



Planète Montessori
INTERNATIONAL SCHOOL

| DATE | REVIEWED BY/ROLE | NEXT REVIEW DATE |
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| Last updated: February 2024 | SLT/MLT Team | July 2024 |

FAMILY COMMUNICATION POLICY

Rationale

Good communication between parents/carers, school staff and pupils is integral to the ethos of Planete Montessori International School. We believe that building a strong bridge of trust and collaborative home-school partnership is important to meet the needs of our learners.

This policy sets out all the expectations for open communication that the entire community should follow. It outlines how messages are shared, how to share them effectively, the appropriate channels to share them and the time frame for replying to messages.

Purpose

The communication policy at Planete Montessori International School emphasises the importance of building trust and collaboration between parents/carers, school staff and pupils. It outlines expectations for open communication, respectful interactions and effective channels for sharing messages. The policy promotes transparency, accountability and positive relationships within the school community. It encourages adherence to a code of conduct that promotes respectful and constructive interactions, outlines proper channels for communication and emphasises the importance of seeking solutions collaboratively.

Code of Conduct

The school communicates regularly with stakeholders through several channels to share important matters and developments regarding the school, its programmes and resources, as well as parent/carer and pupil services and initiatives. All communication within the PMIS community, including teachers, parents/carers, and pupils should be conducted with respect and kindness. Language should be chosen carefully to ensure it fosters positive relationships and supports the emotional well-being of all involved. All members of the PMIS community should adhere to a code of conduct that promotes respectful and constructive interactions.

Be Respectful: Treat each other with courtesy and respect, even if you disagree with their decisions or actions. Avoid using derogatory language or making personal attacks.

Communicate Effectively: Clearly articulate your questions, concerns and feedback in a calm and respectful manner. Use open and honest communication to foster understanding and collaboration.

Listen Actively: Listen attentively to the perspectives and concerns of school personnel. Show empathy and willingness to understand their point of view, even if you have differing opinions.

Follow Proper Channels: Use designated channels of communication established by the school, such as email, phone calls, or scheduled meetings to address your inquiries or issues.

Be Patient and Understanding: Recognise that school personnel may have multiple responsibilities and priorities. Allow them reasonable time to respond to your inquiries or address your concerns. Practise patience and understanding during the communication process.

Respect Confidentiality: Respect the confidentiality of sensitive information. Refrain from sharing confidential information without proper authorisation.

Seek Solutions Collaboratively: Approach communication with a problem-solving mindset, seeking mutually beneficial solutions to any issues or concerns that arise. Collaborate with school personnel to explore options and strategies for addressing challenges effectively.

Be Professional in Written Correspondence: When communicating via email or written correspondence, maintain a professional tone and format. Proofread your messages for clarity and accuracy before sending them.

Attend Meetings Prepared: Come prepared to scheduled meetings with school personnel, bringing any relevant documents or information related to your inquiries or concerns. Respect the scheduled time and agenda of the meeting.

Provide Constructive Feedback: Offer constructive feedback to school personnel based on your experiences and observations. Focus on specific situations or behaviours and suggest actionable solutions or improvements.

Model Positive Behaviour: Remember that your interactions serve as a model for our pupils. Demonstrate positive communication skills and respectful behaviour in all interactions with school personnel.

Communication channels. All communication between teachers and parents/carers should be coursed through the administration office or the school's designated communication platform, such as ManageBac. This ensures that messages are properly documented and addressed in a timely manner.

Contact hours. Our teachers are dedicated to providing quality education and support to our pupils during school hours. Therefore, they may not be available to respond to parent/carer messages immediately as they attend to the needs of the children in their care.

Response time. Teachers will make every effort to respond to parent/carer messages during designated communication times, typically between 12 - 5:00 PM on weekdays. Messages received outside of these hours will be addressed during the next available communication window. Please note that teachers will not answer messages beyond their designated office hours.

Emergency situations. In case of emergency or urgent matters concerning your child, please contact the administration office immediately for assistance.

Parent-teacher meetings. For more in-depth discussions or concerns, we encourage parents/carers to schedule meetings with teachers during designated parent-teacher conference periods or by appointment.

During admission process

Family interviews give the school a chance to better understand the learner and establish a relationship with families. During this phase, applicants are introduced to Planete Montessori's core values, mission and vision, communication channels, requirements and policies. An orientation to the Montessori Philosophy and IB programme also takes place which is vital to establish a common language in guiding children to flourish.

As part of the admissions process, parents/carers are also expected to provide accurate information about their child and to notify educators of any relevant information to their education and care. This includes providing child records, authorisations, health information etc.

During onboarding process

Once accepted, the school provides families with a copy of the family engagement handbook as a helpful resource to keep them informed about significant events and changes pertaining to the school, its programmes and resources, as well as parent/carer and pupil services and initiatives, through a variety of channels of communication.

A school orientation is arranged prior to the beginning of classes to introduce families to their child's teachers. Families also receive information about the ways that the school communicates with families and how pupil-teacher collaboration is fostered during their stay at PMIS.

Communication Lines

PMIS maintains open communication through the use of various channels to keep stakeholders up-to-date. These channels may be verbal, written, or electronic.

Verbal*Three-way meetings*

Three-way meetings promote a holistic approach to education, where the child's individual needs, interests and strengths are recognised and nurtured collaboratively by parents/carers and teachers. This partnership fosters a supportive learning community that prioritises the child's holistic growth and development.

Pupil-teacher conferences

A pupil-teacher conference is an opportunity for a one-on-one meeting between the pupil and the guide. These conferences are integral to the Montessori approach as they foster a supportive and personalised learning environment that empowers the child to take ownership of their learning journey and fosters independence and self-awareness.

The school fosters independence and self-advocacy in pupils by encouraging them to communicate their needs, interests and questions to teachers and peers. The school equips pupils with effective communication skills through activities that promote active listening, conflict resolution and expressing thoughts and feelings respectfully.

Family partnerships

PMIS regularly offers parent/carer education programmes to help families deepen their understanding of the school's philosophy, values, principles and curriculum. The school values strong home-school collaboration, thus, families are encouraged to actively participate in their child's education. This involvement may take various forms, such as volunteering in the classroom, attending school events and workshops, or supporting learning activities at home.

Open House

This is an event where the school opens its doors to prospective families, allowing them to visit the facility, learn about Planete Montessori's approach to education and meet with teachers and staff. Visitors may have the opportunity to tour the classrooms, observe Montessori pupils in action, ask questions about the curriculum and programmes offered and gain insight into the school's values and educational philosophy. This provides families with the information they need to make informed decisions about their child's education.

Coffee Meetings

Coffee meetings in Montessori settings serve as informal gatherings for parents/carers and educators to connect, share information and build community. These meetings are typically held in the morning, and provide an opportunity for parents/carers to come together in a relaxed setting to discuss various topics related to their children's education and well-being.

School activities

The school also regularly holds PYP exhibitions and participates in MMUN conferences. These are some of the school activities that PMIS arranges for parents/carers to understand the school curriculum and allow pupils to demonstrate their learning.

Developmental progress reports

These are powerful communication tools that facilitate collaboration between educators and parents/carers, provide individualised feedback, support goal setting and planning, communicate educational strategies and document a child's growth and development over time. They play a crucial role in fostering a supportive and collaborative partnership between home and school in promoting the child's overall development and academic success.

Electronic or Written

ManageBac

ManageBac is an online platform specifically designed for International Baccalaureate (IB) schools to manage various aspects of the IB programme, including curriculum planning, assessment, reporting and communication. It serves as a comprehensive tool for teachers, pupils and parents/carers to access important information related to the IB curriculum and school activities.

School website

The school website acts as a central platform for disseminating information and facilitating communication between the school and its stakeholders, including parents/carers, pupils, teachers, staff and the wider community. It provides essential details about the school's mission, academic programmes, extracurricular activities and contact information while also offering resources such as school newsletter and updates. It also showcases the school's strengths and achievements to attract prospective pupils and families. Through newsletters, calendars, and online forms, it encourages engagement, involvement and feedback from all members of the school community.

School Newsletter

The newsletter helps to keep stakeholders informed about school-related matters, fostering a sense of community and promoting transparency between the school and its constituents. Additionally, it may feature articles, interviews, or highlights showcasing pupil accomplishments, staff achievements and school initiatives, serving as a platform to celebrate successes and share relevant news within the school community.

Social Media

The school uses social media to keep parents/carers informed and connected since it enables quick updates and real-time interaction with stakeholders about non-urgent matters, promotes transparency by sharing insights into school activities and policies, and serves as a marketing tool to showcase the school's strengths and attract prospective pupils and families.

In conclusion, Planete Montessori International School is committed to fostering a culture of open communication, collaboration and mutual respect among all members of our community. Our policy reflects our dedication to maintaining transparent, effective and respectful channels of interaction between parents/carers, teachers and pupils.