



## Communications Policy: Whole School

### 1. Purpose

This policy summarises the different methods of communication between school and home at Dyatmika.

### 2. Scope

The policy / procedure applies to the Whole School

### 3. Definitions

*School Stream App* - a dedicated communications app for school to home direct messaging. Parents will receive notifications and have information 'pushed' directly to their devices.

### 4. Policy statement

Strong links between home and school are essential for every student to achieve their potential and a healthy partnership between home and school is at the core of Dyatmika's values. This policy aims to:

- To identify the different means by which parents can communicate with school
- To identify the means by which the school can communicate with parents
- To outline the procedures for complaints

### 5. Procedure

**Primary School** - For anything to do with the academic or social welfare of their child, parents are expected to speak to their child's class teacher as a first point of contact. Class teachers may choose to include the relevant Team Leader if required.

If parents would rather speak to someone other than their child's class Teacher they are asked to contact the Team Leader in the first instance.

**High School** - For anything to do with the welfare of their child (either academic or social) in the first instance parents are asked to speak to their child's Home Room teacher. If the Home room teacher is unable to answer questions or resolve the issue they will refer parents to the appropriate member of staff. Depending on the issue, this may be a specific subject teacher, the appropriate Academic and Pastoral Leader (APL) or a Head of Department (HOD).

If parents would rather speak to someone other than their child's Home Room

Teacher they are asked to contact the APL in the first instance.

The Heads of School / Director are also always available to meet with parents if an issue arises whereby parents feel this is more appropriate.

## **A) Methods of communication with teachers**

### **Ad-Hoc Face-to-face**

We welcome verbal conversations with parents and have an 'open door policy', however there are times of the day that are more appropriate than others. We therefore request parents to make an appointment to meet with teachers for matters requiring discussion.

In recent times the need for online video conferencing has proven to be a successful way of maintaining face-to-face communications and this medium can continue to be used in situations where this is more convenient.

### ***Before school***

*The teacher is available to answer a quick question, however this is a time when they are preparing for the day, welcoming the children to the class or speaking with other teachers.*

### ***At dismissal***

*It is not possible to speak at length with the teachers until all the children have been dismissed, their whole focus is on a safe dismissal of every child in their care.*

### ***After school***

*This is the best time to speak with the teachers. Parents are asked to make an appointment either verbally or by email. There are scheduled meeting days for Primary and High School and teachers will also have an ECA commitment once a week, but all teachers are requested to be as accommodating as possible.*

### **Google Classroom (for groups of students)**

This is a resource where lesson resources and homework are posted by teachers for their classes. It is particularly useful during periods of Home Based Learning. Parents can view their children's google classroom by asking their child for the relevant sign up details.

### **Department / Subject websites**

Google websites are an excellent platform to share resources, schemes of work and information with students. Some departments will make use of these, particularly for IGCSE, AS and A Level examination years. Whilst these are primarily intended for student use, parents are also welcome to access such websites.

## Email

All teachers have an email address which can be found in the Parent Handbook and this is a very efficient way of getting a message to a teacher. As a minimum, Teachers will check their emails at the start and end of each day. They may also check during the day, but this is only possible when they are not working directly with the children, in which case please parents should not expect an immediate response.

## School Stream App *(for groups of parents)*

Teachers post messages that can be seen by parents. These messages will typically contain news updates, reminders, photos and key ad hoc information for parent's awareness. They are not intended to be used for formal messaging or individual messaging. A regular cycle of messages will be shared consistently each week throughout the school, additionally the App can be used for ad hoc messaging as required..

## Cycles of key messages on school Stream

	Type / frequency of message	Content of message	Sent by
Primary	Mid week	A regular mid week update message shared on Wednesdays. An opportunity to share any key information such as: <ul style="list-style-type: none"><li>- Share quick news / If there are nice photos</li><li>- Reminders</li><li>- Homework (if appropriate)</li></ul>	Sent by class teachers (national & International)
	End of Week	A warm 'news' message to round off the week. Could include: <ul style="list-style-type: none"><li>- Star of the week</li><li>- A nice photo or two</li><li>- Any Celebrations</li><li>- What students will be learning next week (brief broad topic bullet points)</li><li>- Reminders</li></ul>	Sent by class teachers (national & International)
	Ad hoc	Ad hoc message to remind parents of what may be happening / things needed for school / special events etc.	Sent by class teachers (national & International)
	Head's message	To be sent on an as needed basis by the Head of the School to make families aware of any issues / key information. Formal message will be shared via email but a reminder to check emails may be shared on School Stream.	Head of Primary - ad hoc  Head of Primary - does not have to be Fridays and does not need to be weekly

		A regular news message rounding up some highlights	
<b>High School</b>	<b>End of week</b>	A warm weekly message sent by the Home Room teachers to round off the week. To include: <ul style="list-style-type: none"> <li>- Short section from APLs (optional)</li> <li>- News of any key happenings during the week</li> <li>- A nice photo or two</li> <li>- Reminders for week ahead</li> </ul>	Sent by home room  Prepped / checked by APLs
	<b>Key news</b>	As and when key events take place or key information needs to be shared with specific sections of the school	APLs / HODs
	<b>Head's message</b>	To be sent on an as needed basis by the Head of the School to make families aware of any issues / key information. Formal message will be shared via email but a reminder to check emails may be shared on School Stream.  A regular news message rounding up some highlights	Head of HS - ad hoc  Head of HS - does not have to be Fridays and does not need to be weekly
<b>Director</b>	<b>Weekly</b>	A weekly message in place of the newsletter will be shared. Items will also be sourced from staff to be included.	Director
	<b>Ad hoc</b>	To be sent on an as needed basis to raise awareness / inform / update. Formal message will be shared via email but a reminder to check emails may be shared on School Stream.	

**Summary of types of written communications:**

<b>School Stream App</b>	<b>Email</b>	<b>Physical letters</b>
<ul style="list-style-type: none"> <li>- Used for regular day-to-day messaging from teachers to parents</li> <li>- Used for sharing of news, photos and updates such as what has been happening in classes / what will be happening</li> <li>- Directed to specific groups by teachers or more generally e.g a regular 'news' message from the Director or Heads of School</li> </ul>	<p>Used for more formal messaging or for information that parents may be required to refer back to:</p> <p><i>Examples include, but are not limited to: school fees, trip letters, staffing announcements, start / end of term messages from Director</i></p>	<p>There will be occasions where physical hardcopy letters are sent out. For example if a parent signature is required.</p>

## **Emergencies**

Parents are asked to telephone the school and ask the receptionist to get a message to the class teacher in the event of an emergency.

In the case of a personal emergency for a student, parents will be contacted immediately using their emergency contact information.

In the case of a school-wide emergency where all parents need to be given information quickly, the school will send out an SMS to all parents and share a message on the School Stream App.

Student phone calls from the school using school phones are limited to emergencies and a student must have permission from the Head of School before making a call from the office.

## **B) Student progress**

In addition to the previously mentioned communication channels, there are planned opportunities for communicating students' progress to parents. This is summarised in the table below.

Term 1	- Parent Information Meetings (Primary and HS) - Primary Parent Teacher Conferences (PTCs) - HS Reports
Term 2	- End of Semester Primary Reports - Parent Teacher Conferences (PTCs) - HS reports
Term 3	- Primary Parent Teacher Conferences (PTCs) - HS reports
Term 4	- End of Semester Primary Reports - HS reports

## **C) Other communication channels**

### **Engage Parent Portal / Parent App**

The Engage parent portal is a resource for parents. They can use this to find:

- their details, contact details, child information including medical;
- termly grades and school reports;
- their child's timetable, homework and attendance;
- a list of their child's teachers;
- Extracurricular sign up;
- PTFA meeting minutes;
- schemes of work for study assistance.

A [video guide](#) to using the Engage Parent Portal and its features can be found via the school website.

## **Parent Class Representatives**

Each school year, a parent is asked to volunteer from each class to coordinate communication (arranged by the PTFA). The purpose is to facilitate communication between:

- teachers and parents
- Heads of School and parents
- other parents in order to help build a community of support in the class group as well as in the school in general

school and parents in the event of a school emergency

Class reps have an important role in assisting class/home room teachers with the sharing of information. There are also opportunities for Class Reps to gather general topics of feedback and regular meetings with relevant Heads of School planned. Class reps also help to moderate any whatsapp groups and encourage open dialogue and communication between home and school.

## **Coffee Mornings / Workshops**

Throughout the year there are regular coffee mornings or parent workshops. These are either information giving followed by open opportunities for Q and A from parents or are specifically themed and targeted to subjects, areas or ages of students.

## **Information meetings**

Many meetings run throughout the year for specific purposes such as school trips, options choices etc. Parents are informed well in advance.

## **Parent Surveys**

On occasions, parent surveys are shared to gather feedback on a variety of different subjects as the need arises.

## **D) Parental concerns (information contained in Parent handbook)**

Dyatmika is a diverse community of parents, teachers and administrators originating from many different countries. Given this broad range of languages, cultures, experiences and expectations, it is vitally important to have clear lines of communication to promote smooth school operations.

The school wishes to respond to concerns before they become complaints. Parents are encouraged to approach the appropriate person at school as soon as a concern arises.

To achieve an good communications we ask that parents use the following guidelines:

Individual student or classroom-related issues should be discussed directly with the:

1. Teacher concerned. Parents can also keep in regular touch with subject teachers through our email system (see appendix to this handbook). Please

note that teachers have a heavy workload and it may not be possible to reply to enquiries on the same day or outside office hours.

2. Relevant Academic and Pastoral Leader (High School)
3. Relevant Head of School
4. Issues related to school business administration should be directed to the Business Manager via [financedept@dyatmika.org](mailto:financedept@dyatmika.org)
5. Issues of general interest (i.e. not personal matters) can be communicated through the PTFA Executive. This group is in regular communication with members of the Whole School Executive as part of our parent-school partnership.
6. Issues that require changes in policy / procedures or issues of a whole school nature should be discussed with the Director. Parents may be requested by the Director to write a letter to the Yayasan regarding their concerns if the scope of the problem requires a Yayasan response.

### **E) Dyatmika online/ outward facing Social media**

Dyatmika's outward facing communication is aimed at both the parent community and also more generally to promote the school. Regular information and updates can be found on the school website at [www.dyatmika.org](http://www.dyatmika.org). We also maintain active social media feeds: [Facebook](#) (Sekolah Dyatmika) and via [Instagram](#) (sekolahdyatmika).

### **Policy on Social Networking**

*Facebook, Twitter and other social networking sites are designed for **friends** to communicate. The relationship between a teacher or other member of Dyatmika staff and a student and parent is a professional one and therefore it is inappropriate to 'friend' a student or a parent. It is very important that the relationship between a teacher, parent and student is a professional one and that there is no blurring in the understanding of that relationship.*

*It is also not permitted for teachers to give parents or students their personal handphone number. Parents can communicate with teachers through the teachers' school email address. These are listed in the Parents' Handbook.*

### **F) School publications**

#### **Annual Report**

Dyatmika's Annual Report is sent to parents in both English and Indonesian. The report informs parents about:

- Dyatmika's ethos
- Progress made towards Dyatmika's strategic plan
- Measures of Dyatmika's educational excellence
- School finances

#### **Booklets**

A range of booklets are available via the school website and / or in Engage including:

- Extracurricular Activities for Primary / High School
- Course choices for Class 9 and 10 (IGCSEs) and Class 11 and 12 (AS and A Levels)
- University Handbook

## 6. Roles and responsibilities

The Director:	<ul style="list-style-type: none"><li>• has overarching responsibility for the implementation of this policy.</li></ul>
Heads of School:	<ul style="list-style-type: none"><li>• associated procedures are known and followed and that timelines/cycles are adhered to</li><li>• quality control of related communications to parents is maintained</li><li>• monitor quality of messaging to ensure consistency throughout the school</li></ul>
Teachers:	<ul style="list-style-type: none"><li>• ensure all procedures in this policy are adhered to and seek support from line managers if unsure about any aspects arising</li></ul>

## 7. Related documents

Parent Handbook

## 8. Change history

*\*this policy subsumes previous Social Networking policy and also contains information included in the staff and parent handbooks*

<b>Version</b>	<b>Developed by</b>	<b>Date</b>
1	Director	September 2022