

# Rising Stars Kindergarten Communication Policy 2024- 2025

At Rising Stars Kindergarten we believe:

Effective communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. Rising Stars Kindergarten is committed to using communication processes and techniques that aim to build a positive learning environment for students, staff and parents in order to inspire and educate all students to succeed in becoming productive and valued citizens.

## **Communication Processes**

RSK and its staff organize appropriate, timely and efficient processes for effective communication for a variety of purposes including transition of new students, school policies, classroom expectations and routines, events, programs and student progress.

## **Professional Communication**

Communication is professional at all times.

### Parent Meetings

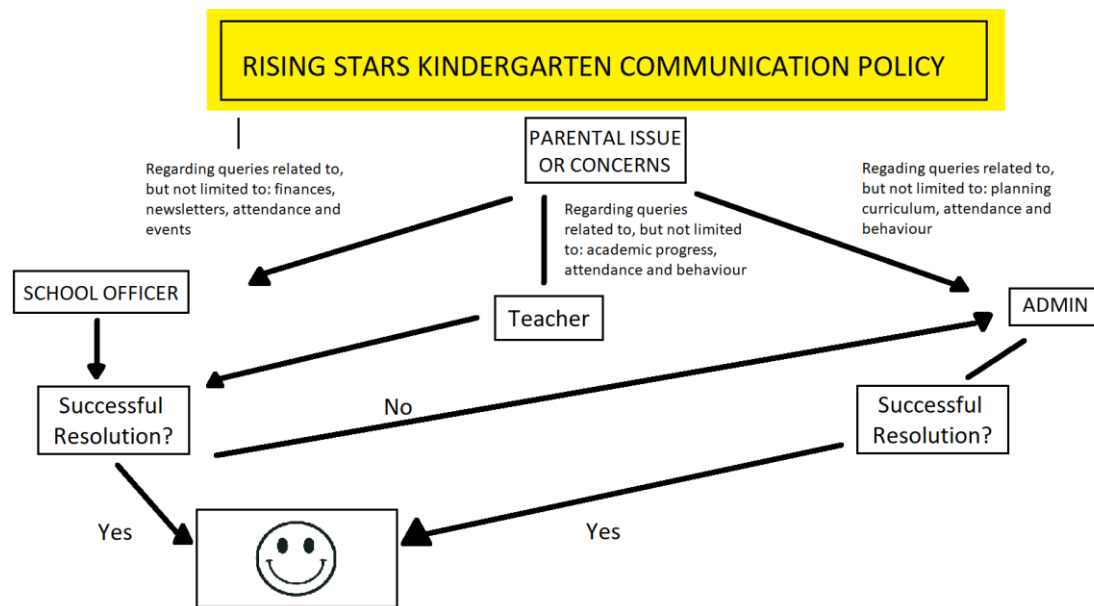
School staff gives priority to meeting promptly with parents to solve issues, ensuring appropriate feedback on steps taken by the school.

### Written Communication

All written communication from the school is professional and timely.

### Dealing with Issues

Rising Stars Kindergarten has a process for dealing with issues expressed by parents.



### **Communication Process Practices**

Whole school formal strategies include:

- School newsletters: emailed fortnightly to each family. A hard copy is available on request.
- Notes and Leaflets: for a range of purposes including term planners, special days and event information.
- School website: <http://www.rskqatar.com/> assists in communicating with the immediate and wider community.
- School email: [rs\\_kinder@hotmail.com](mailto:rs_kinder@hotmail.com) is used for communicating essential information with parents and wider community.
- Rising Stars Kindergarten Facebook page: up to date information for parents and the wider community is posted on Facebook regularly.
- ClassDojo: Parents may keep up to date of new information via the app.
- School's Vision, Strategic Plan, Policies and Procedures: information is given to the School staff and is available to all parents.
- Annual Report: progress of the Strategic Plan is communicated via the Annual Report.
- Parent Information Meetings: held at the beginning of Terms and after reports have been given. Meeting times will be arranged with teacher between 6:45 - 7:15 am and 12:30 - 13:00 pm. These meetings communicate expectations and Childs's progression.
- Students with IELP Plans: regular meetings are held with parents of students who have IELP plans for explanation and review.

- Information Sessions for Specific Purposes: Information sessions will take place as required for a variety of reasons such as inductions, transitions, camps, graduation.
- Early Childhood notice board: Up to date information of events occurring in the school.

### **Professional Communication Practices**

When communicating with parents. Staff members:

- Approach discussion in an open, courteous and respectful manner.
- Listen attentively to the concerns of parents, seeking clarification where necessary.
- Present their own or the school's point of view in professional and objective terms.
- Seek support from Administration or colleagues if needed.
- Take into consideration cultural and personal sensitivities and protocols when dealing with the school community.
- Make available materials and information for a parent who lives apart from the children upon request.

### **Parent Meeting Practices**

- While some matters may be addressed immediately, it is desirable to arrange meetings to address issues at a time and place that is mutually convenient and is conducive to a positive outcome.
- Unless unusual circumstances apply, staff arranges interviews with parents in a timely manner.
- Case conferences are held where appropriate and notes recorded and distributed to all participants.

### **Written Communication**

- At least one week notice in writing is provided for school events that affect parents or require them to send money and/or permission.
- All written communication is edited to ensure clarity and correct information, spelling and grammar. All parent communication from class teachers must be viewed by a member of the school's Administration team before being sent.
- A copy of all notes is provided to the school office.
- Written communication is jargon free, clear and concise.

- Major incidents that occur either in the classroom and/or the playground are recorded.
- Playground incidents are recorded by teachers on duty. Those issues requiring follow up are identified.

### **Dealing with Issues**

There may be times despite ongoing communication, where members of the school community are unsure, disagree or believe there is a problem or issue concerning their child. Parents should not wait for a small issue to grow into a large one:

- If the matter involves your child or is an issue of everyday class operation, parents need to make an appointment to see their classroom teacher, detailing the reasons for the appointment. The classroom teacher should be the first point of contact.
- If the matter involves operations beyond the classroom or concerns that are not easily resolved, an appointment should be made with a member of the school's Administration.