COMMUNICATION POLICY

INTRODUCTION & PURPOSE

Effective communication is essential for the success of any organization. This document outlines guidelines for central management communication within our organization. These guidelines aim to ensure consistent, clear, and timely messaging that fosters understanding, trust, and collaboration among all levels of the organization. This outlines the key communication channels and responsibilities within the school's central management team. It aims to ensure efficient and effective information flow throughout the organization.

COMMUNICATION GUIDELINES

1. **Transparency:** Be open and honest in all communications, providing accurate and timely information.
2. **Clarity:** Use clear and concise language that is easily understood by all recipients.
3. **Consistency:** Maintain consistency in messaging across all channels and departments.
4. **Timeliness:** Deliver information promptly, especially when it is critical or sensitive.
5. **Empathy:** Consider the perspective of the audience and tailor your message accordingly.
6. **Cultural Sensitivity:** Be mindful of cultural differences and tailor your communication accordingly.
7. **Language Accessibility:** Ensure that your communications are accessible to all employees, including those with language barriers.
8. **Digital Literacy:** Consider the digital literacy of your audience and provide appropriate support.
9. **Employee Engagement:** Use communication to engage employees and foster a sense of belonging.

KEY ROLES AND RESPONSIBILITIES

Role	Responsibilities
Principal	Overall communication leadership, strategic messaging, and crisis management.
Vice Principal (Academic)	Academic policies, curriculum, and instructional matters.
Operations Officer	Facilities, transportation, and administrative operations.
Parents Relation officer	Overall concerns to then be reverted to the specific person responsible
Supervisors	Specific section/class related concerns.
Social Worker	Overall wellbeing, behavior related concerns addressed.

Effective communication is essential for building trust, fostering collaboration, and achieving organizational goals. By adhering to these guidelines, central management can ensure that their messages are clear, consistent, and timely, leading to a more engaged and informed workforce.

By following these guidelines and adapting them to your organization's specific needs, you can create a culture of open and effective communication that supports your business objectives.

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COMMUNICATION CHANNELS

Channel	Purpose	Frequency
Staff Meetings	General updates, announcements, and policy discussions.	Monthly
Staff Bulletin	General information and updates to the school community.	Weekly
Departmental Meetings	Specific to individual departments, addressing department-related issues.	Weekly
Parent-Teacher Conferences	Individualized communication about student progress.	Termly
School Website/ Parents portal	Online platform for important announcements and resources.	Regularly updated
Social media	Community engagement and sharing of school events.	As needed
Email	Formal and informal communication within the school community.	Regularly

INTERNAL COMMUNICATION

MEETINGS

Internal communication comprises mainly of Meetings; be it, SLT Meetings, Department meetings, staff meetings, admin meetings, etc.

EMAIL

The most common mode of communication would be emailing.

WEEKLY BULLETIN

A weekly staff bulletin is shared with all staff on the first day of the week, updating them on all thats scheduled for that particular week keeping them updated.

SOCIAL MEDIA AND WEBSITE

Social media feeds and school website updates forms another key communication medium.
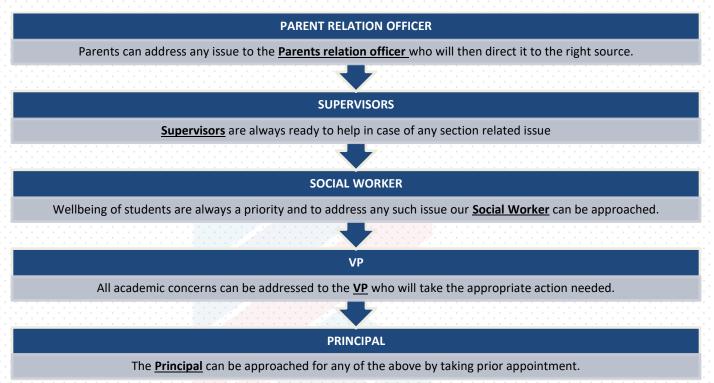
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COMMUNICATION WITH PARENTS

PARENT RELATION OFFICER

Parents can address any issue to the **Parents relation officer** who will then direct it to the right source.

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SUPERVISORS

Supervisors are always ready to help in case of any section related issue

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SOCIAL WORKER

Wellbeing of students are always a priority and to address any such issue our **Social Worker** can be approached.

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VP

All academic concerns can be addressed to the **VP** who will take the appropriate action needed.

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PRINCIPAL

The **Principal** can be approached for any of the above by taking prior appointment.
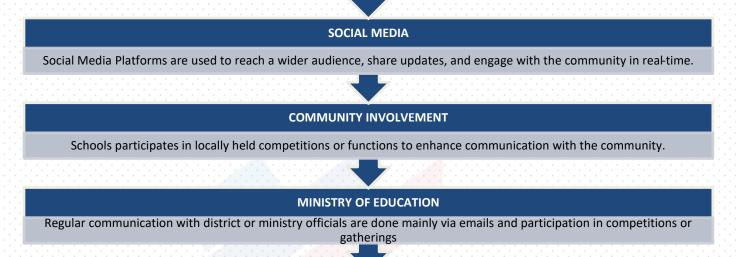

EXTERNAL COMMUNICATION (Community, Educational Authorities)

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SCHOOL WEBSITE

A well-designed and regularly updated website is a central hub for information sharing. It includes school news, events, curriculum, policies, contact information, and resources for parents and the community.

SOCIAL MEDIA

Social Media Platforms are used to reach a wider audience, share updates, and engage with the community in real-time.

COMMUNITY INVOLVEMENT

Schools participates in locally held competitions or functions to enhance communication with the community.

MINISTRY OF EDUCATION

Regular communication with district or ministry officials are done mainly via emails and participation in competitions or gatherings

COLLABORATE & PARTNER

Collaborate with institutions to provide students with internship opportunities vice-versa. Partner with professional organizations in the field of education to share best practices, attend conferences, and stay informed about industry trends.

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