

GIIS-AD-Policy-26-27-031

Modes of Parent Communication

Last Review	March 2026
Revised on	8 March 2026
Reviewed by	Principal, Vice Principal, SLT, Registrar , GCO Team
Next Review	April 2027

1. PURPOSE

This procedure describes the process of handling parent communication regarding all academic matters. The objective is to gather feedback from parents on the academic related matters and to update parents on the academic progress of their children.

2. SCOPE

This procedure applies to all parents'/ teachers' communication related to academic matters of GIIS students. The communication shall be coordinated by the Principal/ Vice Principal.

3. RESPONSIBILITIES

The relevant level coordinator/ HOD shall coordinate all parents' communication activities in consultation with the Principal/ Vice Principal. Whenever deemed necessary, parent meetings with Principal/ Vice Principal shall be arranged.

Teachers are primarily responsible for collecting evidence of test results and students work and establish effective communication with the parents.

4. PROCEDURE

4.1. Parent Communications

Teachers shall be made aware of and practise respect towards the diversity of cultural backgrounds and social expectations of the student/ parents. They shall endeavour to guide and enlighten parents in their perception of educational matters and social development of students under their care. Parents should always be greeted courteously, and teachers shall exercise tact when dealing with parents over any issue. If the students' social behaviour is inappropriate, the teacher shall follow the procedures as listed in GIIS-SMGT-05-Control of Non-Conformance and Handling Customer Complaints. Counselling may be arranged in consultation with parents.

Parents shall be kept informed of students' academic and non-academic activities via myGIIS, Parent-Teacher Meetings (PTM), letters, student performance profile, circulars, notes in the Students Diary as well as personal meetings.

4.1.1 Personal Meetings/ PTM

Regular PTMs shall be arranged proactively by the campus to update parents on academic matters. These may be conducted online or in-Person Parents shall be encouraged to meet teachers only by prior appointment at the designated venue and time. Parents shall be required to get an appointment with the respective teacher through myGIIS/ Principals office prior to meeting with him/ her.

4.1.2 Student Performance Profile

The students' academic progress is communicated to the parents periodically via the "Student Performance Profile" in myGIIS. This profile shall be kept up to date.

4.1.3 myGIIS

The School Intranet (myGIIS) is used extensively by teachers, administrators, students and their parents for most of the communications.

4.1.4 Notes in Student Diary/ Google Classroom

When required, the student diary/ google classroom may be used by the teacher to communicate with the parents and vice versa.

4.1.5 Use of Technology for prompt communication

Technology to manage feedback and communication with parents and students in in the process of being implemented for academic matters in stages across GIIS campuses.

Policy Content

4.1.6 Circulars

Circulars (e-circulars/ hard copy) shall be sent to the students before any particular event through the intranet/ hard copy as required and appropriate. Such events may include:

- a. Public Holidays/ changes in holidays/ events
- b. School & class events and activities
- C. Announcement of special programmes, field trips or courses

The Principal/ Vice Principal shall monitor the calendar of events to ensure the timely distribution of circulars. The circulars shall be given to the relevant teachers/ staff who shall distribute them to the students/ parents.

5. RISKS AND OPPORTUNITIES

The Principal/ HOD/ Coordinators/ Teachers will consider risks and opportunities connected to this process and put in place action plans to mitigate any risk arising from the process based on

risk register/ scale , Severity, Probability and Duration of Detection (SSPD)/ any other document related to risks for the relevant process maintained by the campus.

6. OUTPUTS/ REFERENCES

- a. Student Performance Profile
- b. Communication records (e-mails) in myGIIS
- c. Circulars - sample (as applicable)
- d. Sample Student Diary/ Google classroom with a note to parent where available



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