

PAKISTAN ISLAMIA HIGHER SECONDARY SCHOOL SHARJAH



Communication Policy 2024-2025



Understanding, Intimacy, Mutual Value

Short Description

PIHSS places considerable attention on effective home-school communication in which all members of the school community feel valued, and respected, and work as an integral part of the organizational development. The principal aim of the school is to build trust and harmony between home-school environment where a child can learn and get better support for academic and personal needs.

Aim

This policy aims to elaborate the ways that will be fruitful in creating a positive impact on the child's learning through clear and open communication with parents and guardians:

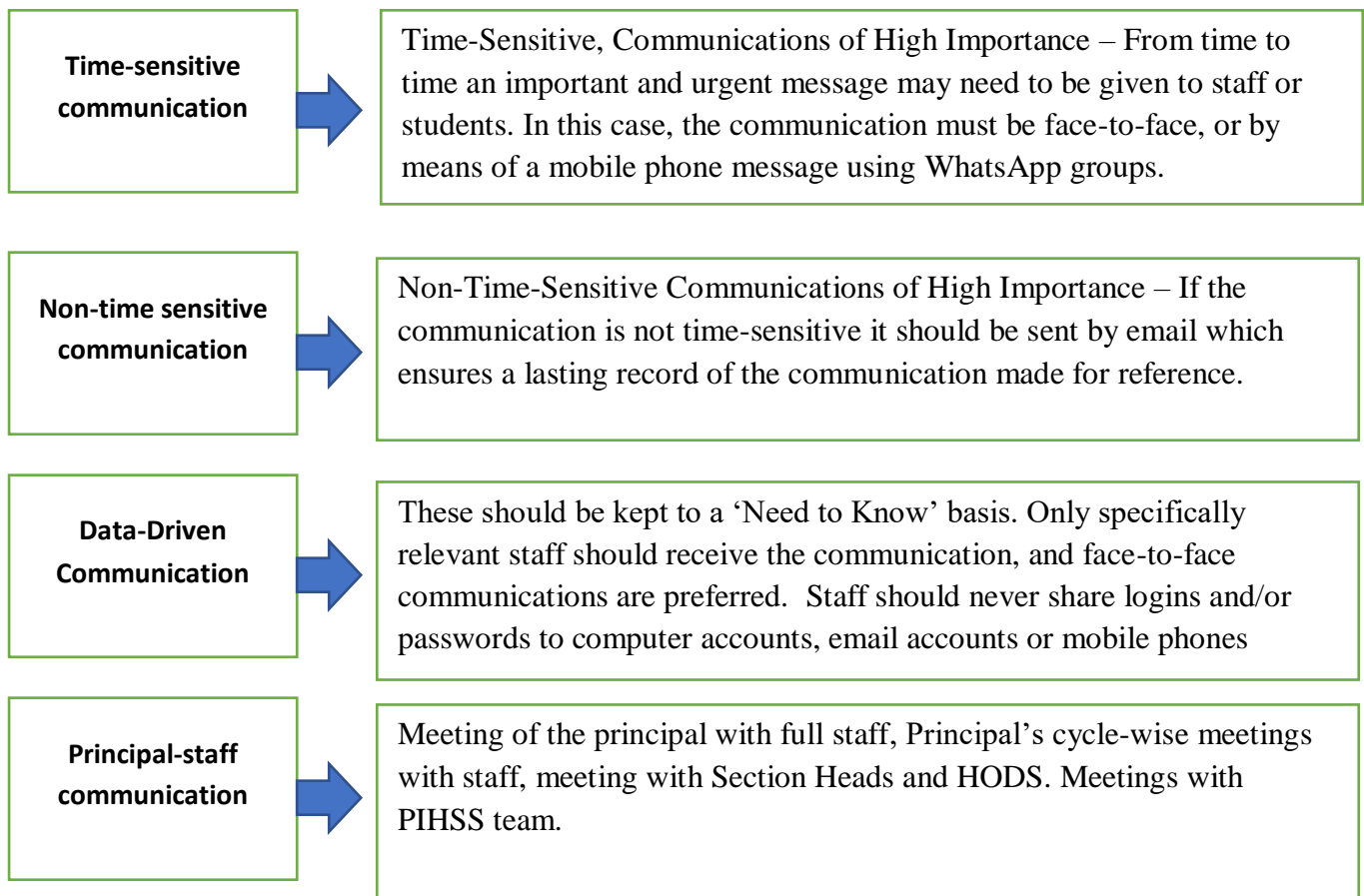
- ✓ Giving information they need to support their child's learning
- ✓ Improving communication through consultation and feedback which ultimately will improve school
- ✓ Setting clear standards and expectations for responding to communication from parents and guardians
- ✓ Improving the quality of service by ensuring robust processes for consultation between the school, parents, and students on key service areas
- ✓ Ensuring communications between all members of the school community are clear, professional, timely, and appropriate
- ✓ Ensuring there is a clear structure outlining which form of communication is to be used for each purpose
- ✓ Showing compatibility with the core values of the school Procedures Internal Communication – to Staff

Roles and Responsibilities

Person	Responsibility
Principal	<ul style="list-style-type: none">• Timely and effective communication with parents• Implementing the policy practically• Monitoring and reviewing the policy
Head Teacher	<ul style="list-style-type: none">• Regular communication with parents and teachers about the child• Ensuring the staff is aware of the policy and understand• Monitoring the implementation of the policy among staff
Staff	<ul style="list-style-type: none">• Work as facilitators between section heads regarding the student academic and personal support• Work as facilitators between parents and students regarding the student academic and personal support
Parents	<ul style="list-style-type: none">• Ensuring that communication with the school is respectful at all times

	<ul style="list-style-type: none"> • Responding to communications from the school (such as requests for meetings) in a timely manner
Portal Manager	<ul style="list-style-type: none"> • Ensuring the portal communication is updated and communicated timely to teachers and parents • Solving the technical issues promptly to deliver academic information to parents and teachers

Types of Communication at PIHSS



Verbal Communication

- ✓ Invariably the majority of communication involving students is made verbally
- ✓ Shouting at students and gesticulating at them aggressively is unacceptable
- ✓ This type of communication is communicated with the staff and is strictly prohibited.

Written Communication

- ✓ Staff uses the written form to communicate to students in a variety of ways including presentations, printed task sheets, comments in exercise books, and display boards.

- ✓ Staff carefully considers the size and font of texts, and the contrast of colors (text/background), avoids placing images behind texts that affect the readability of a text, ensures the handwriting is clear, and considers the layout.
- ✓ Information should be easy to find.
- ✓ The Marking and feedback on students' work must be done

Parent-Principal Meetings

- ✓ Parents have monthly meetings with the principal to discuss their child's educational and personal growth at the school
- ✓ The meetings are scheduled cycle-wise to listen to and address the concerns and problems of the parents and the students
- ✓ The meetings are structured to reflect school priorities such as maintaining the educational standard and the involvement of stakeholders in any decision-making process
- ✓ During meetings the members of the Senior leadership team and parent council directly communicate with parents and address concerns
- ✓ Communication with parents is kept clarified and professional at all times
- ✓ Meetings are arranged at a time that is convenient to all relevant stakeholders
- ✓ All meetings that take place can be requested to be recorded appropriately
- ✓ All formal actions should be noted.

Parents are expected to:

- ✓ Develop close links with the school
- ✓ Participate in meetings positively and respectfully, affirming the professional role of the staff and all staff members in the school
- ✓ Collaborate with the school in developing the full potential of their children
- ✓ Share the responsibility of seeing that the school remains true to its ethos, values, and distinctive character
- ✓ Participate in policy and decision-making processes affecting them through Happy Meets

Conduct towards Parents

- ✓ All communications to and from the school are polite and respectful at all times
- ✓ All communications are a discussion and avoid unreasonable or extreme demands or threats.
- ✓ Communications should always be clear, succinct and to the point
- ✓ Unfair, or personal comments towards individuals, or unjust judgments on character should not be made
- ✓ The school will always listen to your view and consider this within the best interests and feelings of the wider school community, as appropriate and in a balanced way.

The School may not respond if:

- ✓ The school reserves the right not to respond to communication that does not meet the expectations outlined above and is considered to be abusive, unnecessarily aggressive, and/or bullying or harassing in nature.

- ✓ Extreme personal opinions, views, or beliefs may not be recognized by the school or acted on when they do not represent the majority views, beliefs, or ethos of the school, its parents, students, and the wider community

Structures in place to facilitate open communication & consultation

- ✓ Parent/teacher meetings
- ✓ Written communication
- ✓ Monthly Happy Meets for existing parents who would like to voice concerns, share ideas, and ask questions
- ✓ Meet the Principal for prospective parents to learn about the school
- ✓ Weekly newsletters keep parents up-to-date with school events, holidays, and school concerns
- ✓ The school website is a source of information
- ✓ Homework diary
- ✓ Parents are invited to events throughout the year e.g. Sports Day, Annual Carnival, etc.