



The Springfield Kindergarten

Where knowledge begins

COMMUNICATION

POLICY

Head office:

The Springfield Kindergarten,
Old Airport Area, P.O. Box 55346, Doha, Qatar.

Tel : 44 66 25 34 / 66 96 60 42 Email : admin@tskqatar.com

www.tskqatar.com

Wakra Branch

The Springfield Kindergarten
Wakra, Qatar

Email : adminw@tskqatar.com Tel : 44 18 28 29



COMMUNICATION POLICY

Parent/Teacher/School Communication Policy

Effective communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. We at the Springfield Kindergarten is committed to using communication processes and techniques that aim to build a positive learning environment for students, staff and parents in order to inspire and educate all students to succeed in becoming productive and valued citizens.

Process of Communication

- TSK and its staff organize appropriate, timely and efficient processes for effective communication for a variety of purposes including transition of new students, school policies, classroom expectations and routines, events, programs and student progress.
- School staff give priority to meeting promptly with parents to solve issues, ensuring appropriate feedback on steps taken by the school.
- All written communication from the school is professional and timely.

What parents can EXPECT

- Parent communications are responded to within a reasonable time
- Requests for appointments are responded to or scheduled within a reasonable time
- Parent to be notified about single serious issue or ongoing problem
- Two formal parent-teacher meetings and calls within reason



What parents should NOT EXPECT

- Teachers returning a call after work hours
- Answering email in the evening/weekends
- Access to teacher's private phone number or email

When you should contact your child's teacher:

- Changes in family situation (divorce, new baby, move)
- Medical issues that arise or change
- Illness lasting longer than 3 days
- Safety issues, change in behavior at home
- Family emergencies, sleepless nights, play dates, appointments (send a note)
- Ongoing and pervasive problems/concerns at school or home
- When you can't keep a scheduled appointment
- When homework takes way more time than expected, or your child is unable to do most of it independently

When you have last minute information for the teacher:

- Send a note
- Call the office and leave a message for the teacher

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Communication that interferes with teaching and learning:

- Showing up at the classroom during the teacher's prep time before school or during the school day without an appointment
- Discussing an issue with the teacher when they come out to pick up their class in the morning and it's time for instruction to start
- Speaking to the teacher disrespectfully or angrily, especially in front of your child or other students
- Gossiping to other parents rather than discussing issues directly with staff members. You are the model of how you want your child to communicate.

Ways to help your child be more responsible and independent:

- Encourage your child to talk to the teacher about problems with homework or other issues at school. Send an email or note to the teacher so they're aware, simply saying, "JJ had a problem on the yard yesterday that he needs to talk to you about." Let the teacher take it from there.
- Have your child write a note to the teacher explaining why homework wasn't completed, then sign the note. This is a requirement in upper grade rooms.
- Make your child responsible for carrying their own backpack and belongings to and from school – even in kindergarten!
- If your child forgets their lunch, their homework, or their instrument, don't bring it to them. Let them be accountable for it rather than delivering it to school.
- Leave your child at the drop-off line; their teacher will take them into the classroom or building! When you walk along, it interferes with the line, and sends the message that you're not comfortable leaving your child at school.
- If your child is late, bring them to the office. In the case of kindergarten students, walk them from the office to the classroom door.
- Do not go into classrooms or hallways before or after school without an appointment.



- Belongings left in the classroom after the end of the school day can be retrieved the following morning.

To increase mutual respect, remember:

- Teachers will make mistakes; they're human, too
- Teachers have their own families and lives; respect their privacy.
- We're all on the same team – your child's support team!
- Take chats off campus after drop-off so teachers and students can begin learning.
- Use age-appropriate language around children on campus and at the curb when you drop them off.
- Recognize that we won't always agree, but we promise to listen.
- Speak positively in front of your child.

Homework:

Homework is based on what was taught and learned in the classroom. Please understand that a teacher may not be able to compile homework on the same school day in which your child is absent. Unless your child has an extended absence, please allow the teacher to go over missed work and homework assignments when the child returns to school.