

COMMUNICATION POLICY

Effective communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. Carmel Convent School is committed to use a communication processes and techniques to build a positive learning environment for students, staff and parents, to **Enthuse, Empower and Excel!** and become productive and valued citizens.

Aim

To ensure effective communication within the institution, pupils, parents and other members of the wider community.

Definition of communication

Good communication is much more than the exchange of information. It means - to impart or exchange information by speaking, writing or using some other medium.

Communication Principles:-

Carmel communication is planned and executed in line with the below principles:

1. Integrity:

- Embracing truthfulness and trust.
- Avoiding alternate facts.
- Identifying and avoiding fake news.

2- Transparency:

- Honesty and transparency in communication that supports meaningful, long-term relationships with all stakeholders.

3- Protection of:

- Individual privacy and personal data.
- confidential information in a manner that is consistent with the expectations of the community, professional standards and legal obligations

4- Impartiality:

- Objectivity, nonpartisanship and fairness.

5- Respectfulness:

- To treat everyone with equity and understanding.
- To consider individual needs and characteristics of the recipients.
- Not using communication to discriminate, bully, harass or offend in any way.
- Free from disparaging remarks about religion, ethnicity, gender preferences, appearance and other non-work-related matters.
- Courteous and appropriate for a workplace.
- Complying with professional standards and legal obligations.

6- Commitment:

- Contribution to a positive, productive and harmonious school environment
- Aiming for successful development of students and the school community

Internal methods of communication:

- All formal meetings are structured and timed. All members are invited to contribute to the agenda.
- The school information is accessible online. It also has the facility to check for future considerations.
- The school has a Communication Coordinator who is accessible for all during school hours, as and when required.
- In-person communication with the principal whenever requested.

Methods of communication:

The institution has various records to secure: parents and guardians, other schools, the community and outside agencies. We aim to have clear and effective communications with all parents and the wider community.

School Website: The school website provides information and promotes it to the community. It contains all the information, circulars, date sheet, notices, policies, announcements, activities, events, news, etc.

Email: School uses an emailing system to communicate with everyone. Every staff member has their domain ids to communicate with the students, parents, school management and others.

Campus Care & Snap Homework: These apps are used to communicate with parents. Campus Care has the window to allow two-way communication.

Telephone calls: The staff members regularly check their phone messages each day. A file note records details of the conversation. Telephonic contact via the School office is acceptable provided that parents understand that teachers cannot return calls immediately. Teachers are available only an hour after the school hours on their phones. Two contact numbers are available for everyone to call on and call from- landline and mobile phone.

Social Networking Sites/Blogs: Carmel has Facebook, Instagram, Whatsapp and Twitter accounts where all the message requests are addressed immediately. Whereas, communication with teachers, parents or pupils via social networking sites or accepting them as “friends” is unacceptable.

We encourage parents to contact the school office if any issues arise regarding their child's progress, attendance or well-being. Children have particular needs or are not performing well, parents are invited to meet the concerned party.

School newsletters: Carmel Spectrum- a monthly newsletter is shared with the parents and the students. A hard copy is available on request.

School's Vision, Mission, Policies and Procedures: Information is given to the staff and is available to all parents via apps, websites and social media sites.

Annual Report: Progress of the school is communicated with parents, students and the wider community via the Annual Report.

Parent-Teacher Meetings: They are held at the end of every Unit test and Term exam. These meetings communicate the performance of the student and curriculum information is shared.

Parent Workshops: Annual workshops and seminars and more as needed.

Circulars: Circulars are sent to communicate various events and happenings, reasons and activities.

Student Diary / Feedback Book: Student diaries are a two-way form of communication; parent to teacher and teacher to parent.

Notice board: Up to date information of events are displaced on a day-to-day basis on the notice board.

ACCEPTABLE MEANS OF COMMUNICATION BETWEEN PARENTS AND TEACHERS:

All legitimate and fair concerns are addressed between parents and teachers in the following manner:

- a polite telephone call via the School office;
- a polite letter or note in the school diary, email or school apps; or
- a pre-arranged meeting at the School.

Interview requests via homework diary are cordial and respectful without divulging information that could be harmful.

UNACCEPTABLE MEANS OF COMMUNICATION BETWEEN PARENTS AND TEACHERS:

- Demeaning and derogatory communication.
- Communication or comments on social media apps is not acceptable.
- Interviews are not allowed in the classroom without a prior appointment.
- Confidentiality will be observed by the office when making appointments.
- Rude remarks in the school diary are unacceptable and not entertained.
- Sending sensitive messages in any form where children can view the information is unacceptable.

NORMS FOR BOTH TEACHERS AND PARENTS:-

TEACHERS WILL ENDEAVOUR TO:

- Listen.
- Remain calm and professional.
- Respect the parents and their concerns.
- Meet the needs of the child first.
- Never victimize a child after a meeting.
- Return calls ASAP
- Make themselves available.

- Reply to messages in the school diary.
- Provide professional follow up should it be required.
- Keep appointments.

TEACHERS WILL NOT:

- Accept verbal abuse.
- Discuss children or their parents in public areas.
- Accept parents' excuses for the child's responsibility.
- Be rude in response to parents.
- Ignore messages.
- Ignore genuine concerns.
- Tolerate classroom interruptions.
- Wait more than 10 minutes from the allocated time for appointments.

PARENTS WILL ENDEAVOUR TO

- Recognize and respect the professional status of teachers
- Treat teachers and assistants with respect at all times, particularly in the presence of children.
- Communicate with teachers and assistants in a courteous and dignified manner.
- Avoid discussing their concerns with other parents or third parties;
- Refrain from entering the teaching areas during school time unless invited to do so for purposes of a pre-arranged meeting with a teacher. In all instances, a parent must first report to the school reception.
- Keep appointments.