

# Tenby Schools Ipoh Communication Policy

<b>Policy</b>	<b>Communication Policy</b>			
<b>Approval Date:</b>	<b>24<sup>th</sup> April 2024</b>	<b>Next review:</b>	<b>23<sup>rd</sup> April 2025</b>	
<b>Review Cycle:</b>	<b>12 months</b>			
<b>Scope</b>	<b>Whole Group</b>	<input type="checkbox"/>	<b>Whole School</b>	<input checked="" type="checkbox"/>
	<b>International Primary</b>	<input type="checkbox"/>	<b>National Primary</b>	<input type="checkbox"/>
	<b>International Secondary</b>	<input type="checkbox"/>	<b>National Secondary</b>	<input type="checkbox"/>
<b>Ownership:</b>	<b>Campus Principal</b>	<b>Approved by:</b>	<b>Senior Leadership Team (SLT)</b>	

## **Introduction:**

At Tenby Schools Ipoh, effective communication is paramount to fostering a supportive and collaborative educational environment. Our communication policy aims to establish clear lines of communication between parents, guardians and carers, Campus Principal, Heads of school, teachers, administration, and all stakeholders. Effective communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can help more if they know what the school is trying to achieve.

This policy aligns with our school's philosophy of transparency, collaboration, and commitment to the holistic development of our students. Effective communications enable us to share our aims and values, through keeping parents well informed about school life.

## **Policy Objectives:**

- To ensure timely and efficient communication between all stakeholders.
- To promote transparency and accountability within the school community.
- To enhance parental involvement and engagement in their child's education.
- To uphold the values and philosophy of Tenby Schools Ipoh through consistent and respectful communication practices.

## **Overall Approach to Effective Communication:**

- Clear Channels: We maintain clear and accessible communication channels between all stakeholders.
- Professionalism: All communication should be conducted in a professional, respectful, and courteous manner.
- Consistency: We strive for consistency in communication methods and ensure that important information is disseminated efficiently.
- Engagement: To foster a sense of belonging and ownership within the school community.
- Timely Responses: All communication, whether it be via phone calls, emails, or other means, should receive a response within one working day.

Matters requiring more immediate attention should be communicated by a phone call to the school secretary (05-5252628).

During School holidays, it is advised that enquiries should be sent to the school secretary as not all staff are available to answer within the stipulated time.

Non-urgent communication received after 4:00 pm will not normally be responded to until the next working day.

Staff members should not be contacted outside of the working day except in cases of emergency.

### **Means of Communication:**

Friday Notices: Weekly notices are sent out to inform stakeholders about upcoming events, important announcements, and reminders.

Tapestry (Early Years only): Parents of Early Years students will receive updates on their child's progress and information through the Tapestry platform.

Phone Calls Home: In cases requiring immediate attention or sensitive matters, phone calls to parents will be made. It is essential that the school has up-to-date mobile numbers for parents. Parents should immediately inform the school of any changes of contacts.

Letters: Formal communication such as official notices, invitations, or announcements may be sent via physical letters.

Emails: Email is the primary mode of communication for announcements, newsletters, and general inquiries.

In emails, it is important that the student's name and class are clearly stated in the 'subject line' to aid effectiveness.

**Staff phone numbers:** Staff do not give their personal contact numbers to students or parents.

## Contacting the school:

Maintaining clear communication between teachers and parents is important in achieving the objective of educating our students to the highest standards.

The following is a guideline for whom to first contact for particular issues:

<b>Issues</b>		<b>Contact</b>
Change of contact details/family circumstances		Head of Parent Services
Urgent messages		School Secretary
Absences (short term)		Form Tutor (Secondary) Class Teacher (Primary)
Planned Medical Appointments		School Secretary
Absences (long term)		Secretary / Head of School
Other school issues (Transport, Catering, Exams, Medical)		School Secretary/ Head of School
Issues relating to trips		Teacher in charge/ Head of School/ School Secretary
Academic Issues	Whole school	Heads of School
	Individual Subjects	Subject Teachers
Disciplinary Issues	Serious Concerns	Head of School/Assistant Head /Key stage coordinator/Milepost Leader
	Day to Day issues	Form Tutor (Secondary) Class Teacher (Primary)
Site Issues (Health and safety, Security, Projects, infrastructure, etc)		Campus Principal

## Contacts:

Position	Section of school	Name	Email	Office contact and extension
<b>Campus Principal</b>	<b>Whole school</b>	<b>Andrew Hill</b>	<b>andrew.hill@tenby.edu.my</b>	<b>118</b>
Campus Principal PA	Whole school	Wai Heng, Ng	waiheng.ng@tenby.edu.my	108
Head of Parent services	Whole school	Elly Jook Kuan Kong	elly.kong@tenby.edu.my	127
Accounts	Whole school	Liew YP	yeongpeng.liew@tenby.edu.my	122
CCA coordinator	Whole School	Soo Wan Chew	soowan.chew@tenby.edu.my	112
Nurse	Whole school	Ng Phui Han	phuihan.ng@tenby.edu.my	115
IT Support	Whole school	Chan/ Adrain	service.iphelpdesk@tenby.edu.my	131/ 132
<b>International</b>				
School Secretaries	Secondary	Sangeetha Gandhi	sangeetha@tenby.edu.my	525
	Primary	Shona Chin	shona.chin@tenby.edu.my	218
Heads of school	<b>Secondary</b>	<b>Becky Gray</b>	<b>becky.gray@tenby.edu.my</b>	<b>528</b>
	<b>Primary</b>	<b>Samantha Leuty</b>	<b>samantha.leuty@tenby.edu.my</b>	<b>217</b>
	<b>Early Years</b>	<b>Andurette van der Merwe</b>	<b>andurette.merwe@tenby.edu.my</b>	<b>220</b>
<b>National</b>				
School Secretary	Primary and Secondary	Khoo Shen Wei	shinwei.khoo@tenby.edu.my	520
Heads of School	<b>Secondary</b>	<b>Mohandas Naidu Perumal</b>	<b>mohandas@tenby.edu.my</b>	<b>522</b>
	<b>Primary</b>	<b>Maizura Mohamad Jaafar</b>	<b>maizura@tenby.edu.my</b>	<b>322</b>

Effective communication is fundamental to the success of Tenby Schools Ipoh. By adhering to this communication policy, we aim to foster a culture of collaboration, transparency, and engagement among all members of our school community. We believe that open communication not only strengthens relationships but also contributes to the overall well-being and success of our students.