



## COMMUNICATIONS POLICY

### SUMMARY

- Newsletters and circulars
- Reply slips
- Academic reports
- Parent's communications with the school
- Whatsapp groups
- Invoices and statements

### NEWSLETTERS AND CIRCULARS

Notices and newsletters are an essential method of communication between the school and home. Learners are to ensure that notices handed out at school are given to parents or guardians. All newsletters and circulars sent to the parents by the school must be treated as important and must be read by the parents. When reply slips are attached, these must be signed by the parents or guardian and returned promptly to the class teacher.

Failure to hand over such circulars and letters by the learner will be viewed in a serious light.

### ACADEMIC REPORTS

Reports will be handed to the child, in a sealed envelope, to deliver to their parents. Failure to do so will be viewed in a serious light, as will be the opening of these and any other private communications from the school, by the child.

### PARENT'S COMMUNICATION WITH THE SCHOOL

Should the school contact you regarding any issue or query, please respond as soon as possible. This is a crucial part of establishing and maintaining a healthy partnership in supporting your child.

You are encouraged to make an appointment after school hours to discuss anything to do with the well-being and progress of your child with the relevant teachers. Please bring issues to the attention of the school management as soon as possible, to provide the opportunity to take the appropriate measures. Please feel free to make communication via email should you wish. All correspondence with the school will be treated confidentially but may be disclosed to teachers to enable them to treat a situation with the sensitivity it requires.

You are required to check and sign the homework book and Behavior Record on a daily basis. Use this book as a method of keeping in touch with the teacher and the class activities. Please communicate non-sensitive information to the teacher by making a note in this book. Sensitive issues need to be communicated in a sealed envelope in the homework book or raised during a scheduled interview as discussed above. It is important that the child delivers any communications to the teacher first thing in the morning.

You are required to inform the school of any contact with contagious diseases and to keep an infected child at home until they have been issued a clearance certificate by a doctor or clinic.

Kindly inform the school of developments at home that may affect your child or cause them to act out their emotions. Teachers will be sensitive to the changed needs of the child and will maintain strict confidentiality, except in cases of criminality.

### WHATSAPP GROUPS

Whatsapp is a key communication mechanism for contact between parents and the school. On enrolment you will be added to two groups:

Class group: This is used for communications between the class teacher and the parents of the learners in each class.  
Parents group: This is used to communicate general notices, informational messages

### **INVOICES AND STATEMENTS**

Invoices and statements are sent monthly via email. If you do not have an email address these will be sent via SMS and you will be billed for the costs.

### **EXTERNAL COMMUNICATIONS**

No official statements or communications regarding the school may be made by any person other than the Principal or the Information Officer appointed in terms of the Protection of Personal Information Act No.4 of 2013 (POPI).

This is to ensure that no information prescribed by POPI is released without following the protocol defined by the Act, and to ensure the reputational integrity of the school.