

Communication Policy

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| Created | September 2021 |
| Last Review date | October 2025 |
| Reviewed by | Heads of Section |
| Approved by | Principal – Ms. Suheir Salah Vice Principal – Ms. Nadine Chamssudeen |

School Vision:

To be a leading private school in Al Ain which provides an exemplary learning environment in line with the vision of ADEK.

School Mission:

To provide an exemplary learning environment which

- Develops student abilities.
- Augment self-confidence.
- Prepares world class learners.
- Enables students to meet the challenges of the 21st century.
- Increases productivity and self-esteem.
- Inculcates values required to become responsible members of the society.

The school has set a very well-defined organizational structure to ensure all parents' requests are met efficiently and in a timely manner. The school urges parents to follow the proper communication channels. Parents are always referred to proper personnel for answering any urgent inquiries or resolving any immediate issues. The school has an open-door policy, and parents are welcome to meet the principal; however, a designated staff has been assigned to answer any question regarding any individual matters.

Communication channels:

1. School Portal

The school portal is a part of the school website: <http://fia.fischools.com/>. Each parent and student receive a unique password to login the school portal.

FIA web portal users can:

- view the assessment results.
- view the student's weekly plans and newsletters.
- use the calendar to view the materials covered in all subjects on a daily basis.
- download any sheets uploaded by the teacher, so students can reprint them out for practice as many times as they need.
- receive notes and behavior comments directly. These remarks are easily available in each child's account.
- view their financial status and due payments.
- receive notes and important information directly.
- view and print the student's Behavior and Academic Report Card twice a semester.
- download the timetable.

The passwords and log-in instructions have been sent to parents. Please log in and navigate through the portal to familiarize yourself with our easy-to-use self-instructive portal.

We will be sending messages and notices via FIA portal. Kindly make sure you always use it to keep yourselves up-to-date with all FIA updates and instructions. Also make sure your children access the portal on a daily basis, as all significant homework, assignments, material covered, projects, quizzes and worksheets will be posted there.

Parents and students can also share their doubt and send their questions directly to the teacher using the Portal iCampus Communicator feature.

2. Key Personnel (via phone calls/emails)

We have assigned a response team that can answer your questions/doubts. The team consists of:

- Head of Sections (HOSs)
- Section Supervisors
- Social workers
- Students' affairs Officers.

You will be referred to the right department and/or person based on your inquiry.

The contact details for the above persons are as follows:

• Students' affairs:

| Position | Staff Name | Contact Details |
|---------------------------|------------|---|
| Students' affairs officer | Ms. Asmaa | 050-3366613 Asmaa.azab@fischools.com |

• KG section:

| Position | Staff Name | Contact Details |
|--------------------|-------------|---|
| HOS | Ms. Amire | Amire.raath@fischools.com |
| Section Supervisor | Ms. Soumaya | 050-3430308 Soumaya.elkharrim@fischools.com |

- **Elementary Section:**

| Position | Staff Name | Contact Details |
|----------------------------|------------|--|
| HOS | Ms. Vania | Vania.robert@fischools.com |
| Grades (1-3) Supervisor | Ms. Dania | 056-2890975 Dania.louay@fischools.com |
| Grades (4) Supervisor | Ms. Mona | 054-3334706 Mona.boumazoued@fischools.com |
| Grades (5) Supervisor | Ms. Fatima | WhatsApp 0096892813631 Fatima.almandthre@fischools.com |
| Social Worker | Ms. Jamila | 050-5433074 Jamila.alcharifi@fischools.com |

- **Girls Section:**

| Position | Staff Name | Contact Details |
|--------------------------------|------------|---|
| HOS | Ms. Nadine | vp@fischools.com |
| Grades (6 -9) Supervisor | Ms. Samah | 052-1332939 Samah.megahed@fischools.com |
| Grades (10 – 12) Supervisor | Ms. Salama | 050-9277662 Salama.aldhaheri@fischools.com |
| Social Worker | Ms. Dareen | 050-3359696 Dareen.gha@fischools.com |

- **Boys Section:**

| Position | Staff Name | Contact No. |
|-------------------------------|-------------|---|
| HOS | Ms. Nadine | VP@fischools.com |
| Grades (6 -8) Supervisor | Mr. Natheer | 056-9296920 Natheer.fakhore@fischools.com |
| Grades (9 - 12) Supervisor | Mr. Zaher | 050-3355234 Zaher.kashoush@fischools.com |
| Grades (6 – 8) Social Worker | Ms. Muna | 055-9688333 Muna.alshamsi@fischools.com |
| Grades (9 – 12) Social Worker | Mr. Hikmat | 055-3948092 Hikmat.monzer@fischools.com |

3. Emails & SMSs:

The school relies heavily on emails and messages as a major correspondence method to communicate with valued parents. If you are not receiving messages or emails, please see the registrar to check your contact information. The school will not be able to contact you if the provided information is incorrect or has been changed without notifying the school. On emergencies, we need to reach you out on time; so, your cooperation is of great importance in this regard.

4. Parents-Teachers Conference (PTC):

The school provides appropriate opportunities for parents to communicate with teachers through Schoology platform during Distance Learning Mode. These meetings are planned and announced on the school academic calendar.

FIA parents – teachers conferences are organized 4 times during the academic year, with two conferences for each semester, after Test (1) and before the final of the semester.

We expect respectable parents to show eagerness in attending these meetings to be informed about the behavioral and academic progress of their children. On our turn, FIA is eagerly interested in holding these meetings, especially before the exam periods so that the parents are informed of the teachers' remarks on the students and what the students' needs to achieve their learning objectives. PTC is one of the most integral channels of communication in FIA.

5. Schoology

Schoology is a web-based Learning Management System (LMS) where teachers can create assessments and track student's progress via Schoology built-in gradebook.

Our teachers employ this online service to post home assignments and online assessments. Besides, school administrators, club advisors, social workers, and counselors may use this platform to post announcements.

Schoology allows parents to communicate with teachers by sending and receiving messages related to the students' performance.

We firmly believe that when a successful communication occurs, parents become more engaged and involved in student's progress and school wide events. Strong parent-teacher's communication improves our student's academic performance and caters a great feeling of community.