



مدرسة نيوتن العالمية
NEWTON INTERNATIONAL SCHOOL

Home & School Communication 2023-2024

All members of the Newton International School, West Bay community: staff, parents and children will commit to working together to achieve the following mission.

To provide the highest quality of education possible for students of all abilities. In doing so, we aim to positively encourage each student to achieve academic excellence, enjoy creative diversity, develop critical thinking skills and become lifelong learners and responsible citizens.

To achieve this, we will provide a diverse education in a safe, supportive environment that promotes self-discipline and motivation. We will provide and maintain a calm, trusting and caring atmosphere where teaching and learning are meaningful and developed. We will work in partnership with our staff, students, parents and wider community to achieve our vision.

1. 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

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles and responsibilities

2.1 Principal

The principal is responsible for:

- › Ensuring that communications with parents are effective, timely and appropriate
- › Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- › Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- › Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff **will not** respond to communications outside of school hours 8am to 6pm or their working hours, or during school holidays.

See E Safety Policy for other details

2.3 Parents

Parents are responsible for:

- › Ensuring that communication with the school is respectful at all times
- › Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- › Respond to communications from the school (such as requests for meetings) in a timely manner
- › Checking all communications from the school

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct.

2.3.1 Home-school agreement

NIS West Bay's home-school agreement has been in place for some time. It is periodically updated and altered. It explains the school's aims and values, the school's responsibilities towards the children, the responsibilities of parents, and what the school expects of the children. We ask parents to sign this agreement when their child starts at our school.

The agreement covers the standard of education in our school, the ethos of the school, and our expectations regarding attendance, behaviour, and homework.

3 How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.4 Email

We use email to keep parents informed about the following:

- › Upcoming school events
 - › Scheduled school closures (for example, for staff training days)
 - › School surveys or consultations
- › Class activities or teacher requests

3.5 Text messages

We will text parents about:

- › Payments
- › Short-notice changes to the school day
- › Emergency school closures (for instance, due to bad weather)

3.6 School calendar

We use the school calendar tool on school spider and communicate with parents about events.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar. 3.4 Phone calls

We may call parents if their child is ill or they have forgotten to send something with their child. Parents are expected to call in before nine thirty if their child is absent.

3.7 Letters

We send the following letters home regularly:

- › Letters about trips and visits
- › Consent forms

3.8 Homework and Home Reading

We send home reading books and homework weekly.

3.9 Reports

Parents receive reports from the school about their child's learning, including:

- › An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
 - › A report on KS1 and KS2 SATs tests

3.10 Phone Calls

If a child is absent from school, and we have had no indication of the reason, Administration will contact a parent (by telephone, if possible) to find out the reason for the absence. Letters of concern for regular lateness or persistent absences are sent home by class teachers through the terms as necessary.

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

3.11 Meetings

We hold several parents' evening(s) per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

Where parents meetings are held online through a service such as google meet or zoom, parents will be given a specific email address to contact rather than individual staff email addresses.

When children have special educational needs, or if they are making less than the expected progress, we find it helpful to meet with parents more regularly. Each teacher at NIS West Bay is expected to offer an Intervention Programme for any children who are not meeting the expected progress for their age. This programme and the support offered is communicated to parents of children on a programme. Teachers liaise with parents during the terms to discuss the progress of children on IP. NIS West Bay (Primary School) also had two English support teachers (EAL) who support children who are not making necessary progress. Parents also receive information and support ideas from the EAL teachers to help at home. When necessary the EAL teachers will also meet with parents to discuss any matters relevant to the progress of their child on the EAL programme.

3.12 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision Parents should check the website before contacting the school.

3.13 Parent Handbook

The school Parent Handbook contains a range of specified information to give parents a full picture of provision at our school. We update this for each school year

3.14 Bi-Weekly Newsletters

We send a newsletter to parents each fortnight through the term. Both campuses send this to parents of children at these sites. It contains general details of school events and activities. Parents expect the newsletter, and appreciate the regularity of the contact. We send other letters of a general nature

when necessary. It is currently sent as a PDF via email and as a hard copy to those parents without email details.

4 How parents and carers can communicate with the school

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. This can be done via class email pages, enquiries or the principal email. Staff will no longer communicate via their personal emails.

We aim to acknowledge all emails within 1 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 2 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email main school email enquiries @ and the relevant member of staff will contact you within 2 working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 2 days of your request.

If your issue is urgent, please call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.01142662977

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 2-3 working days of the request.

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
 - Updates related to pastoral support, your child's home environment, or their wellbeing We hold a meeting for new parents each September. This is an opportunity for the parents to understand more about the school, the teachers and the systems that their children will experience as students of the school. The parents that attend are invited to attend their child's new classroom to meet the teacher.

4.4 Home-School Communication Book and Class DOJO

Children in all classes have a home-school communication book. This enables parents to record a wide range of information that they wish to share regularly with the teacher. Teachers use the home-school

diary to record homework assignments, and as a regular channel for communication with parents. In trying to stimulate student responsibility, the diary is managed by each student. Class DOJO is a regular and direct way of contacting and communicating with teachers.

5 Communication with other schools and outside agencies

Toward the end of their final term in Year 6, we pass on information about the children to their intended secondary schools. NIS West Bay Year 6 students mostly attend our sister school NIS Lagoon. We try to give a view of the whole child, and we include their results, their strengths and weaknesses, their interests and responsibilities if relevant. There is also a physical transfer of further information about the child, organised by administration through the Registrar. Regular communication to parents is provided by the Deputy Principal related to West Bay matters that affect students across all year groups.

6 Communication within our school

- 6.1** Communication across both sites at NIS West Bay is managed despite there being two campuses on separate sites. All important matters for staff at both sites are expressed through daily notes and twice weekly staff meetings (Primary School). Matters are further discussed within weekly team meetings, MMT and SMT Meetings. West Bay also employs class emails and SMS messaging to pass on important information.
- 6.2** All our procedures are detailed in the Staff Handbook which is revised annually.
- 6.3** Written communications are also delivered through pigeonholes or by e-mail.
- 6.4** Staff members' personal details will not be shared with other members of staff or with parents.

Staff – Internal Communication

Staff are encouraged to check emails as part of their morning routine up to 7am when registration begins and during break times or after school, no emails to be checked during lesson time; non-contacts should be used for planning and preparation.

Pigeon holes in villa 1 must be checked regularly

Staff can send and receive emails from 6am to 7am Sunday to Thursday – others should be saved in draft form and sent the following morning from 6am so it is available for staff to read from 6:40, when they arrive at school

urgent sharing of information will be shared via internal memorandum delivered by Namal or Pradeep (At EYFS the sharing will be by Khanal or the Admin staff)

WhatsApp communication with staff in teams (from 6am to 7am and during break times) - no whatsapp messages during class time, after school hours or on weekends. Direct conversations with team members should be kept for break times, interruptions to lesson times must be kept at a minimal

Staff - Meetings

Meeting agendas should be shared at least 24 hours in advance of a meeting and minutes shared within 2 days

All agendas and minutes need to be saved on the school one drive folder.

Where practicable, meetings should be delivered through Zoom. Physical meetings must be in groups of less than 10 with social distancing measures maintained. Physical meetings should be less than 20 minutes in duration

Meetings should be scheduled between 1:30pm-2:30pm Sunday to Wednesday, excluding Mondays that can be scheduled from 1:30pm to 3:00pm

Staff – Parents Communication

Staff will respond to ClassDojo messages or parent emails within 24 hours of receiving them Staff will not respond after 3pm Sunday to Thursday or on weekends and holidays

Staff – Parents Meetings

Meetings between staff and parents will be agreed at mutual convenience Where practicable, meetings should be hosted using Zoom

Staff should keep a succinct written record of meetings with parents which should be signed by all attendees. Scanned copies of meetings should be uploaded onto the child's SIMS file At EYFS, these records are kept in the coordinator's class files

Please note: There will be times when urgent communication will take place, especially during visits from the ministry, and during inspections.

7 Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We can make whole-school announcements and communications (such as email alerts and newsletters)available in the other languages than English if needed.

Parents who need help communicating with the school can request the following support:

- › School announcements and communications translated into additional languages
- › Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

8 Monitoring and review

The principal monitors the implementation of this policy and will review the policy every 2 years. The policy will be approved by the governing board.

9 Links with other policies

The policy should be read alongside our policies on:

- › E Saftey Policy
 - › Parent code of conduct
 - › Staff code of conduct

Appendix 1: school contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- › Email the most appropriate address
 - › Include your child's full name in the subject line .
 - › We try to respond to all emails within 2 days

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher via the class dojo or class email
My child's wellbeing/pastoral support	Principal @ wiidm@newtonschools.sch.qa or class teacher via the appropriate channels Head of Primary @ hop.westbay@newtonschools.sch.qa Arabic Coordinator @ arabic_coordinator@newtonschools.sch.qa EYFS Coordinator eyfscordinator_wb@newtonschools.sch.qa
Payments	School office via phone or enquiries accountant.wb@newtonschools.sch.qa
School trips	School office via phone or enquiries info.westbay@newtonschools.sch.qa
Uniform/lost and found	School office via phone or enquiries registrar.westbay@newtonschools.sch.qa
Attendance and absence requests	School office via phone or enquiries email or admin.wb@newtonschools.sch.qa
Bullying and behavior	principal@ or class teacher via the appropriate channels Wiidm@newtonschools.sch.qa Hop.westbay@newtonschools.sch.qa
School events/the school calendar	School office via phone or enquiries email or info.westbay@newtonschools.sch.qa
School Reports	School office via phone or enquiries email or assistant.wb@newtonschools.sch.qa
Special educational needs EAL Support	sen_wb@newtonschools.sch.qa ea1_wb@newtonschools.sch.qa
Before and after-school clubs	School office via phone or enquiries email or info.westbay@newtonschools.sch.qa
Parents as Partners	Wiidm@newtonschools.sch.qa

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. Which can be found on our website.

Approved by:

Mari Wiid

Date: August 2022

Last reviewed by:

Next review due by:

Principal's Signature	Head of Primary's Signature	EYFS Coordinator
		

