



RADIANT SCHOOL- SHARJAH

COMMUNICATION POLICY 2020-2021:

Effective communication is key in order to facilitate a well-coordinated, thriving and successful school; be it to staff, students, parents or with other members of the wider school community. Radiant School aims to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Aims:

- To ensure that staff, students, parents, and other stakeholders are kept well informed
- To ensure that there is a clear structure outlining which form of communication is to be used for each purpose
- To use the method of communication that is most effective and appropriate to the context; message and audience
- To be open, honest, ethical and professional
- To use simple or plain language and be easily understood by all
- To be compatible with the core values of the school

Procedures :

Internal Communication to Staff members/Teachers:

- (a) **Time-Sensitive, Communications of High Importance** – From time to time an important and urgent message may need to be relayed to staff. In this case the communication must be made as a face-to-face communication, or if to a wider audience by means of a mobile phone message using one of the WhatsApp groups (limited to working hours only).
- (b) **Non-Time-Sensitive Communications of High Importance** – If the communication is not time-sensitive it should be sent by Email which ensures a lasting record of the communication made for reference.

(c) **Communications of Low to Medium Importance** – These may be made either by the briefing email to the Principal , depending on the circumstances and how many staff need to receive the communication.

(d) **Communications Involving Sensitive Data** – These should be kept to a ‘Need to Know’ basis. Points (a), (b) and (c) apply, however, only specifically relevant staff should receive the communication, and face-to-face communications are preferred.

Internal Communication to Students :

Communication between staff and students is of imperative importance towards facilitating the teaching and learning process

- **Verbal Communication** – Invariably the majority of communication involving students is made verbally. Shouting at students and gesticulating at them aggressively is unacceptable behavior. Wherever possible, two members of staff should be present if there is a need to discipline a student; following the Behavior Policy.
- **Written Communication** – Staff use the written form to communicate to students in a variety of ways including: presentations on the PPT, printed task sheets, comments in exercise books, In addition to the staff should carefully consider the size and font of texts, contrast of colours (text/background), avoid placing images behind texts that affect the readability of a text, ensure handwriting is easily legible and consider layout. Information should be easy to find. The Marking, written comment & Feedback should be respected as well as the display non negotiables.

• External Communication to Parents/Guardians

1. (a) **Short, Time-Sensitive, Communications of High Importance** – Short urgent messages should be made by telephone if the number of recipients is manageable.
2. The class teacher will be the first point of communication for parents. A parent can: informally meet after school, book an appointment with the class teacher or email to share information or ask questions.
3. If parents have any concerns about the year group as a whole, the class teacher or are unable to make an appointment with the class teacher, they

will talk to the supervisors. The supervisors may contact a parent if there are concerns. The supervisors will send out whole Group specific information for that Year Group via mail or whatsapp group.

**Procedure for Parents with School Related Issues:
For Student Issues:**

Step 1: Schedule an appointment with your ward teacher. Send a Request for Teacher Communication via phone call in the office or communicate through email.

Step 2: Schedule an appointment to meet with your ward teacher.

Step 3: If you feel the issue needs further attention, schedule an appointment with the Principal and ward teacher.

For School Site Issues:

1. Write a letter or email with your concern and give it to the office staff in reception.
2. The office staff will contact you with the answer or suggest another course of action.
3. Attend the appropriate Parents teachers meeting. Please confirm the schedule with the school calendar for specific dates and times.



**Principal
Mrs. Alka Suxena**

