with parents such as class or year/Academic programs (Literacy, reading, math)/Transition programs/new sub-school information

Edmodo and Engage will be the preferred communication platform used by VISS. These platforms will update parents with:

- Direct information from class teachers
- Weekly lesson plans
- Term Planner
- Notices and permission slips
- Invitations
- Event details
- Academic reports
- All Letters must be approved by the relevant member of the Leadership team prior to circulation

- A copy of information sent home should be shared with all PA's, Administrative assistants, and Executive Assistant
- All official letters must be signed by the Executive principal or Head of school
- All non-letter head invites/posters must be sent for branding and final approval to the Executive Principal's office
- Most invite and events will be published onto Social media platforms as well as emailed to relevant guests
- The School website contains important information regarding history of the school, staffing, curriculum, events, calendar and community involvement.
- The School Facebook page highlights events, upcoming activities, community news and student opportunities and events as they occur.
- Various Information evenings are held throughout the year for a range of purposes to enable students and parents to make informed decisions about elective choices.
- Office staff are to promptly answer telephone calls using standard professional responses with a friendly manner and return telephone messages within 24 hours.
- Office staff must pass on messages to relevant staff and students via email
- Staff personal pigeonholes are available in each central staffroom for the delivery of internal mail and other school's information and personal mail deliveries.

Concerns/complaint's

- Teachers and operational staff are expected to respond to emails and phone calls/messages in a timely manner, acknowledging contact within one day and responding with written information in 2-3 working days.
- Teachers are encouraged to discuss matters of importance with parents and should ensure that the appropriate Head/Assistant Head or Level Leader is informed about phone calls or correspondence via email, what's App or other platforms if required.
- Teachers are to respond quickly to concerns raised by families, contacting them within 24 hours.
- Teachers are to keep parents who have raised a concern informed about the progress of their query, and ensure the parents are updated and informed of the VISS staff member who is taking responsibility for resolving the situation (e.g. teacher or SLT).

Daily Org communication source

A "Daily Org" is emailed each morning from the ELC Coordinator / Deputy Head of Primary school/Assistant Head of logistics -secondary school to each relevant sub school, the Leadership team, Main office administration/Security supervisor.

It is important that the Daily org is read and that the student information and notices is read out to students in morning home room.

Staff Communication

The Week Ahead details activities and variation to routines for the school week, including substitute staff and meeting schedules advance notification of important dates and coming events.

Staff are to phone through requests for sick leave to the ELC Coordinator / Deputy Head of Primary school/Assistant Head of logistics -secondary school on the morning it is required or earlier if possible as this is required to be listed on the daily org

Communication with students

Notices listed on daily org regarding events, classes or any operational matters must be read to the students in home group each morning

The daily org will deliver information relevant to operational requirements for each sub school and are categorised as follows:

- *Staff Bulletin*
- *Students Bulletin*
- *Meetings*
- *Staff Absences*
- *Staff Cover*
- *Yard Duty*
- *Notes*
- *Upcoming dates*

Staff Briefings/Meetings

Staff meetings are held at various times throughout the 2-week cycle at VISS. Meetings are held in various location and groups. Not all staff attend each meeting. Meetings are minuted and available for all relevant staff access.

- Staff briefings are conducted weekly in sub-school
- Full academic staff meetings are held monthly
- Senior Leadership meet weekly in the Executive boardroom
- Teams will meet as per published schedules from Head of school- All meetings are to be minuted with minutes uploaded onto S drive in relevant folder
 - Academic-Faculty Heads/Curriculum
 - PLT teams
 - Wellbeing-Grade level leaders
 - Grade level teams
 - Faculty meetings
 - Admin/ops teams

The School Leadership meet once per week. This meeting may be rescheduled depending on the availability of Executive. Items discussed and minuted and stored in relevant folder on S drive

Students wellbeing concerns and intervention

- Teachers are to submit any concerns regarding student behaviour or wellbeing to the grade Level leader or Assistant Head

- Teachers are to submit any concerns regarding student academic standard to the grade Level leader and intervention coordinator
- Teachers are to document any concerns regarding student on the Staff “Engage Portal” ensuring privacy and access is secure to relevant stakeholders
- Referrals to the School psychologist / counsellor and Intervention coordinator are to be completed using the forms available [here](#)

Please refer to the following policies for guidance

- [Child Protection and Safeguarding Policy](#)
- [VISS ILP Policy](#)
- [Student wellbeing](#)
- [VISS Wellbeing referral Form](#)
- [Communication for International trips](#)
- [Social Media Policy](#)

Personal appointments

- Our school offers parent-teacher interviews each semester. These opportunities, allow parents/guardians to talk about issues or concerns, and to ask how children are performing and progressing at school.
- Parents are invited to meet with any staff member at a mutually convenient time at their child's school to discuss relevant issues and concerns if they are not contingent with interviews or are not appropriate to be discussed in this forum.
- Teachers may request support from Leadership at parent meetings if they require support or guidance.

Reports and Academic progress communication

An interim student report is provided to Secondary at the end of Term 1 and 3. Comprehensive reports are issued at the end of each Semester for both Primary and Secondary.

There are additional opportunities to meet to discuss students' performance through organised student/parent/teacher interviews, requested interviews etc.

Please refer to the VISS Writing Style guide for [Writing style guide](#) for further information

Respectful Communications

Communication within the VISS Community

The Victoria International School of Sharjah has a clear set of values for all of the VISS community. These key values should be evident in our behaviours at all times, particularly as they relate to communications between all the stakeholders at VISS, including students, staff, parents and the wider community.

Amongst other things these values encompass respect for diversity and are in place to ensure that everyone is treated respectfully, regardless of age, race, gender, religion, social or employment status.

We all have a responsibility to ensure that our behaviours reflect these values at all times.

In all dealings within the school community we would expect all staff, parents, visitors and students to be respectful when phoning, visiting the school offices and/or addressing academic and administrative staff members with each other and wider community with the following guidelines

- ***All communication will be conducted free of discrimination, harassment and bullying.***
- ***All communication will be respectful of confidentiality and privacy***

This applied to all communication types

- listen carefully to others in order to understand their perspectives
- take responsibility for their words and actions
- keep criticism constructive
- respect diversity and be tolerant of differences
- communicate online with respect
- communicate on email with respect
- communicate face to face with respect

This applies to all communication forums'

- Face to face meetings
- Emails
- Parent portal notices
- Verbal
- Social media

Aggressive behaviour towards any members of the VISS community will not be tolerated by any members of the school community as it is clearly outside the behaviour that we would expect of our staff, parents, guests and students

It is important that all members of the VISS community Staff, students, parents and visitors model respectful communication to all

Communications Protocol

Communication outside the VISS Community

It is essential that staff members of the school communicate information in accordance with outlined protocols to ensure the professionalism of the school, to protect the rights of individuals, to uphold our duty of care to students as well and uphold the laws and expectation of the Sharjah and UAE governments and legal requirements

- Staff should communicate with the Executive Principal before making public comment or formal statement on educational issues or that bears on the organisation or program of the school.
- Requests from The UAE Courts, Ministerial departments, Police or Child services / protection unit must be directed to the Executive Principal office at all times.
- The school will comply with court orders to provide information at all times
- Any person seeking information from the school that falls outside the school's practices must be directed to the Executive principal
- The school's intention is to protect the interests of individuals with regard to their personal information and respect the individual's right to control how their personal information is used, and for what purpose.
- Action may be taken by the school or external people against staff members who choose to communicate information improperly
- The school will only collect consensual information that it requires about individuals, and will only communicate and disclose information for the purposes for which it was collected

The more we effectively communicate with one another – even on sensitive issues – the more we can acknowledge our differences and promote acceptance of those differences.
