


## Communication Policy

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Policy Amended	
Lead Professional	Janine Johnston
Signature	
Date	1 <sup>st</sup> September 2024

## Muna British Academy Communications Policy

### Purpose

At Muna British Academy, we strive to ensure all communication is professional, timely and effective. The policy outlines the key areas of communication both internally and externally and applies to parents, staff and the wider school community. At Muna we recognise the importance of good communication between home and school. Positive parental engagement can have a significant impact on a child's education.

### Aims

Through this policy we aim to:

- To ensure that staff, students and parents and other stakeholders are well informed on our communications systems and processes
- To ensure there is a clear structure of communication with the most effective methods of communication selected for each purpose

We communicate with parents through a range of methods including: SMS, email, Teams and our school portal Engage.

### Home to school Communications

#### 1. Class teacher to home

- 1.1 Information from a class teacher will be communicated via email to the parents email address registered with the school. Where appropriate follow up reminders may be posted on the child's Teams account.
- 1.2 Homework is shared on Teams every Wednesday.
- 1.3 Teams is used to share learning resources, videos and examples of a child's learning.
- 1.4 Teachers will respond to emails within 48 working hours however will endeavor to respond to emails within 24 working hours.
- 1.5 Staff will endeavor to send Emails and Teams messages within the hours 07:00 and 17:00 Monday to Thursday and 07:00 to 12:00 on Fridays.
- 1.6 Emails sent will be written respectfully and formally in a similar style to a formal letter.

## 2. School to home

- 2.1 Information from school with details such as educational visits and events will be sent to parents via a letter sent by email.
- 2.2 Whole school communication will only be sent on a Friday, year group communication will be sent on a Tuesday.
- 2.3 SMS is used to remind parents of important news or in an emergency.
- 2.4 The school Principal sends a weekly Head Teacher letter each Friday highlighting success of good news stories that have taken place throughout the week.
- 2.5 A bi-weekly newsletter is shared on Tuesdays with details of learning and curriculum updates for each year group.

## 3. Home to school

- 3.1 It is the responsibility of parents to ensure the school is updated if their contact details change. The principal email address given to school is used in official communication from school.
- 3.2 Teachers are usually available each afternoon at pick up time to speak to parents. If a longer discussion is required follow up meetings will be arranged.
- 3.3 If parents are not able to speak directly to the class teacher an email should be sent.
- 3.4 Emails will be responded to within a maximum of two working days. A teacher's working day is considered finished by 5pm.
- 3.5 Emails communication should be written respectfully and courteously in a similar manner as a formal letter.

## 4. Reporting

- 4.1 Parents are encouraged to discuss their child's progress with the class teacher regularly. Scheduled parent teacher conferences take place in Term 1 and Term 2. At the end of Term 3 parents receive a detailed and comprehensive End of Year report with details of each child's academic attainment and progress alongside pastoral information.
- 4.2 Reports are uploaded to Engage.
- 4.3 Parents are able to book a meeting with their class teacher if they have any concerns.
- 4.4 Parents are able to book a meeting with the Heads of Year, Phase Leaders or the Senior Leadership Team if their concerns have not been addressed by the class teacher.

## 5. Social media

- 5.1 The school regularly updates Instagram and the school website with information on school highlights, events and an overview of the provision offered.
- 5.2 Policies and a range of documentation can be found on the school website.

## 6. Parent Whatsapp groups

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- 6.1 Each class has their own WhatsApp group which any parent of children within the class can request to join. The group is managed by a designated class representative.
- 6.2 The purpose of the WhatsApp group is to disseminate communication shared by the class teacher/emails as for some parents using WhatsApp is the preferred choice.
- 6.3 The Whatsapp group should not be used to communicate any personal matters or used as means of raising complaints. Individual children's names should not be used on the whatsapp group.
- 6.4 The role of the class representative is to act as a facilitator for communication between parents and the teacher and supports the teacher with queries that arise.
- 6.5 It is expected that the class representative along with other parents will communicate in a positive and kind manner.

## 7. Curriculum Booklets

- 7.1 Information on the learning and teaching for each year group is detailed in the Curriculum Booklets published each September.
- 7.2 Key dates and information on events and educational visits are also provided in the booklet.

## 8. Parental Engagement

- 8.1 Workshops and information sessions are scheduled each term. These are designed to help parents support their child at home and to provide clear information on the curriculum at Muna.
- 8.2 Muna hosts half-termly 'Drop in' afternoons where parents are invited to meet the Executive Leadership team and view their child's books and learning.
- 8.3 Year groups host events throughout the academic year showcasing the children's learning which parents are warmly invited to.
- 8.4 Whole school events such as Science week and Arts Week are also opportunities for parents to come into school and view learning on display.