

# **COMMUNICATION POLICY**

Last updated: Jul 3, 2023

## **IB Mission Statement**

The International Baccalaureate® aims to develop inquiring, knowledgeable, and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end, the organization works with schools, governments, and international organizations to develop challenging programs for international education and rigorous assessment. These programmes encourage students across the world to become active, compassionate, and lifelong learners who understand that other people, with their differences, can also be right.

## **Mission Statement of the School**

To prepare committed, responsible young citizens by instilling advanced skills through inquiry and rigorous assessments who are culturally rooted with a global perspective, are in harmony with self, community, and nature; have the courage to take risks with integrity and academic honesty, apply what they have learned for a purpose and make appropriate decisions and choices bringing in positive change in themselves and the community.

## **Vision of the School**

To create a happy school community that supports intellectual evolution and collaborative learning for students, where every Canarian imbibes 'how to learn' rather than 'what to learn'. Canary the school provides a transparent and clear Redressal policy to its stakeholders. With an aim to build a happy community and live by its mission and vision; we are committed to providing the best possible to our students and all our stakeholders.

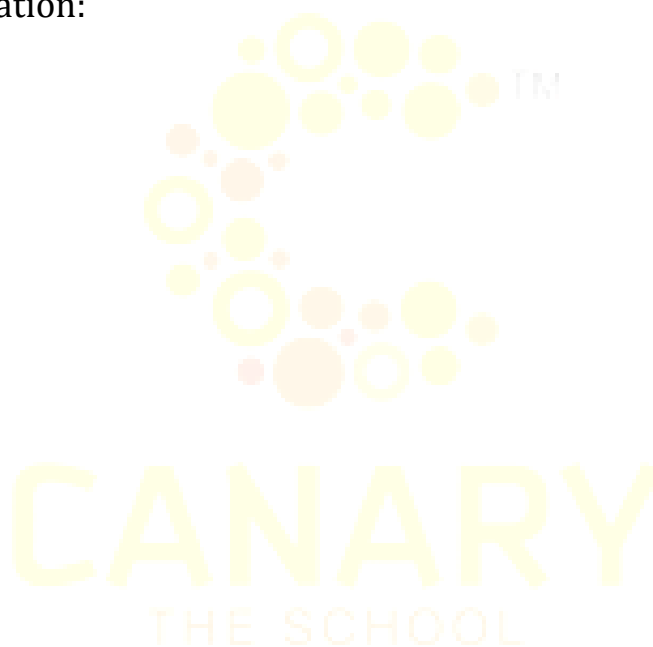
## Policy Statement :

We recognise that in a world of instant communication we are aware of the need to be available to our community and to provide information as it becomes available in the appropriate manner and timeframe.

Canary The School aims to build a community where all members – students, parents and staff are able to communicate with integrity in an honest and respectful manner. The development of a partnership where all are valued, connected and informed are primary considerations.

### Resources for Communication:

- Classdojo
- Emails
- Student Diary
- Website
- Newsletters
- Phone calls



### Points Of Contact :

- The first point of contact for parents with concerns related to academics and/or activities, should always be the HRTs/Facilitators.
- The first point of contact for parents with admin related concerns are the executives of the respective departments (Payment, Stores and Transport Executive).
- The parents are required to give two email ids, Primary contact id and Secondary contact id, of the parents or guardian. The email ids will be solely used for the purpose of communication only. Without the consent of the parent or guardian, the email ids will not

- All the communication from school will be done to the Primary email id only, unless if specified otherwise.

#### Communication from School to Parents:

All the regular communication from school related to academics will be done through Classdojo. All the communication related to the Admin department, will be done through emails.

#### Periodicity of regular communication related to academics:

- Daily: The daily learning transactions 'Today@Canary' in Classdojo.
- Weekly: The 'Weekly Transaction Report' (WTR) every Friday in Classdojo.
- Monthly: A monthly Newsletter with snap-shots of events and engagements of the month will be posted in Classdojo.
- Yearly: A newsletter from the Principal's desk in the month of February with information on upcoming academic session and Welcome mail in the month of June will be sent via email and posted on Classdojo as well.
- Information relating to Curriculum Outlines, Assessments and Feedback will be mailed to the parents individually and informed through the Classdojo.
- Welcome note in the beginning of the session and reminders from Payment desk and Stores will be emailed.
- Any other communication, as and when required, from the Payment desk, Stores and/or Helpdesk will be emailed.

Website: All the school policies, Parent Hand Book (information with all the rules and essential agreements with updated contact information) and the most general information that parents and guardians would seek can be readily found by logging on to [www.canarytheschool.com](http://www.canarytheschool.com).

**Circulars:** Some important Information as and when required will be sent via circulars through email and information about the same will be posted in Classdojo.

### **Communication from Parents to School:**

For all the issues related to academics and/or activities, the parents are requested to use Classdojo as a primary resource to communicate with the HRT/Subject Expert.

For all the admin related queries or concerns, the parents are first requested to email the concerned department executives with cc to Helpdesk.

### **Classdojo:**

- Parents can send student related queries to the respective teachers through individual messaging in Classdojo.
- The HRTs or the respective subject experts will answer the queries in 24 hours from the time of the concern received. For queries posted during weekends, the HRT will respond on Monday and for queries posted during holidays, the HRT will respond on the school reopening day.
- Based on the urgency of the concern the respective HRT or subject expert will revert back on priority basis.

Email to Teachers'/Coordinators' desk:

For all the unresolved queries in Classdojo, parents are requested to communicate by sending a mail to respective HRTs by putting the respective coordinators in cc. The HRT/Coordinator will acknowledge and respond to the emails received from parents/guardians within 24 hours of receiving the mail.

- If more time is required to provide a fuller response or to arrange a meeting, school's Helpdesk Executive will facilitate a call between the teacher and the parent in a suitable time to both.
- Taking an appointment is mandatory for meeting the teacher or coordinator. Parents

can mail the HRT with cc to coordinator for

meeting individually.

- Alternatively, the parents can also call the Helpdesk to fix an appointment with teachers or Coordinator.
- Please ensure to check your spam/ junk email folder for mails from [email protected] and mark them as not spam

Phone call (in case of emergency):

- In any emergency, the parents are requested to call the Helpdesk Executive. - The parents can call the Helpdesk Executive to fix appointment with teachers or Coordinator.
- At other times when it is unavoidable, Helpdesk Executive will help parents by taking messages via phone and passing the information to the respective teacher/coordinator/respective admin department executives.
- \* Please refer to Annexure A for all the important email ids and phone numbers.

Student Diary: On a daily basis, in physical school, parents can communicate with the school and teachers using the student diary as a medium. The HRT or the facilitator will reply using the same medium as quickly as possible.

### **General Guidelines:**

- Canary The School promotes a culture of openness. We expect that parents will have discussed any issue of concern with their ward/s before contacting the School and, where appropriate, that the student will be engaged in discussions.
- The School expects that staff and parents behave in a manner consistent with our values of respect for others, courtesy and honesty, as well as demonstrating the attributes of the IB Learner Profile. E-mails or other communication that does not comply with formal protocols will only be acknowledged as having been received.

• Parent meetings other than the fixed meetings, will be scheduled on prior information either on 1st or 3rd Saturdays between 9am to 11am. Any other meeting shall be scheduled on a priority basis during the weekdays according to the free time available to the teacher.

**Date of review- 3rd July, 2023**

**Review Committee:**

- Ms. Swetha Reddy (Chairperson)
- Ms. Lydia Christina (Principal)
- Dr. Emmadi Naveen Kumar (Head of Senior School)
- Mr. Mahesh Akkam (Admin Manager)
- Ms. Salima Dinani (PYP coordinator)
- Ms. Mukta Raturi (Asstyp Coordinator)
- Ms. Hema (HR)
- Ms. Mamta Bhagchandani (Nurture department- SEN)
- Dr. Savitha (Nurture department- SEN)
- Ms. Annapurna (PYP Homeroom Teacher)
- Ms. Sandhya (PYP Homeroom Teacher)
- Ms. Nagalakshmi (Senior School Teacher)

**Date of next review: June 2024**

CANARY  
THE SCHOOL