



## Raffles World Academy Home School Communication Policy and Procedure

### Our Guiding Statements

#### Our Vision:

Providing world-class education

#### Our Mission:

To empower students with a holistic, rigorous and international education for success in an ever-changing world

#### Our Philosophy:

- To be recognized by the success of our students in achieving their personal goals
- To make student development the centre of all school decisions
- To aspire to the highest internationally recognized performance standards
- To build and celebrate a culture based on internationalism
- To enable the staff to become life-long learners through the development of their professional practice

#### Core Values:

Achievement | Collaboration | Integrity | Innovation | Respect | Responsibility

#### Our Motto:

Towards Excellence

#### RWA Acronym

Rise **W**onder **A**chieve

### Introduction and aims:

We believe that clear, open communication between the school and parents/carers has a positive impact on

pupils' learning because it:

- gives parents/carers the information they need to support their child's education
- helps the school improve, through feedback and consultation with parents/carers
- builds trust between home and school, which helps the school better support each child's educational and pastoral needs.

### Aims:

RWA aims to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

- to ensure all 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



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- 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 jargon free, plain language and be easily understood by all
- to action communications within a reasonable time – maximum 24 hours
- to be compatible with the core values and ethos of the school

We encourage regular communication between home and school, both directly with regards to their child's progress as well as for more general feedback or suggestions parents may have. Contact details for the primary and secondary school are provided in this document in the 'Important RWA Contacts' section.

### **Communication – to Parents/Guardians**

1. **Short, time-sensitive, communications of high importance** – Short urgent messages should be made by telephone if the number of recipients is manageable. If not, messages should be sent via ISAMS, approved by the leadership team.
2. **Non-time-sensitive communications of high importance** – If the communication is not time sensitive it should be sent via Email through ISAMS, which ensures a lasting record of the communication made for reference.
3. **Communications of low to medium importance** – Staff may elect varying means of making communications of low to medium importance depending on the context; face to face, a general meeting, TEAMS meeting, mention on the school website/social media.
4. **Communications involving sensitive data** – All communications to parents involving sensitive data should be made face-to-face, or in the case that this isn't possible by phone call. Staff should never address sensitive matters in writing.
5. **Communication involving homework, sharing of work marking and feedback.** The Toddle app will be used in the primary and the ManageBac in the secondary by both students and teachers to upload work, set homework, sharing of work, marking and feedback.
6. **Authorisations** – All authorisations requested from parents should be done so via the formal forms (school trips, camp trips, registrations, data usage, media permission forms etc).

### **Additionally, all staff should abide by the following rules when communicating with parents:**

- Staff should never send a group communication to parents in writing before having it approved by the primary/secondary leadership team
- Bulk emails to parents that are through the ISAMS must be sent 24 hours before publishing for checking and approval.
- Staff should never send emails to multiple parents without using the 'BCC' function
- Staff should never communicate with parents (or students) via means of social media.
- When making phone calls to parents, only school landline or school mobile phone numbers should be used (no personal numbers or WhatsApp communication is allowed).
- If in doubt, staff must consult a member of the senior leadership team.

### **We use the following mode of communication when communicating with parents:**

- iSAMS Parent Portal
- Toddle (sharing of work and uploading of work, ongoing marking and feedback in the primary)
- ManageBac ((sharing of work and uploading of work, ongoing marking and feedback in the secondary)



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- School Website
- Newsletter- A newsletter is produced at the end of each term. The newsletter contains reports on activities and events in which the School and students participated during the term and may also contain information about future events. There are messages from each department in the Newsletter and upcoming important dates for the term.
- SMS for important notifications, alerting parents about absences
- Email- weekly between teachers and parents in the primary and as per requirement in the secondary
- Regular emails and letters from vice principal and principal
- Teams/virtual meetings when face to face meeting is not possible
- Regular curriculum information sessions for parents
- Parent-teacher conferences to discuss progress at the end of a reporting point.
- Termly written school reports uploaded on Toddle for primary and on iSAMS parent portal in secondary
- IEP meetings between parent and Inclusion team for student of determination
- Meet the head of section or principal for prospective parents to learn about the school

## iSAMS

All school letters/ emails are circulated to parents via the **iSAMS parent portal**. RWA will be sending circulars to parents when a major change or announcement takes place. All circulars will be placed on the iSAMS Parent Portal. Parents are requested to take time to read this information as it is both advisory and instructive. Additionally, the secondary school will also share the termly progress report 4 times during the year via the iSAMS parent portal.

## Toddle

Toddle is used in primary for planning, student portfolios, sharing work of students, uploading of work for assessments and feedback and sharing of progress reports with parents - all from one intuitive interface!

## The RWA Website

[www.rwadubai.com](http://www.rwadubai.com) is for general information about the school, important announcements, curriculum information, co-curricular activities, calendars, and whole school notifications.

## Newsletter

A newsletter is produced at the end of each term in the secondary. The newsletter contains reports on activities and events in which the School and students participated during the term and may also contain information about future events. There are messages from each department in the Newsletter and upcoming important dates for the term.

The primary school will produce a semester wise curriculum newsletter mainly containing curriculum information from the specialists. This newsletter gives parents an idea of what will be covered during the course of the semester.

## Short-Messaging-System (SMS)

On occasion the school will also send SMS notifications to parents. Parents must ensure that the school has the correct mobile number.



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### **Emails**

Emails will continue to be used by staff to respond to personal enquiries from individual parents. We encourage the use of email communications rather than paper communications being sent home in school bags, so parents are expected to notify the school of any changes to their contact details and email address. It is the responsibility of the parent/guardian to ensure that the school has up-to-date email addresses and contact details.

The Parents Association (PARWA) may also request an agreed email address from parents to share information with parents. While the school supports dissemination of information, it will not supply private email addresses without permission. Messages for teachers may be sent to the teachers' school email address or left at the reception which is open from 7:30am to 4:00 pm.

### **Reports**

Parents receive a total of 4 written reports from the school about their child's learning and progress, covering their achievement in each part of the curriculum, how well they are progressing, and their attendance: See below dates and aim of each formal reporting points:

- RP1: November -Snapshot report to parents (core subjects)
- RP2: February- Comprehensive report to parents (all subjects)
- RP3: April - Snapshot report to parents (core subjects)
- RP4: June - Comprehensive report to parents (all subjects)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

- **Three-way goal setting conference:** October (only in the primary)
- **Parent teacher conferences:** February
- **Student led conferences:** May (only in the primary)

### **School yearbook**

RWA is proud of its students. At the end of each academic year, a school yearbook is produced to capture images of the students in each class and record memories of major functions and events that took place during the year. Each family will receive a copy of the year book at the end of the academic year. The Year Book may be shared virtually via a link.

### **Coffee mornings, SMT clinics and information sessions**

The campus also ensures we are in close contact with parents who want to further develop their partnership with the school and enhance the learning experiences for students, teachers and other parents and help make RWA a real 'learning community'. The principal and heads of section conduct regular coffee mornings, SMT clinics to inform parents about events, programmes, curriculum matters and other items of interest or simply meet parents to discuss concerns they may have.

### **Curriculum evenings**

Back to school events are organised regularly to update parents on the curriculum matters, teaching and assessment methods, workshops, and home-school initiatives for the respective grades throughout the school. The details of these curriculum events are sent to parents in advance and may also feature on the calendar. Parents are encouraged to attend and participate in these meetings.



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### **Parent Teacher Conferences and classroom visits**

The school schedules conference days within the school year. (see above dates).

Online software called 'Pick-a-Time' is used to enable parents to schedule their preferred meeting times on these days, and to help coordinate meetings if they have more than one child in the school. An email is sent from the school to parents before the conference days and this will contain further instructions on how to make the appointments. This communication will also detail the format for the meetings and whether they will be student-led conferences or 3- way conferences.

Should parents wish to speak to their child's teacher or any of the specialist teachers at any other time, they can do so through scheduling an appointment directly with the teacher via email. Appointments may also be made through the primary or secondary school office. Any unscheduled visits to a classroom may interrupt the students and the teacher, and are to be avoided. Stopping in before or after school especially in the primary without an appointment creates an awkward situation, as teachers have duties before and after classroom hours, as well as during the school day, and so may not be able to adequately prepare or give concerned parents the necessary time without prior arrangement being made. Deliveries such as lunches, PE clothes etc. should be brought to the primary/ secondary school office to be delivered or handed to the security, unless previously arranged with the teacher.

### **Meeting the principal or vice principal (Senior Management Team)**

Should parents wish to speak with the school principal or vice principal, they are requested to email, telephone or contact the reception to arrange an appointment. If it is a classroom matter, parents are requested to schedule an appointment with the teacher concerned before contacting Senior Management. The school management maintain an open-door policy and are available to parents, students and visitors, usually in the morning and at pick up time. Coffee mornings or weekly SMT clinic is a great opportunity to meet the senior management team.

### **Parents are encouraged to:**

- Develop close links with the school
- Participate in meetings in a positive and respectful manner, 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
- Become actively involved in the PARWA (Parent Association at RWA)
- Participate in policy and decision-making processes affecting them as and when needed.

### **Expectations from parents when communicating with school**

Parents should keep the school up to date with family circumstances which may affect the schooling of their child (ren). In addition, parents have the liberty to contact the school and request a meeting should they have an issue that they wish to discuss. In this scenario parents should refer to the escalation policy to know which member of the team is the most appropriate person to help them with the specific issue.

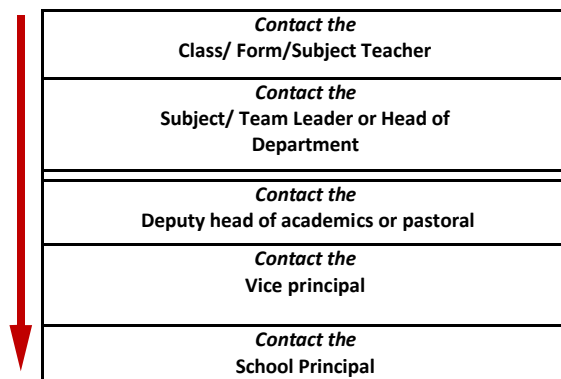


- The class teacher in the primary and the concerned subject teacher or form tutor in the secondary will be the first point of communication for parents. A parent can: informally meet after school, book an appointment with the class/ form teacher or email to share information or ask questions.
- If parents have any concerns about the grade as a whole, the class teacher or are unable to make an appointment with the class teacher, they can contact the team leader in case of primary or the head of grade in the secondary. The team leader/ head of grade may contact a parent if there are concerns. The team leader in the primary may also share specific information for that grade level via a weekly newsletter/ email.
- The Deputy Head will be the next point of contact, after the team leader or class teacher.
- Any unresolved concerns will then follow the complaints procedure policy. The following flow-diagram illustrates the chain of events:

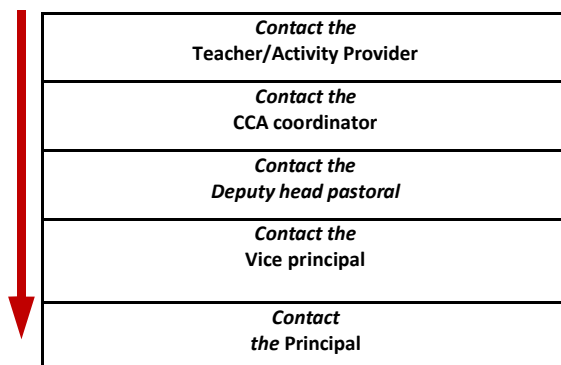
### Communication protocol

In order to ensure effective communication throughout the school, we request that parents use the following channels of communication so that all those concerned with a child’s learning and well-being are kept informed and can have their valued input to seeking clear and appropriate solutions to any problems or concerns.

#### For pastoral or academic matters or to discuss progress:



#### For Co-Curricular Activities



### Contact Information

We like to continually improve and streamline our communications both internally and with parents



and other agencies outside the school. Should parents wish to contact any of the management staff within RWA, the tables below will help:

Section/Campus	Contact Information
Corporate Office	Tel: (04) 4271200 Fax: (04) 4271201
RWA	Tel: (04) 4271351/1352 Fax: (04) 4271301
Mailing Address	P.O. Box 122900, Dubai, UAE
General Feedback	<a href="mailto:info@rwadubai.com">info@rwadubai.com</a>
Web	<a href="http://www.rwadubai.com">www.rwadubai.com</a>
Feedback	StudentservicesWC@rwadubai.com

### Important contact details

RWA	Staff Name	Contact No.	Email
School principal	Mr. Timothy Roberts	04-4271354	<a href="mailto:timothy@rwadubai.com">timothy@rwadubai.com</a>
Vice principal	Dr. Armeena Tabassum	04-4271341	<a href="mailto:armeenat@rwadubai.com">armeenat@rwadubai.com</a>
School secretary	Ms Mary Rizzoria Alexander	04-4271310	<a href="mailto:maryz@rwadubai.com">maryz@rwadubai.com</a>
Primary school secretary (Pre-KG-G5)	Ms Raquel Santos	04-4271357	<a href="mailto:raquels@rwadubai.com">raquels@rwadubai.com</a>
Secondary school secretary (G6-12)	Ms Jannel Villanueva Julian	04-4271380	<a href="mailto:janneli@rwadubai.com">janneli@rwadubai.com</a>
Deputy head primary (pastoral and admin)	Ms. Emily Hunton	04-4271378	<a href="mailto:emilyh@rwadubai.com">emilyh@rwadubai.com</a>
Deputy head (pastoral and admin G6-12)	Mr Simon Foster	04-4271332	<a href="mailto:simonf@rwadubai.com">simonf@rwadubai.com</a>
Deputy head academics lower primary (G1&2) & PYP Curriculum Coordinator	Mrs Yolanda Maccallum	04-4271382	<a href="mailto:yolandam@rwadubai.com">yolandam@rwadubai.com</a>
Deputy head academics upper primary (Grades 3-5)	Mr. Daniel Allmark	04-4271359	<a href="mailto:daniela@rwadubai.com">daniela@rwadubai.com</a>
Early Years Coordinator	Ms Ciske Louw	04-4271385	<a href="mailto:ciskel@rwadubai.com">ciskel@rwadubai.com</a>
Deputy head academics in secondary	Ms Pam Parasram	04-4271358	<a href="mailto:pamp@rwadubai.com">pamp@rwadubai.com</a>
MYP Coordinator (G6-10)	Ms Shagufta Hadayat	04-4271360	<a href="mailto:shaguftah@rwadubai.com">shaguftah@rwadubai.com</a>
IBDP Coordinator	Mr Stephen Pinto	04-4271365	<a href="mailto:stephenp@rwadubai.com">stephenp@rwadubai.com</a>
IBCP & BTEC Coordinator	Ms Aine O Donnell	04-4271323	<a href="mailto:ained@rwadubai.com">ained@rwadubai.com</a>
Primary Co-curricular coordinator	Ms Ciske Louw (2022-23) Ms Aisling Soffe (2023-24)		<a href="mailto:ciskel@rwadubai.com">ciskel@rwadubai.com</a> <a href="mailto:aislings@rwadubai.com">aislings@rwadubai.com</a>
Secondary Co-curricular Coordinator and coordinator for paid CCAs	Ms Rachele Green		<a href="mailto:rachelleg@rwadubai.com">rachelleg@rwadubai.com</a>
School Doctor/ clinic	Dr Vaneeta Ahuja	04-4271349	<a href="mailto:vaneetaa@rwadubai.com">vaneetaa@rwadubai.com</a>
School's Facilities Manager	Mr Vikrant Sharma	04-4271308	<a href="mailto:vikrants@rwadubai.com">vikrants@rwadubai.com</a>
Arab Falcon Bus Company Coordinator	Ms Mamata Naik	055 3431592	<a href="mailto:csr.rwa@arabfalcondubai.ae">csr.rwa@arabfalcondubai.ae</a>
RWA Admissions office	Front reception desk Front reception desk Admissions Manager	04-4271302 04-4271303 04-4271304	<a href="mailto:rwadmissions@rwadubai.com">rwadmissions@rwadubai.com</a>
RWA Accounts	Ms Hydie Igual	04-427 1353	<a href="mailto:rwaccounts@rwadubai.com">rwaccounts@rwadubai.com</a>



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If you have questions about any of the topics in the table below, or would like to speak to a member of staff please email the most appropriate address. Include your child's full name in the subject line. We try to respond to all emails within 24 hours:

<i>I have a question about</i>	<i>Who you need to talk to?</i>
My child's learning/class activities/lessons/homework	Your child's class teacher via email or quick meeting
My child's wellbeing/pastoral support	Deputy head pastoral in respective schools Primary deputy head pastoral – <a href="mailto:emilyh@rwadubai.com">emilyh@rwadubai.com</a> Secondary deputy head pastoral – <a href="mailto:simonf@rwadubai.com">simonf@rwadubai.com</a>
Payments, fees	RWA Accounts via phone or enquiries email <a href="mailto:rwaaccounts@rwadubai.com">rwaaccounts@rwadubai.com</a>
Uniform/lost and found, ID cards,	School office via phone or enquiries email <a href="mailto:raquels@rwadubai.com">raquels@rwadubai.com</a>
Attendance and absence request	Your class teacher via email first or vice principal via email <a href="mailto:armeenat@rwadubai.com">armeenat@rwadubai.com</a>
Bullying and behavior	Primary deputy head pastoral – <a href="mailto:emilyh@rwadubai.com">emilyh@rwadubai.com</a> Secondary deputy head pastoral – <a href="mailto:simonf@rwadubai.com">simonf@rwadubai.com</a>
Assessment, reports and progress	Primary Class teacher first via email or deputy head academics – <a href="mailto:daniela@rwadubai.com">daniela@rwadubai.com</a> Secondary deputy head academics – <a href="mailto:pamp@rwadubai.com">pamp@rwadubai.com</a>
Curriculum matters	Class teacher or subject teachers first via email or the curriculum coordinator via email- PYP - <a href="mailto:yolandam@rwadubai.com">yolandam@rwadubai.com</a> MYP – <a href="mailto:shaguftah@rwadubai.com">shaguftah@rwadubai.com</a> DP- <a href="mailto:stephenp@rwadubai.com">stephenp@rwadubai.com</a> CP or BTEC - <a href="mailto:ained@rwadubai.com">ained@rwadubai.com</a>
Matters related to Early Years (Pre-KG- KG2)	Early Years Coordinator – <a href="mailto:ciskel@rwadubai.com">ciskel@rwadubai.com</a>
Bus issues	Bus coordinator <a href="mailto:csr.rwa@arabfalcondubai.ae">csr.rwa@arabfalcondubai.ae</a>
Catering/ meals	Christopher Lambert - <a href="mailto:chrisl@mastercook.ae">chrisl@mastercook.ae</a> or Vikrant Sharma – school facilities manager – <a href="mailto:vkrants@rwadubai.com">vkrants@rwadubai.com</a>
General complaints	Vice principal – <a href="mailto:armeenat@rwadubai.com">armeenat@rwadubai.com</a> or principal <a href="mailto:timothy@rwadubai.com">timothy@rwadubai.com</a>
Admissions enquiry	<a href="mailto:rwadmissions@rwadubai.com">rwadmissions@rwadubai.com</a>

### Expectation of using WhatsApp or other group chats

RWA acknowledges that Whatsapp is arguably the world's fastest-growing communication app. The use of WhatsApp or other social media groups amongst parents in a particular class can be useful when it comes to sharing information, receiving updates, providing reminders about school events, arranging play dates as well as sharing parenting tips. Most of the time, these group chats if used effectively can be a great resource. But, if used inappropriately, it can be damaging.

In order for Whatsapp to be used properly and to avoid any miscommunication or unnecessary stress to families, parents are expected to adhere to the following guidelines:

- Whatsapp is a form of social media and therefore will be treated as such.
- Whatsapp is not used as an official school communication channel and all-important documentation will be sent via email to private email addresses provided by parents upon





registering at the school. It is the parent's responsibility to inform the school of updated email addresses/phone numbers and any communication difficulties they are experiencing, so that, we can try to resolve the issue as soon as possible.

- All queries or concerns related to a particular teacher or the school leadership should be addressed directly with them. We encourage parents drop in for a face to face communication.
- Respect the purpose and objective of each group. A "WhatsApp Class Group" should not be used to send messages or content of a personal nature. The objective is for logistic reminders about the running of the class or an important event i.e: "Reminder: PE tomorrow!" "Photoshoot tomorrow!"
- Never send content, information or "news" that hasn't been verified by a senior management of the school. Placing content whose authenticity has not been definitively proven can be very dangerous and harm many people. WhatsApp alone cannot verify the truth and it is better to put a stop to such discussions immediately.
- Before sending a complaint to a group, identify the "administrator" and share your thoughts with them. Private complaints concerning your child should not be shared on a public group. This is unfair to the child in the long-run.
- When writing, remember that that whatever you say on social media may be forwarded to someone else, and in a few minutes, it may be seen by half the school. The law in the UAE is very strict about posting negative statements about people, businesses or the government. The KHDA Parent-School contract which all parents are required to sign, includes this clause: The school will not tolerate any form of defamation or intentional harm practiced through social media forums. The school must set a clear policy for parents and students about the use of social media outlets and/or forums. This policy must include, but not be restricted to, the following:
  - Parents and students in all grade levels using any social media forum must, at all times, demonstrate respect for the members of the school community (including all students and personnel);
  - Parents and students must not breach confidentiality, defame or make threats to any person in the school community. Instances of proven and intentional breach of the above will result in sanctions that may include Suspension from the school.

At RWA, we work in partnership with all our parents. The best way to communicate with the school is directly – via email or appointment with the Class Teacher or the Senior Leadership Team. RWA takes public misuse of social media very seriously and in the most severe cases, will seek advice from legal professionals.

*Policy reviewed and updated April 2023*