



Communication Policy

October 2023

1. PURPOSE OF THIS POLICY

At Royal Grammar School Guildford Dubai we believe effective communication is vital for fostering a positive and productive educational environment. Children achieve more when schools and parents work together in partnership. By being kept up to date in a timely and efficient manner with a shared vision of what is to be achieved, parents are clear about the role they play in working with the school to educate their children.

We aim to have clear, professional, timely and informative communication which is useful and relevant to all parties including the wider community. This communication policy outlines the guidelines and procedures for communication among pupils, parents, teachers, staff, and the wider community. Our aim is to ensure transparency, accessibility, searchability and a shared commitment to the success and well-being of our pupils.

2. SCHOOL COMMUNICATION TO PARENTS

We use a variety of different channels to communicate to parents, depending on the topic.

2.1 Curriculum Information

Seesaw is the main tool from FS1-Year 6 for class and specialist teachers to share day to day curriculum information, whole class broadcasts and personalised messages to parents.

All Senior School pupils have a **Teams** account where teachers share class and home learning. This is to enable our older pupils to take responsibility for their own learning and have a regular connection with their teachers in relation to progress and feedback. Parents can log-in to their child's account to view home learning tasks.

Regular Parent **workshops** are held throughout the year to equip parents with guidance and support to help extend learning at home. We take a blended approach with facilitating our workshops, with some being held in-school while others may be accessed via video link or webinar style workshop.

Assistant Heads and Phase leaders use **emails** via our school management system iSAMS to share termly curriculum overviews as well as presentations and recordings from the parent workshops.

2.2 School reports and parent teacher consultations (PTCs)

We provide frequent reports to parents on each child's progress throughout the year. This includes written reports from teachers including information about the various areas of learning in the Early Years Foundation Stage and the National Curriculum subjects (including Arabic and Islamic Education) for Years 1 to 8. These reports also identify areas of strength and areas for future development. Additionally, we use CAT4 and GL assessments. All reports are uploaded to the **iSAMS Parent Portal**. This can be accessed via this link <https://rgsgd.parents.isams.cloud>

As well as receiving written reports, parents are invited to the following educational events across the year, to celebrate their child's successes and support with any areas of development.

- Familiarisation session
- Open afternoons
- Progress picnics
- Parent conferences are planned over the year and involve class teacher/form tutors and specialist subject teachers either face to face or online. These are booked via **School Cloud** <https://rgsgd.schoolcloud.co.uk/Auth/Parent> using the iSAMS parent portal login credentials.

2.3 School events and sporting fixtures

Whole School calendar access, allowing viewing of day-to-day events, sports fixtures and termly arrangement is via the web based **SOCS** platform at <https://www.socscms.com/login/30192/parent> Parents can access this using their iSAMS parent portal sign in details.

Sports team selection information is also included on **SOCS** and includes designated sport, age group, date, timing, and venue, and is where parental consent should be given for their child to participate.

We have an optional **RGSGD Sport WhatsApp group** where we share offsite fixture return times to school and any last-minute cancellations. Parents can join this group by clicking on <https://chat.whatsapp.com/D9CnfFAhs8EJPDv1LbkGe2>. Here, parents can select the sports groups relevant to their children. This is a single way communication channel with notifications purely about return times/cancellations and is not used to share other team or event information, which can be found on SOCS.

2.4 School operations

Whole school or phase information is usually sent via **email** from our school management system iSAMS. This could include school wide information such as important dates, celebrations, medical information or phase information including school trips. Every Friday during term time we email the Whole School Newsletter, which contains general details of school events and activities as well as links to Phase Newsletters too.

2.5 Child illness

If a pupil is taken ill at school, or in the unlikely event of an accident, our School Doctor or one of the Nurses will contact the parents by **telephone** and the child will be cared for in the clinic until they can be collected.

2.6 Non-urgent requests from school

If a child has forgotten something important, their teacher will contact the parents via Seesaw (EYFS-Year 6), or Reception will make a **telephone call** to see if the item can be brought to school.

2.7 Urgent information

Where we have a need to communicate urgently to a large part of the school community, or to give timely reminders, we rely on the **Form Reps WhatsApp** group network. Our Parent Relations Executive (PRE) sends a WhatsApp to Form Reps and asks them to forward it to their class parents.

2.8 Friends of RGSGD

The Friends of RGSGD is our invaluable school PTA. It is made up of our 'Form Reps' and our enthusiastic 'Friends Helpers'.

Form Reps are the nominated parent lead for each class, who support the class teacher in sharing important communications, weekly updates and timetable reminders. They also help to drive the class parent community in planned social activities. Our Form Reps are invited to attend monthly 'Friends' meetings hosted by our PRE and Phase Leaders.

Friends Helpers are those parents who can enthusiastically volunteer their time to support school events, such as International Day, National Day & Winter Fair etc.

Community is at the heart of RGSGD and the Friends of RGSGD brings us all together. By becoming a member of the Friends of RGSGD, parent support contributes to ensuring our vision for a happy collaborative school community. Parents can register their interest in being involved by emailing PRE@rgsgd.com.

3. PARENT COMMUNICATION WITH SCHOOL

The school encourages parents to communicate and share information about their child at the earliest opportunity and keep an open dialogue with school in a polite, and honest manner. We ask parents to communicate with the school in the following ways:

3.1 Face to face

We encourage parents to take the opportunity to have a conversation with the teacher when they drop off or collect their child from school. If a longer conversation is required, then an appointment must be made that is convenient to both parties.

3.2 Seesaw and emails to teachers

For parents in FS1 to Year 6, messages can be sent directly to their class teacher via Seesaw. Parents can also use Seesaw to contribute to observations and make comments on their child's daily learning and experiences. Parents in Senior School can send emails directly to their child's form tutor.

For both Seesaw and emails, teachers endeavour to respond within 24 hours. Should the query take longer, an acknowledgment email will be sent allowing a further 48 hours for a more detailed response or meeting to be organised.

3.3 Telephone

For urgent messages school reception can be contacted on 04 446 4333. Messages will be passed on to teachers immediately and if needed a reply will be given as soon as possible within their teaching schedule.

3.4 WhatsApp

Form Reps typically create class WhatsApp groups, which are very effective and positive information sharing channels. We encourage our parents to be kind, informative and factual on these groups and remind parents that the law in the UAE is very strict about posting negative or critical statements or images. Class WhatsApp groups are therefore not to be used to discuss individual students or members of staff or to share political views or personal problems.

4. PARENTS' RESPONSIBILITIES FOR COMMUNICATING TO THE SCHOOL

There are several situations where it is the parents' responsibility to keep the school updated and we ask parents to take the following actions in these scenarios.

4.1 Reporting changes to contact details

It is the parents' responsibility to inform the school of any changes to contact details, such as mobile number, emergency contact details, email address, change of home address, change of carer. This can be done by emailing reception@rgsgd.com

4.2 Reporting lateness and absence

It is the responsibility of all parents to ensure that their child is at school on time every day of the school year except for during a period of illness. Full details are included in our Attendance and Punctuality Policy.

If a child is absent parents should email the absence team at absent@rgsgd.com before 7.50am on the day of absence. If it is not possible to email, a telephone call to reception is acceptable on 04 446 4333.

After two days of absence a sick note is required from the Doctor and should be emailed to clinic@rgsgd.com.

As far as practical it is preferred that any appointments are made outside of school time. However, if this is not possible, parents should email absent@rgsgd.com at least one day before the appointment.

If a child is absent from school, and we have had no indication of the reason, we contact a parent via telephone, to ascertain the reason for their child's absence.

4.3 Complaints

We endeavour to resolve any issues through good communications, however if there is a situation where a complaint arises, we ask parents to follow the RGSGD Complaints Policy. We will ensure that any complaints are treated confidentially and are dealt with while being open, honest and fair with all concerned parties. It is the school's policy that complaints made by parents do not adversely affect their children in any way.

4.4 Queries and compliments

Questions and compliments can be sent directly to the member of staff concerned (via Seesaw for FS1 to Year 6, or by email in Senior School) or sent to reception@rgsgd.com or our PRE at PRE@rgsgd.com, where they will be forwarded to the relevant person.

5. COMMUNICATION WITH THE WIDER COMMUNITY

We showcase all the great things that are happening at RGSGD through the following externally viewed channels.

5.1 School website

The school website contains an extensive range of information giving parents a full picture of the school provision including school background, curriculum, school life and admissions details. These are updated frequently to keep our community informed about the school. The website is found at <https://www.rgsgd.com>

5.2 Social media channels

We are active across the usual social media channels and regularly share stories and footage on:

Instagram	https://www.instagram.com/rgsguildforddxb/ https://www.instagram.com/rgsgd sport/ https://www.instagram.com/rgsgd.art/
X (previously Twitter)	https://twitter.com/rgsguildforddxb
YouTube	https://www.youtube.com/@rgsguildforddubai4661
Facebook	https://www.facebook.com/rgsguildforddxb

We encourage parents to follow our school accounts.

5.3 Marketing consent

If parents do not wish their child/children to appear in images shared outside the immediate school community, we have historically asked for an email confirming they wish to opt out. Given the changes to data laws in the UAE, we will shortly be implementing a proactive method of recording marketing consent.

6. SUMMARY OF COMMUNICATION CHANNELS

Below is a summary of the main communication channels parents need access to.

	<p>Seesaw (EYFS & Prep School)</p> <p>Daily communication with class teacher and visual record of learning journey</p>	<ul style="list-style-type: none"> Personalised messages to and from class teacher Whole class/year broadcasts from teacher/AHT Uploaded work, pictures from teacher and specialists Home learning tasks
	<p>Teams (Senior School)</p> <p>Regular communication between students, form tutor and subject specialists</p>	<ul style="list-style-type: none"> Morning notices / broadcasts Outline of curriculum Home learning tasks, uploaded work Parents can access via pupil log in
	<p>emails</p> <p>Tailored school comms to individuals or groups</p>	<ul style="list-style-type: none"> School operations School newsletters Details of assessments School trips
	<p>iSAMS parent portal and app</p> <p>A store of searchable school information sent out by phase and to whole school</p>	<ul style="list-style-type: none"> Latest news and school information Academic school reports Links to other platforms https://rgsgd.parents.isams.cloud
	<p>SOCS</p> <p>Web based app for school calendar, sports fixtures and booking of activities</p>	<ul style="list-style-type: none"> School calendar of events and sports fixtures Booking of ECAs, early bird and ASC Parents log in to grant permission for fixtures https://www.socscms.com/login/30192/parent
	<p>WhatsApp</p> <p>Communication from class reps to class or tutor group parents, or off-site fixture return times</p>	<ul style="list-style-type: none"> Class specific reminders Requesting support for school / PTA events Updates on PTA meetings Sports bus return times https://chat.whatsapp.com/D9CnfFAhs8EJPDv1LbkGe2
	<p>Social Media</p> <p>Imagery, videos and articles to promote and celebrate the school</p>	<p>https://www.instagram.com/rgsguildforddxb/ https://www.instagram.com/rgsgd sport/ https://www.instagram.com/rgsgd.art/ https://twitter.com/rgsguildforddxb https://www.youtube.com/@rgsguildforddubai4661 https://www.facebook.com/rgsguildforddxb</p>
	<p>School Cloud</p> <p>Online booking system for termly parent teacher consultations</p>	<ul style="list-style-type: none"> Parents can view each teacher and make booking Access via same login as iSAMS parent portal https://rgsgd.schoolcloud.co.uk/Auth/Parent

7. KEY SCHOOL CONTACTS

Principal and Headteacher	Clare Turnbull	francesca.balderson@rgsgd.com (Mrs Turnbull's assistant)
Deputy Head of Prep	Charlotte Grieves	charlotte.grieves@rgsgd.com
Deputy Head of Senior	Nicholas Radbourne	nicholas.radbourne@rgsgd.com
Assistant Head EYFS	Angela Sutherland	angela.sutherland@rgsgd.com
Assistant Head KS 1	Rebecca Bennett	rebecca.bennett@rgsgd.com
Assistant Head Lower KS 2	James Sherriff	james.sherriff@rgsgd.com
Assistant Head Upper KS 2	Joseph Creal	joseph.creal@rgsgd.com
Head of Inclusion	Laura Evans	laura.evans@rgsgd.com
Head of Arabic and Islamic	Sajida Al Bashir	sajida.albashir@rgsgd.com
Director of Sports	James Bennett	james.bennett@rgsgd.com
Reception	Samantha Cowan Lauren Cahill (Mon-Weds) Sanaa Iqbal (Thurs-Fri)	reception@rgsgd.com
Absence reporting	Reception team	absent@rgsgd.com
School Clinic	Dr Farida Fanda May Angeles Charo Malonzo	clinic@rgsgd.com
School Counsellor	Tereza Panash-Yehia	tereza.panashyehia@rgsgd.com
Finance	Rajan John Pearly Scaria Aiko Loyola	finance@rgsgd.com
Admissions	Claire Gilbody Ashley Go Sandrine Zorzan	admissions@rgsgd.com
Government Relations Executive	Heba Omar	heba.omar@rgsgd.com
Parent Relations Executive	Nicky Warmington	nicky.warmington@rgsgd.com
School Communication Officer	Astrid Dando	astrid.dando@rgsgd.com
Marketing Manager	Nathan Edwards	nathan.edwards@rgsgd.com

8. SCHOOL PARTNERS

PROVIDER	SERVICE	CHANNEL
TUCK SHOP	School lunches and parent café	Account activation via https://tuckshopcatering.com Email: rgsgd@tuckshopcafe.com
ARAB FALCON	School bus service	Email: csr.rgs@arabfalcondubai.ae Mobile / WhatsApp : 056 691 8058
INFINITE SPORTS	Manages external ECAs	Email: adeel.arshad@infinitesportsuae.com Mobile / WhatsApp : 058 103 4669
COGNITA ENRICH ME	Manages the following academies: Football Swimming Music Performing Arts	Email: enrichme@cognita.com Tel: +97152759118 Football: enrichmefootball@cognita.com Swimming: enrichmeswimming@cognita.com Music: enrichmemusic@cognita.com Performing Arts: enrichmepperformingarts@cognita.com
PRET A PORTRAIT	School photography	Email customerservice@pre-a-portrait.ae Telephone: 04 447 4601

Policy to be reviewed: August 2024