



COMMUNICATIONS PROTOCOL

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|----------------|--------------------|---------------|--------------------------|
| Policy Status | Mandatory | Reviewed Date | 13 June 2021 Hannah Sung |
| Review | CEO and Principals | Reviewed Date | 16 May 2022 CS |
| Inception Date | February 2020 | Reviewed Date | 1 June 2023 CS/LG |

Mission

To ensure every child, experiences amazing learning, loves school and makes great progress.

Vision

Diyar School team believes that children need to control their own learning in order to develop a real love for learning. By engaging our students in inspiring, hands-on, critical thinking and problem-solving activities, we build their independence and confidence and enable them to become resilient, life-long learners. We see our students growing into adaptable young adults capable of embracing the challenges of the future, leading and influencing others.

Diyar Communication Protocol

This protocol is designed to minimize communication gaps, build alignment with all levels of leadership, and ensure that employees, parents, and Ministry officials, receive consistent messages and the school remains compliant.

Rationale

Any organization works best when communications are open, honest, regular, and meaningful. Diyar Schools and FNG operate a 'no surprises' culture which depends on timely and accurate communications. Having a protocol:

- ◇ Ensures the safety of students
- ◇ Promotes amazing learning
- ◇ Enables parents to support their child's learning
- ◇ Supports positive morale
- ◇ Protects reputation

The Communication Protocol outlines the types of information to be communicated within and beyond the organization, as well as identifying the person(s) responsible for communicating and approving messages.

The Protocol ensures that communications will align with the company's key strategic priorities and will protect the reputation and good standing of the schools and their owners.

The Protocol represents a set of company commitments to employees, parents, and MOE (Ministry of

Education) officers:

- ♣ Leaders will be held accountable for fulfilling their communication responsibilities and assessed on the effectiveness and timeliness of their communication.
- ♣ Employees will receive regular updates about the progress, initiatives, and changes that affect them.
- ♣ Parents will receive regular updates about their children's progress, initiatives, and any changes that affect them.
- ♣ And (most importantly for this step of the engagement process), each communication will provide opportunities for employees and parents to ask questions, contribute ideas, and give or receive feedback.

Additionally, the expectations for employees are clear.

All employees are expected to share information and give feedback to help the school reach its goals, thereby reinforcing the desire for employees to communicate "up" and bolstering the mutual commitment shared by employer and employee.

Our Communication Protocol reinforces that our school culture is one of mutual respect, commitment, and high performance. We believe good communication is the key to positive relationships.

All parents and newly appointed staff should receive a copy of the Protocol, demonstrating the company's promise to communicate effectively from day one.

Active Listening

A crucial aspect of any communication system is "listening." In the interests of positive communication, leaders in our schools commit to 'active listening' so that employees, parents, and students feel listened to and heard.

Communication to the MOE

Any change from the planned calendar or arrangements of the school, or potential breach of private school guidelines, must be communicated to the MoE to ensure agreement is achieved or advice taken BEFORE the change takes place.

Any serious breach of health and safety or child protection issue must be communicated promptly whilst protecting children.

Communication to Parents

Parents should be made aware of school events BEFORE they happen by means of the school event calendar approved by the Ministry and published on the website.

In the event of a sudden deviation from planned operations, any communication to parents is subject to Ministry approval and must be signed off by the CEO.

Communication to Teachers

Schools should generate a 'no surprises' culture so that employees and parents know exactly what is happening and when.

Heads of Department should ensure against teacher overload with multiple requests sent by e-mail.



Heads of Section will be the main communication portal for the section.

There should be regular opportunities to achieve two-way communication between leaders and teachers so that feedback is given and received.

E-mail

- All e-mail messages must start with a greeting and end with the recipient's official signature.
- No e-mail should be written in anger or under stress.
- Employees should refrain from insulting or criticizing a colleague by e-mail – speak to them!
- HR Issues should not be communicated beyond the recipient and the line manager.
- The recipient should be the person the sender wishes to respond, the 'Cc' option should only be used on 'need to know' basis. Employees should refrain from using the Cc option to escalate an issue or bring blame to a colleague.
- The CEO should only be sent e-mails which require a decision at the higher level.

WhatsApp messages cannot be used in schools. In any case, WhatsApp should only be used in the case of quick update messages – not for professional matters.

Lines of communication for academic matters

1. Class teacher
2. Student Affairs
3. Head of Department
4. Head of Section
5. Vice Principal
6. Principal

Lines of communication for behavior matters

1. Class teacher
2. Behavior Supervisor
3. Counsellor
4. Head of Department
5. Head of Section
6. Vice Principal
7. Principal.

Communication Grid - guidance

| Scope | Type | Audience | Timing | Initiator | Sign Off |
|----------------|--------------------|---------------------------------|---------|-------------------------------|---------------|
| Internal Staff | Information Giving | All Teachers All HODs SLT | Regular | Principal VP SLT HOD | None required |
| | Performance Review | TAs All Staff | | | |



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|---|---|----------------------|--------------------|-------------|---|
| | Reminders HR Issues | | | | |
| External Entity Contractor Supplier | Quote requests | Third Party | As needed | Procurement | Principal within financial matrix CEO Within financial matrix |
| Ministry of Education | Information Compliance Advice re Private School Guidelines | MoD Officers | Occasionally | Principal | CEO |
| Parents | Information Reminders Events | Parents and Families | Regular Planned | Principal | CEO if issue is contentious or |

| | | | | | |
|--------------|---|---|-----------|-----------|-------------------------|
| | Safety Progress Assessment | | Ad hoc | | leads to change of plan |
| FNG Officers | HR approvals Pay Roll Support Requests Admissions data | HR Finance Accounts Legal IT Contracts | As needed | Principal | None required |



Conclusion

By planning communication schools will reduce irritants to parents, avoid censure by the Ministry and endure high staff morale. It is inevitable that sometimes, communications need to be immediate and rapid. The communication grid will help those making decisions cover all eventualities and ensure communications are clear and helpful.

Please note that NO employee should go to any of the FNG Board or its Officers, without following this protocol. It is not professional to circumvent school systems and escalate issues directly to the Sheikh.

Appendix 1

Examples

1. A decision is made to deviate from the approved term start date due to non-completion of maintenance work.

Step 1 - discuss with CEO and gain agreement on the need for communication

Step 2 - use the communication grid to plan

Step 3 - Seek Ministry approval by telephone to the appropriate person and follow up in writing.

Step 4 - Agree communication wording and means and achieve sign off from CEO

Step 5 - complete communication tracking any responses or feedback.

2. A leadership decision is made for teachers to come into school on a Saturday to complete a project.

Step 1 - Identify the need in terms of impact on student learning.

Step 2 - Communicate this need and gain consensus and understanding.

Step 3 - Agree terms of additional time

Step 4 - complete project

Step 5 - praise and thank teachers and share feedback.


CHRISTINE SIMMONDS - CEO

DIYAR PRIVATE ACADEMY
FUJAIRAH - DIBBA



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