

# BHADRACHALAM PUBLIC SCHOOL & Jr COLLEGE

## COMMUNICATION POLICY 1.0

### Introduction-

Our vision is, “**To equip our students with 21st century skills enabled by world class technologies in order to provide holistic education**”. To bring our vision to life, maintaining top-priority communication is essential for our school’s success. Open and effective communication enables us to build trust, deepen relationships, and enhance our collective knowledge, ultimately strengthening our school community. As a community of students, parents, and educators, our achievement relies on our commitment to collaborative working relationships.

The partnership between school and stakeholders is vital, as it provides a supportive environment where children can receive a top-notch education, unlocking their potential.

Research indicates that children grow academically, behaviourally, and emotionally when parents and teachers form a strong partnership and parents provide a stable, supportive, and encouraging home environment.

### BPS staff and Management are committed to

- Developing close effective links & rapport with parents
- Participating in meetings in a positive and respectful manner, affirming the central and fundamental role of parents as Primary Educators of their children.
- Maintaining the ethos, values and distinctive character.
- Encouraging and facilitating the participation of parents in school policy and decision making.

## OUR SCHOOL COMMUNICATION FRAMEWORK

### 1. Communication channels

**Email:** Official school email- [BPSSCHOOLPRINCIPAL@GMAIL.COM](mailto:BPSSCHOOLPRINCIPAL@GMAIL.COM)

**School Website:** [ITCBPS.ORG](http://ITCBPS.ORG)

**Newsletters/ circulars:** Regular print or digital newsletters for parents and students.

**Parent-Teacher Meetings:** Regular meetings for parents and teachers.

**School Assemblies:** Gatherings for students, teachers, and staff.

**Noticeboards:** Physical boards for posting notices, news, and updates.

**Text Messaging (SMS):** Urgent updates, reminders, and alerts.

**School Mobile App:** Dedicated app (currently our School Portal is MCB) for news, updates, and communication. Online access for parents to student grades, attendance, concerns, etc.

### Response to emails

- Staff will always reply to the message from parents as quickly as possible. A response to acknowledge receipt **within 2 working days**.
- E-mail is a quick, effective way of communicating necessary information and is the school’s preferred method of communication for the official correspondence. **Emails received will be treated in the same way as letters: acknowledged within two working days.**

### School Website

- We also use the Monthly Bulletin/ Reports and monthly planner to remind parents about events and activities planned in school.
- It is used to promote the school to a wider audience and to be updated regularly.
- Parents are encouraged to visit School website regularly.

### School Portal Notifications

- School Portal Notifications will always include the following in subject headings:

**URGENT:** For emails which need to be read and/or actioned immediately

**INFORMATION:** Emails which share information such as dates for an event

**FOR ACTION:** Emails which require an action to be completed such as a form to complete

**REMINDER:** Where a reminder is issued by email, such as a multi-day or trip taking place

### Drive Notifications

Automated notifications from School Portal are sent to parents (including in the event of an emergency closure of the school) but are not used for general communications from members of staff

### Monthly Report / Bulletin

Regular updates will be provided in a monthly newsletter, released through School Portal in the first week of every month, as well as being published on the school website.

### Reports and Progress

Parents will receive a progress report each term as well as PTM after all types of examinations like PT & Term Exams. These reports will be accessible online through the link posted by Examination Cell.

### Mobile Calls

Mobile phones are discouraged unless it is an emergency.

The Staff can make a record of a telephonic conversations with a parent.

### School Website

- The school website provides a range of information about the school, including key policies, monthly bulletins and event / activities dates i.e. school calendar.
- It is used to promote the school to a wider audience and to be updated regularly.

### School Calendar

The Annual Calendar to be published at the beginning of the academic year and will include annual events such as exam schedules, school productions, CA Activities, House events, holidays / Vacations, Sports day, Annual Day etc. Although we do try not to, occasionally, these dates may change due to circumstances outside of our control. Dates and Events can be found on the School Portal & school website in the Annual Calendar.

### Severe Weather, natural calamity and Emergency Closure

In the unlikely event of an emergency closure, we will promptly notify parents through notifications on School portal, WhatsApp, as well as on our website, to ensure timely and effective communication.

## 2. Protocols for sharing information

### Parents should be encouraged to:

- Partner with the school on their children's educational journey to unlock their full potential.
- Share the responsibility of seeing that the school remains true to its ethos, values and distinctive character

### Rules for taking leave

Taking leave is strongly discouraged, however, if a planned leave is necessary, notify the class teacher well in advance to facilitate a smooth learning experience for the child.

For unplanned leave, contact the class teacher with a leave letter promptly to minimize disruption to the child's learning.

### Out pass:

- Avoid taking an out-pass unless it's absolutely necessary.
- For planned out pass, parents should notify the class teacher in advance.
- In case of an unexpected out pass or emergency, students must inform the CLASS TEACHER, obtain a signed out-pass from them alone.
- Only parents are authorized to pick up their child.

### Meeting with teachers

- Class wise / section wise parents meeting to be called once in a quarter and to conduct in the presence of communication team member.
- Each term, parents will have the opportunity for one-on-one interactions with all of their child's subject teachers. This ensures that parents can meet with their child's teachers twice a year.
- Parents should reach out to the school office or their child's class teacher if they have concerns about their child's progress or wellbeing. **The class teacher should be the initial point of contact.**
- Parents wishing to meet a member of staff must contact the school to make an appointment. **This request should be responded to within 2 working days.**
- Parents should check in at the reception office before meeting with any school staff member, after securing an appointment.
- If an emergency arises parents should contact the office staff who will give sufficient information.

## 3. Guidelines for active listening and feedback

A strong communication strategy ensures that every member of our community feels valued and in turn values the vision of the school. Therefore, our guiding principles for all school communication must be:

- Clear, accurate and precise
- Using language that is clear, informative, and simple to each other.
- Inclusive to the whole school community.
- Improving our school by listening to one another.
- Being respectful and empathetic in tone and language.
- Creating effective systems for feedback through questionnaires in Google forms, Suggestions in PTM form, Orientation Meeting forums, etc.

#### 4. Strategies for inclusive communication

- Making the school as welcoming and inclusive as possible.
- Using language that is clear, informative, and simple
- All written and telephone enquiries will be addressed promptly and with respect.
- Information is given to parents on what students will be taught and tips for helping their child will be provided.
- Parents will be encouraged to help or support their child's learning at home. Information will be provided in a timely way to enable this support to be effective.
- Communication about student safety and wellbeing concerns will be given top significance. The school keeps current emergency contact information on file for all students and asks families to be updated their contact details promptly if there are any changes.

#### 5. Procedures for addressing concerns or complains

- If a parent/guardian has a concern or issue, they should initially speak with their child's class teacher to try to resolve the matter amicably and informally.
- If the issue cannot be resolved to the parent/guardian's satisfaction with the class teacher, they should then contact the communication team for further assistance and support.
- If the parent / guardian believes that the complaint has not received its due attention can raise the matter with the **Principal** with a view to resolving it.
- Should the concern still not be resolved, the parent/guardian may formally lodge their complaint in writing via the School App Concern Portal, which will ensure a thorough investigation and response.
- Upon receiving a written complaint through the School App Concern Portal, the designated staff members - Class Teacher, Head of Department (HOD), Vice Principal (VP), and Principal - will promptly review and understand the specific details of the complaint, and take appropriate action to resolve the issue within a maximum of 2 working days.

#### Communication between Students and Staff

Two-way communication between students and staff is an important aspect of school life. The school welcomes and encourages students to engage in conversation with all members of staff within the school.

While communicating with a member of staff, the students should:

- Stand in front of the member of staff they are speaking with and make an eye contact.
- Address the member of staff with respect i.e. Sir / Madam & not by their first name.
- Use of appropriate language.
- Be respectful, do not talk over, raise voice or walk away before the conversation has ended.

#### Communication / Behaviour of all in the school

Our school values positive and respectful communication, promoting a culture of inclusivity and safety for all stakeholders, including students, staff, parents, and the community. We recognize that our staff play a vital role in modelling the behaviour we expect from our children, and we hold ourselves to the highest standards of respect and kindness. Every individual who enters our premises deserves to feel valued, supported, and safe, and we strive to foster a culture of empathy, understanding, and open communication.

### **Communication with other Schools and Outside Agencies**

We hold information on all students in our school and from time to time we are required to pass some of this information to others for educational purposes. All personal data is held and processed in accordance with the General Data Protection Regulations as per the data management policy drafted by BPS Digitisation Team.

*For- Communication Team*

*Bhadrachalam Public School & Jr College*

