



School of Knowledge

St. Mary's Group of Schools
Tel. No. 06-5249797
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Communication Policy



Reviewed By & Date	Principal and SLT / JUNE 2025
Next Review	JUNE 2026

1. Purpose:

The purpose of this policy is to establish effective communication practices within the **School of Knowledge**. This policy aims to ensure transparent, timely, and respectful communication among all stakeholders, including students, parents, staff, and the broader community, to foster collaboration and support the school's mission.

2. Scope and Applicability:

This policy applies to:

- All staff members, including administrative personnel, teachers, and support staff at the **School of Knowledge**.
- Students and their parents or guardians.
- Any external stakeholders, including community partners, organizations, and service providers.

3. Policy Statement:

The **School of Knowledge** is committed to fostering a culture of open communication that promotes mutual understanding and collaboration among all members of the school community. The school will:

- Ensure that communication is clear, respectful, and inclusive.
- Provide multiple channels for communication to accommodate the diverse needs of the school community.

- Encourage active participation and feedback from all stakeholders.
- Maintain confidentiality and privacy in all communications in accordance with relevant regulations.

4. Communication Procedures:

A. Internal Communication:

- 1. Staff Communication:**
 - Regular staff meetings will be held to discuss important updates, initiatives, and feedback from all departments.
 - Staff will be encouraged to share ideas, concerns, and suggestions through designated communication channels, such as email or staff forums.
 - The school will utilize internal communication platforms (e.g., intranet, messaging apps) to facilitate timely information sharing and collaboration among staff.
- 2. Student Communication:**
 - Teachers will communicate regularly with students about academic expectations, assignments, and important school announcements through school diary, classroom platforms, emails, LMS and bulletin boards.
 - The school will promote an environment where students feel comfortable sharing their thoughts and concerns with teachers and staff.
- 3. Meeting Protocol:**
 - Agendas will be prepared for meetings, and minutes will be documented and distributed to ensure transparency and follow-up on action items.
 - All staff members are encouraged to contribute to meeting agendas and discussions.

B. Communication with Parents and Guardians:

- 1. Regular Updates:**
 - The school will provide regular updates to parents and guardians through newsletters, emails, and announcements posted on the school's website or app.
 - Important information, such as academic calendars, school events, and student progress reports, will be communicated clearly and promptly.
- 2. Parent-Teacher Conferences:**
 - The school will organize parent-teacher meetings every month to discuss student progress and address any concerns or questions.
 - Additional meetings can be scheduled as needed to support student development.
- 3. Feedback Mechanisms:**
 - Parents and guardians will be encouraged to provide feedback through surveys, suggestion boxes, and communication with staff.
 - The school will regularly review feedback and use it to improve communication practices and address concerns.

C. Communication with External Stakeholders:

- 1. Community Engagement:**

- The school will actively engage with the community through events, partnerships, and collaboration with local organizations.
- Community members will be informed about school initiatives and opportunities for involvement through newsletters, social media, and community forums.

2. **Media Relations:**

- The school will communicate with local media to promote achievements, events, and initiatives.
- All communications with the media will be coordinated through designated school representatives to ensure accuracy and consistency.

3. **External Communication Protocol:**

- Official communication to external stakeholders will be conducted through formal channels and approved by school leadership.
- All communications will reflect the school's values, mission, and commitment to excellence.

D. Crisis Communication:

1. **Crisis Management Plan:**

- The school will develop and maintain a crisis communication plan to ensure effective communication during emergencies or critical incidents.
- Staff will be trained on crisis communication protocols, including identifying key messages, communication roles, and timelines.

2. **Timely Updates:**

- During a crisis, timely updates will be provided to all stakeholders, including parents, staff, and the community, through multiple communication channels.
- The school will maintain transparency and provide accurate information to minimize misinformation and anxiety.

5. Monitoring and Evaluation:

The **School of Knowledge** will regularly evaluate the effectiveness of its communication practices through surveys, feedback sessions, and communication audits. The school leadership will review and adjust the communication policy as needed to ensure it meets the needs of the school community.

6. Compliance with SPEA Regulations:

The **School of Knowledge** will ensure that its communication policy complies with the standards set by the **Sharjah Private Education Authority (SPEA)**. The school will continuously seek to align its practices with national and local guidelines regarding communication in education.