

Document current as at 3 April 2019. Updates to content may have been made since this date. Refer to your Fundamentals site for the latest version.

Malek Fahd Islamic School > School Governance > Registration Guidelines > Parent Communication and Involvement Policy

updated

Parent Communication and Involvement Policy

Source of Obligation

The NSW Registration Manual (3.6.2) requires the School to have in place and implement policies and procedures in relation to communication, with specific reference to formal and informal mechanisms available between stakeholders interested in a student's education and wellbeing.

Our Policy

At Malek Fahd Islamic School we believe that positive, clear and effective communication between the School and community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

This policy outlines the main ways in which Malek Fahd Islamic School seeks to facilitate both formal and informal communication between the School and parents/guardians, including:

- general School communications
- structured parent/teacher communications
- parent-initiated communications with teachers
- parent-initiated communications with respect to operational matters
- complaints management.

Malek Fahd Islamic School provides both formal and informal mechanisms to facilitate communication between those with an interest in the students' education and wellbeing. This may include communication between some or all of the following: student, parent or guardian or other significant family member of the student, teacher, counselor, Principal, representative of an appropriate government, welfare, health or other authority.

Structured Parent/Teacher Communications

Formal structured parent/teacher communications are facilitated throughout the year via:

- entries in student diaries
- parent/teacher interviews
- parent and guardian information evenings.

General School Communications to Parents/Guardians

General informal School communications to parents/guardians are facilitated through:

- the online publication of our newsletter
- updates on our public website (www.mfis.nsw.edu.au)

- updates in our parent portal
- the School calendar
- reports
- SMS messages
- Eid Festivals and community events
- notes and other written communications provided to students to be passed on to parents/guardians
- emails/ communication via DOJO highlighting important information pertaining to the whole School, a year group or a subject/class group
- letters by post – used where email is not possible or is deemed inappropriate.

Parent-Initiated Communications with Teachers

Parents and guardians should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It may therefore be difficult to arrange meetings at short notice during a school day.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.
- General curriculum enquiries should be addressed to the Head of Department or the Curriculum Director.
- Pastoral care enquiries should be addressed to a student's Welfare Coordinator.

When seeking to arrange a meeting parents should make a formal appointment for either a telephone conversation or a face-to-face meeting.

Appointments can be made by telephoning the School office on (02) 8732 7800.

Where possible we will endeavour to arrange a meeting within three days of receiving a request.

If a parent or guardian is dissatisfied with the response of a teacher, they should request an appointment with their child's Head of Department/Year Coordinator.

Courteous and Respectful Behaviour

The School's staff endeavour to be courteous and respectful with our students, parents/guardians and the wider community. We also expect students, parents/guardians and others to be courteous and respectful with our staff, especially to set an example for their children.

Parents/guardians are expected to abide by the School's **Parent Code of Conduct** at all times, and all communications with teachers and School staff should be approached in a calm and non-aggressive manner.

Complaints Policy

If a parent or guardian is dissatisfied with the conduct or outcome of their communications with a teacher, Head of Department/Grade Coordinator or other member of Malek Fahd Islamic School's staff they may lodge a formal complaint which will be dealt with in accordance with our **Complaints Handling Policy** which is available on our public website.

Emergencies

Normally, a parent or guardian should not communicate with their child during school hours. In the event of an emergency, parents/guardians are requested to contact the School office and advise them of the nature of the emergency. Staff members will then facilitate communication between the parent/guardian and child.

Teachers' Responsibilities

To support teachers in attaining and maintaining Proficient Teacher accreditation, the School encourages teachers to take responsibility for:

- planning for appropriate and contextually relevant opportunities for parents/guardians to be involved in their children's learning
- establishing and maintaining respectful collaborative relationships with parents/guardians regarding their children's learning and wellbeing.

To support experienced teachers in attaining and maintaining Highly Accomplished Teacher accreditation, the School encourages experienced teachers to take responsibility for:

- working with their colleagues to provide appropriate and contextually relevant opportunities for parents/guardians to be involved in their children's learning
- demonstrating responsiveness in all communications with parents/guardians about their children's learning and wellbeing.

To support highly experienced teachers in attaining and maintaining Lead Teacher accreditation, the School encourages highly experienced teachers to take responsibility for:

- initiating contextually relevant processes to establish programs that involve parents/guardians in the education of their children and broader School priorities and activities
- identifying, initiating and building on opportunities that engage parents/guardians in both the progress of their children's learning and in the educational priorities of the School.

Implementation

Malek Fahd Islamic School has set up a series of compliance tasks in **CompliSpace Assurance**, to ensure that key obligations under the NSW Registration Manual are managed effectively.