

SECTION 11

ADMINISTRATIVE PROCEDURES

Section 11: Administrative Procedures

11.1 Communication

Communication is one of the most important aspects of a successful school. The top things that parents want to know from school are:

- a. Updates on their child's progress and insight on how their child can improve
- b. Information about how their child is assessed and what grades they have obtained
- c. Information on what their child is expected to learn during this year
- d. Curriculum descriptions and information on the programmes their child is following
- e. Timely notice if their child's performance is slipping
- f. A calendar of events and meetings
- g. Timely reminders and clear descriptions about events and meetings
- h. Information about how their child gets along with others
- i. Information on graduation and university course requirements

We are continually striving to ensure parents receive information, and are able to communicate with us, in ways that suit them. We communicate regularly through:

- e-mails to parents and students
- weekly bulletins
- monthly newsletters (sent by e-mail and posted here www.islschools.org/qatar/home/#islnow=5)
- regular Facebook posts <https://www.facebook.com/islqatar>
- ManageBac (see below)
- SeeSaw

However we understand that sending an e-mail or a weekly newsletter or posting information on social media or ManageBac does not always ensure that the message we want to convey is fully received and understood.

The best channel of two-way communication for parents are:

- **Primary Student Communication Book**
- **SeeSaw**

These are valuable communication tool and enables us to get feedback from parents and helps us understand if our message is being understood.

The receiver of a communication is much more important than the sender: it is essential that the receiver obtains information in a way that is understandable and applicable to them. We regularly survey parents about ways to improve our communications.

11.1.1 Face-to-face communications

Other channels of communication that are perhaps more important than those mentioned above are the face-to-face 'live' communication opportunities we offer. They include:

- **Celebrations of Learning and Class Assemblies** – parents get to see the result of their children's learning in action
- **School Reports and Parent/Teacher/Student Consultations** – parents learn how their child is progressing and are able to establish a relationship with the teacher
- **Student-Led Conferences** – parents get to see their child's work and discuss, with their child, what he/she has learned
- **Presentations/Workshops for Parents** – parents learn about the programmes and services we offer and establish contact with key staff
- **Parent Coffee Mornings, Parent School Association, Parent Advisory Group and other Parent Support Groups** – parents meet other parents and/or senior staff and have the chance to ask questions and discuss matters of interest and form relationships in an informal setting.
- **Ad-Hoc appointments** – these can be made at any time when your child's teacher is available either to establish a relationship and/or discuss your child's progress.

11.1.2 ManageBac Communications

A major channel of communication for parents in the Secondary School is through ManageBac. The parent portal which provides access for parents to the following:

1. **Calendar** – information about upcoming assignments which will enable parents to assist their child in planning their learning.
2. **Profile** – personal details (please notify the school of any changes)
3. **Academics** – an overview of units being taught for each subject, details of recent assessments including grades awarded and all of your child's recent reports

On your child's ManageBac account, parents are able to access: e-mail messages from staff to students; your child's personal calendar; assignment deadlines; grades; reports and many other things. We recommend all parents spend some time with their child regularly exploring his/her ManageBac account. If your child has any problems accessing his/her account or if you need more details about ManageBac, please contact **Said Hasanov**, shasanov@islqatar.org.

11.1.3 Communicating with the school/teachers

Open and timely communication between parents and teachers can help to clarify misunderstandings, permit staff to put a stop to undesirable behaviours or counter-productive arrangements, and improve a teacher's understanding of a student's needs.

The teachers and administrators of ISL Qatar welcome contact with you and would stress that most concerns or issues are easily addressed if the person responsible is made aware of the situation. Only when a teacher or administrator is informed can they take steps to deal appropriately with an issue. When the school and parents work together, students will always benefit. Therefore, when you are concerned about something that has happened at school, you should follow the steps outlined below:

STEP 1:

If there is an issue or concern, communicate directly with the staff member involved. If you are unsure who to approach, the following should serve as a guideline:

- **Class or Subject Teacher** – if you have concerns directly related to your child’s learning.
- **Homeroom Teacher or Counsellor** – if you have concerns regarding the behaviour of your child, or that of another student, that is impacting upon your child’s progress at school.
- **IB PYP, MYP or Diploma Coordinator** – if you have general questions about the curriculum or programme your child is following.

STEP 2:

If concerns still exist after this then you are invited to contact the **Head of the Primary or Secondary School**, after informing the staff member that you intend to do so.

STEP 3:

If a parental concern is not addressed sufficiently at the Primary or Secondary School administration level, parents are invited to discuss their concerns with the **Head of School**.

If you are unsure how to deal with a particular issue then please do feel free to contact the **Head of Primary or Secondary School** for advice at any time.

How to make contact...

It is possible to make direct contact with teachers by email. Alternatively, you can leave a message with the **School Office staff**:

Email: mail@islgatar.org

Tel: +974 4433 8650

Your message will be passed on to the teacher who will then contact you at their earliest convenience. Discussion can then take place via a phone call, email or by setting up an appointment at a mutually agreeable time. Teachers will make every effort to get back to you as quickly as possible but as a teacher’s day is very busy with students, it may take a day or two. However, it should not take longer than two working days for a teacher to reply to you.

It is important that parents do not make unannounced visits, as teachers or school leaders might not have the time to meet with you and give you the attention that you respectfully deserve. If you make an appointment with your child’s teacher, he/she will be able to provide you with more time to adequately address any issues you may have.

All communication should be conducted in a mutually respectful manner in order to ensure the child’s well-being continues to be the priority. By working together, we can strengthen our commitment to excellence.

11.1.4 Active and proactive communication skills

A key aspect of successful communication is active and proactive communication skills. Here are some tips for active and proactive communication:

- Check your child's Communication Book (Primary parents, only) regularly and give feedback or send messages regularly through these channels.
- Proactively look for regular communications from the school e.g. weekly newsletter or daily Facebook posts
- Check frequently for communications to parents and students via e-mail or ManageBac
- Immediately highlight important dates and events and add them to your calendar
- Highlight important and relevant sections of an email or newsletter (this can be done electronically or by printing them out)
- Have a message board in a prominent place in your home and stick important messages on it
- Have a calendar of school events in a prominent place in your home and highlight important dates on it
- Provide feedback to messages you receive to help the school understand if our messages are being interpreted correctly.
- Respond to requests as soon as possible
- Mark messages as important or requiring attention (this can be done electronically or by printing out)

Most importantly, get involved in school, and try to attend the face-to-face sessions listed above whenever possible!

Parents are requested to keep the school informed of any changes with regards to their contact details, particularly email addresses, to ensure the smooth flow of communication. It is essential that the school always has a number where a parent or designated guardian can be contacted in case of emergencies. Changes in contact details must be communicated to the relevant Primary and/or Secondary Admin Assistant in a timely manner.

Primary Admin Assistant: **Razia Yusuf** (ryusuf@islqatar.org)

Secondary Admin Assistant: **Nisreen Abil Mona** (nabilmona@islqatar.org)

11.2 Student Withdrawal from School

Students who withdraw from the school must complete a "Withdrawal Form" before school report cards can be released. Students must secure the signatures on the "Withdrawal Form" from all their subject teachers, the librarian, the homeroom teacher, the relevant section heads and the finance department. On receiving the official withdrawal notification, the school can then issue the following documents on request:

- a. Certificate of Attendance
- b. copies of previous report cards
- c. letters of recommendation from homeroom teacher/subject teachers and/or interim report card/s

The school will endeavour to assist students in securing a place at a subsequent school outside of Qatar.

11.3 Parent Visits and Appointments with Staff

Staff are available for conferences during non-contact time and after the school day if an appointment has been made via the front school office. The front office can also take messages for staff.

11.4 Student driving (G11-G12 only)

Students in Grades 11 and 12 who wish to drive their cars on to the school campus must first gain

permission from the G11/12 Leader of Student Development (sclarke@islqatar.org) to do so. In order to receive the permit, students must present the school with three documents: valid car insurance, a driving licence and a signed letter which outlines safe guidelines and gives parental permission . When the school has received all three of these documents, a permit can be issued.

Students in Grades 11 and 12 who have been given permission to drive to and from school must do so in a safe, courteous manner. The right to use the school car park is a privilege that may be withdrawn at any time by the school.

11.5 Car Park

The car park becomes very congested and relies on the cooperation and courtesy of all to ensure that students can arrive and depart as safely and as quickly as possible. All drivers must park only in designated spaces and follow the directions of school personnel, including security guards. Please avoid using horns or parking or stopping in places that may block others.

11.6 Buses

ISL Qatar provides a bus service and further information can be obtained from school by contacting the Reception Desk.

11.7 Use of the Telephone

Students may use the school telephone with the permission of a member of staff to contact a parent or guardian.

11.8 Booking School Facilities

Details of booking school facilities are available from the Director of Activities, **Robert Nidsjö** (rnidsjo@islqatar.org)