

Communication Policy

2025 – 2026

Riffa Views International School (RVIS) - Communication Policy

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RVIS Communication Policy

Purpose

The purpose of this policy is to ensure clear, consistent, and effective communication across all members of the RVIS community, both internally among staff and externally with parents, students, and the wider public. It supports a culture of transparency, collaboration, and professionalism in line with the values of RVIS and the IB learner profile.

PART I: INTERNAL COMMUNICATION

1. Objectives

- Promote open, respectful, and professional communication.
- Ensure timely and accurate dissemination of school information.
- Clarify roles, expectations, and communication protocols.

2. Official Platforms

- Toddle (replacing WhatsApp) for internal announcements and staff communication.
- School Email for formal communications.
- Face-to-Face Meetings for collaboration and clarification.

Note: Toddle is the school's new official platform for communication, learning, and documentation. While it supports timely messaging, teachers are not expected to monitor Toddle continuously throughout the day, as their primary focus should remain on teaching and student interaction.

3. Staff Expectations

- All staff are expected to check school email twice daily: at the start and end of each workday.
- Email response time should be within 12 to 24 hours during school days.
- All communication should maintain a respectful, clear, and professional tone.
- Sensitive topics should be addressed in person where appropriate.

4. Briefings

- Department leaders will issue daily briefings via Toddle and/or email.
- The Head of School will issue a weekly briefing to all staff.

5. Emergency Communication

- A dedicated WhatsApp group will be maintained strictly for emergency use and include only staff.
- A phone tree has been established to support urgent communication if needed.

PART II: EXTERNAL COMMUNICATION

1. Objectives

- Maintain transparency and trust with parents and the school community.
- Ensure timely and professional communication with all stakeholders.
- Promote a consistent image of RVIS in all public interactions.

2. Official Channels

- Toddle is the designated platform for all teacher-parent communication.
- Official RVIS email may also be used for formal school-to-parent communication

Note: Please note that WhatsApp is not an official communication platform of the school and must not be used by any employee to communicate with parents or other external parties regarding school matters, and all official communication must take place via approved platforms including Toddle and/or the school's email system.

3. Content

All school-related communication with parents or external parties must maintain a professional tone and reflect the values of the school. Messages should be clear, respectful, and free of informal language, abbreviations, or emojis. Staff are expected to proofread messages before sending and ensure the content aligns with school expectations for quality and tone.

4. Response Time

- Teachers are expected to respond to parent messages within 24 hours or sooner on school days.

5. Newsletters and Routine Updates

- Weekly newsletters are sent home by each division and homeroom.
- All teachers are required to communicate with parents on a weekly basis.

6. Discipline Communication

- Any parent communication regarding student discipline must first be reviewed by the Division Leader and Pastoral Lead before being shared.

7. Public and Media Communication

- Only the Head of School or a designated spokesperson may respond to media inquiries or speak publicly on behalf of the school.

PART III: CRISIS & SCHOOL CLOSURE COMMUNICATION

1. Crisis Situations

- In the event of a crisis or urgent situation (e.g., safety threat, weather closure, health emergency), the Head of School will activate the emergency communication protocol.

2. Communication Methods

- Emergency announcements will be made via the staff emergency WhatsApp group, phone tree, and official Toddle/email channels.

3. Parent Notification

- The school will issue timely updates to parents through Toddle and email.
- The message will include the nature of the closure, expected duration, and instructions for continued learning or safety procedures.

4. Follow-up

- After the crisis has been resolved, a summary of actions taken and plans moving forward will be shared with the community.

Monitoring and Review

This policy will be reviewed annually by the Leadership Team to ensure its alignment with the evolving needs of the school community and emerging best practices in communication.

No official school communication or information about students should be communicated between parents and teachers via WhatsApp. It is not an official communication channel of the school and cannot be used for that purpose.