

## Parent-Staff Communication Guidelines

### 1. Guiding principles of communication

- a) Place students' learning and well-being at centre of communication focus
- b) Minimise disruption to teachers' teaching and other school duties
- c) Respect teachers' rest time outside of school operating hours (7:30 a.m. – 5:30 p.m. weekdays)
- d) Use respectful language (Think of role-modelling for our students)

### 2. Standard (default) modes of communication with teachers:

- a) By e-mail to teacher's ICON e-mail address (with domain name **@moe.edu.sg**) – parent can expect an acknowledgement to his/her e-mail by the next workday under normal circumstances
  - b) Contact School General Office at 6466 7705 to leave a message for the teacher
3. Parents understand that teachers are not obliged to share their personal telephone numbers.
4. If **mutually consented** between teacher and parent, other modes of communication with the teacher, preferably during acceptable communication hours of 7:30 a.m. – 7:30 p.m. on weekdays, may be by:
- a) Phone messaging
  - b) Telephone call by appointment
  - c) Face-to-face meeting by appointment
  - d) Virtual meeting by appointment
5. Emergency communication to teacher can be made to the School General Office telephone line, or other mutually consented modes as arranged with the Form Teacher.
6. Preferred line of communication with teachers:
- a) Always contact the Form Teachers (or as directed by FT to contact Subject Teachers, Para-Educators or other staff)
  - b) If matters need to be escalated, contact the respective Year Heads or HOD.