



## COMMUNICATION PLAN

1. Parents are important members of the school community.
  - a. They are highly focused on enhancing learning for their own child.
  - b. Parents are utilized as a valuable resource for units of inquiry.
  - c. Teachers are requested to take time to know the specialization of their student's parent and invite anyone who can be guest speakers and valuable source of information.
  - d. Parents can also provide suggestions for field trips and other school-related events.
2. At the first day of school, a welcome letter/email has to be sent to parents, every new child has to receive a welcome letter/email whether they start at the beginning of the session or not. This email must include:
  - a. A brief intro about Lancers International School
  - b. A brief intro about the homeroom teacher and contact details
  - c. Important things to consider (parent communication, stationery, packed clothes, upcoming events, etc.)
  - d. Parent Handbook
  - e. Communication agreement including emergency procedure
3. All new parents receive a Welcome Pack on their child's first week at school. Contents of the Parent Welcome pack to be arranged by the school office:
  - a. Welcome Letter
  - b. PYP Basis for Practice
  - c. Programme of Inquiry
  - d. Class Timetable
  - e. Calendar of Events
  - f. Parent Handbook (sent through email)
  - g. Communication agreement including emergency procedure
  - h. ABLE club options
  - i. PE application, Music and Third Language options (Grades 3 – 5)
  - j. Stationery and other requirements
4. All parents will sit for the parent orientation scheduled on the first week of each semester. Any parent who joins in the middle of the semester will sit for a one-on-one parent orientation on the first days at school. The homeroom teacher arranges this.
5. A copy of the handbook must be emailed to all parents of the class.
  - a. Parents must sign a confirmation letter stating they read and understood the handbook.
  - b. This letter is located at the last page of the student almanac.
  - c. All confirmation letters must be submitted to the school office as soon as possible.

A weekly update on class activities must be given at the end of every week. Teachers must reduce paper by using online tools (e.g. the school software, emails, blogs, class sites like edmodo, weebly, wikispaces, etc.). Class websites must be password protected or by invitation only. Teachers are discouraged from using Facebook due to its public platform.

7. All teachers assist in organizing the child's online portfolio using the school software if available or using Evernote. The online portfolio must be routinely managed focusing on student targets, progress and results. This is shared for student and parent feedback and reflection.

8. A unit newsletter must be emailed/uploaded on class sites/online software for all parents at the beginning of each unit. The PYP Coordinator must check all newsletters before they are shared to parents. This newsletter must include:

a. Basic information about the unit of inquiry (i.e. central idea, lines of inquiry, essential questions, key and related concepts, summative task, etc.)

b. Curriculum expectations for all the subject disciplines

c. Assessment schedule

d. Dates to remember

e. If applicable, photo updates of class activities

9. Teachers are discouraged from sharing their mobile numbers to parents.

No communication to parents must be done via private SMS/phone calls. All communication must be documented through email or the almanac. Phone calls must be documented through an email summary of the conversation, emailed to parents.

10. All parent email concerns must be replied to within 24 hours. All parent notes in the almanac must be responded to before the day ends. Any concerns beyond the classroom must be referred to the PYP Coordinator or Primary Principal.

11. All class-wise broadcast mails must be sent through the school office.

12. Teachers are expected to be grammatically and structurally correct in their communication to parents. Team Leaders/PYP Coordinator/Primary Principal may be consulted to check all email communication to parents.

13. Parents are not allowed inside the school without prior appointment or invitation.

a. Teacher-In-Charge of the event must prepare a parent list and submit this to the school office to facilitate entry for parents.

b. The school office informs the guards to allow entry for these appointments.

14. Any activities or events requiring parent involvement must be informed to parents a week in advance. Refer to Special Events form20 for the procedure on how to organize events. Parents must be notified of any cancelled school activity as soon as possible.

a. Information sent over a week in advance may be forgotten.

b. Information sent less than a week is short notice and can invite

unnecessary parent complaints.

15. Any emails sent to the parents must have a bcc to the Primary Principal, the PYP Coordinator or the Team Leader (for HRTs). This is to provide teachers proper coaching if necessary.

16. Parents are not recommended to accompany the class during field trips. Any untoward incident must be reported to the parent as soon as possible. Before speaking to the parent, teachers must report the incident to the Primary Principal first.

18. Teachers are encouraged to share photos to the Primary Principal for the school's official sites (i.e. Facebook, school website).

19. All teachers manifest a positive and active role in school/community relations.

Complaints/Requests made by parents must be handled carefully and with due importance, tact and professionalism.

a. Teachers must first exercise composure. Teachers must not take complaints personally. This will only cause unnecessary stress and may lead to retaliation or ill feeling towards the parent or student.

b. Teachers must remember that parents communicate only to support learning and the way they communicate can never be controlled but can only be inspired.

c. Parent feedback is highly appreciated.

d. Parents are our customers. In communicating with parents, teachers must not in any way put any member of the school community in bad light while trying "to defend" himself/herself against parent complains. This only shows that we are not unified as a school community. Instead, Teachers must engage in providing a solution and inform parents that all members of the school community are working towards achieving