

## Parent and School Communication Policy

### 1. Scope and Definition

- 1.1. Communication between the school and parents<sup>1</sup> is an essential component of successful school life. It is essential to the effectiveness of the educational work.
- 1.2. An important part of communication between school and parents is the participation by parents in school life, including through the Parent Representative Council (PRC), Class Representatives and Parents Association.
- 1.3. The communication at the German International School Sydney is based on respect and transparency. Objective, proactive, confidential and cooperative behaviour forms the foundation for respectful communication.
- 1.4. This policy applies to all school communications between GISS employees and students and parents.
- 1.5. The Principal is responsible for ensuring this policy is followed by all teaching and admin employees, seeking change as required.

### 2. School policies and procedures: new student and parent information

- a. Information for students and parents on school policies and procedures must be conveyed as per the Governance Policy.

### 3. Curriculum and student related communication

- 3.1. During the first parents meeting at the **beginning of the school year**, the class teachers, where possible supported by the respective subject teachers, present the scope and sequence of the curriculum in individual subjects for the class.
  - a. Information on methods and criteria of performance measurement is included.
  - b. All parents are provided with the email addresses of their child's teachers. Teachers aim to check their emails once a day (part time teachers on their working days at school) and respond to emails within three working days.
  - c. Parents are informed about days when a part time teacher is not working.

- 3.2. **Twice a year** the school holds **parent/teacher interview afternoons**.<sup>2</sup>

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<sup>1</sup> The term 'parents' in this policy encompasses carers.

<sup>2</sup> Preschool does not participate in these interviews but individual appointments with Preschool Staff can be scheduled at any time

- a. The parent/teacher interviews are not a substitute for communication which should occur during the school year, particularly if there are problems or emerging issues.
- b. An electronic link is sent to the parents prior to the event to enable the parent to plan their appointments.
- c. Meeting times are usually limited; therefore, where required, parents are encouraged to arrange an alternative time to meet with the teachers.

3.3. **Reporting of student achievement** occurs as per the 'Student Assessment and Reporting of Student Achievement Policy' (please refer to said policy).

#### 4. General school community and other communication

- 4.1. The school informs the school community about current activities via the **school pp** and **school newsletter** (Gutenberg Post). It is important that parents download the pp and subscribe to the relevant year levels and read and take note of announcements in the Gutenberg Post which is published monthly.
- 4.2. The **GISS admin team** should be the first point of contact for parents for **non-educational questions**. The 'registrar & parent services' person can be used as first point of contact to direct any requests. For complex questions, appointments are recommended.
- 4.3. The following order of communication should be the basis for all communication between the school and the parents:
  - a. For all matters **concerning the lessons** the respective **subject teacher** should be contacted; for **general class matters**, the **class teacher** should be contacted.
  - b. Only **after communication with the subject and class teacher should the head of the respective department be contacted** (Pre-School, Primary, Secondary, IB). This communication should be guided/held by the parent representative of the class, if the matter concerns the whole class (who can gather further opinions of other class parents as a basis for the discussion).
  - c. Only where parents and their respective class representatives feel their discussion with the heads of **departments** requires further **escalation, shall the Principal be contacted**.

#### 5. Further Communication and Overview

- 5.1. Additional to the key communication means laid out above, GISS aims to provide students and parents with further relevant information. An overview is provided in the following table.

Category	Subject	Purpose	Channel	Frequency / Timing	Responsible
School Community	What's on – News - Dates	Provide real-time information relevant to the whole GISS community	Gutenberg Post GP on Display Board	Monthly	Marketing
			Website	Daily	Marketing
			GISS App		
	Real-time Alerts	Provide real-time alerts to parents such as traffic delays etc.	GISS App	As required	Management & Reception
	SMS				
	News on school development	Provide parents with first-hand information and the possibility of asking questions about the school's further development	Parent Representative Meetings, Information evenings	As required	Management, Principal
			Annual General Meeting	Once per year	Principal in alignment with Board
Important news	To bring important news to everyone's attention but no real-time alert	GISS App	As required	Principal or General Manager	
General information	Information on curriculum delivery, selected policies (Anti-bullying, Code of Conduct)	Website	As required	Marketing	
Class / Students	General information	To provide information on <u>curriculum delivery</u> , class lists to the class parents	Parent Teacher Evenings	Beginning of Semester/ on as-needed basis	Class teacher (parent rep for class list)
	Curriculum delivery	To inform parents about <u>how parents can assist</u> with the delivery of the curriculum (home-work, reading assistance, etc.)	Primary: GISS App & Elternmappe	Beginning of the year/on as-needed basis	Subject teachers
			Secondary: Students	On as-needed basis	
	Class updates	Provide a collective and progressive update on <ul style="list-style-type: none"> <li>Class activities</li> <li>Teacher or curriculum changes</li> <li>Materials</li> <li>Special Celebrations</li> </ul>	Preschool: GISS App	Daily	Class teacher
			Primary: GISS App & Students	Approximately every fortnight	
			Secondary: Students	As required	
	Individual progress update	To provide information about a particular child	Email or individual meeting	Immediately when required	Subject teacher, Class teacher
			Parent-teacher-interview	Twice a year (Information: two months in advance)	Coordination: <ul style="list-style-type: none"> <li>Deputy Principal,</li> <li>Exec. Assistant</li> </ul> Delivery: all subject teachers
	Important incidents	To inform parents about important incidents if the whole class is affected (e.g. accidents)	GISS App and Email (if of confidential matter)	As required	Class teacher
	A query regarding a class matter	Class concerns or questions to class or subject teacher	Email/Discussion	As required	Parent representative
	A parent query about an educational matter	Step 1: Contact child's teacher by appointment	On demand – offer of an appointment within three working days	Parent	
Step 2: Contact the respective department head by appointment		Parent (together with parent class representative)			
Step 3: Contact the General Manager by appointment					
A parent query about an administrative matter	Step 1: Consult the school handbook	On demand – offer of an appointment within three working days.	Parent		
	Step 2: Contact the student's teacher by appointment				
	Step 3: Contact the General Manager by appointment				
New Students	Governance	GISS Policies and Procedures	Email, Discussion if needed	With registrar	Registrar: new parents
	General Information	School Handbook, Welcome Pack	Email, Discussion if needed	With student enrolment	Class teacher: new students

## Document Management

Policy name	E-02 Parent and School Communication Policy
Version	2
Version history	
School responsible	Principal
Board portfolio	E) Parent and Alumni Relations
Related documents	
Status	Approved on 4 February 2019
Approved by	Dr Lorenz Metzger (Principal) and Dr. Ralf Dicke (Director)

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