



**THE CENTRAL SCHOOL
DUBAI**



COMMUNITY & PARENTAL ENGAGEMENT POLICY

2025 - 2026

Policy:	Community & Parental Engagement Policy
Rationale:	The Central School recognizes that the responsibility for the education of its students is shared by both the school as well as by parents. Research clearly demonstrates that parental engagement ensures student success. Parental participation acts as a conduit between home and school and enriches students learning experiences. Learning does not begin and end at school but continues at home. TCS is committed to students realizing and reaching their potential and parents have an important role to play in this. Parents can support their children to be the best they can be.
Roles of Responsibility	Parents, Students, SLT, School administration, teachers, Student Counsellor, Student Welfare Officer

Policy Statement

- The school recognizes the importance of a meaningful relationship between the school and parents that encourages open and honest communication between the two.
- TCS will help parents to understand how they can support their child’s progress and achievement and will help parents to understand the educational processes and the curriculum.
- TCS has recognized three ways in which parents can help their child to achieve at school.
 - (1) Support with study at home
 - (2) Organize and monitor the student's time,
 - (3) Discuss the student’s day at school.

Parent-School Agreement:

All parents are required to sign a parent-school agreement prior to their child’s enrollment in the school and annually upon re-enrollment.

- The agreement shall outline the obligations of each party and require parents to accept the full set of school policies.
- The agreement shall include a code of conduct for parents when interacting with the school community, and an acknowledgment of the Student Code of Conduct that parents are expected to ensure their children adhere to.
- The code of conduct shall be aligned with KHDA Values and Ethics Policy, Student Behavior Policy, Child Protection Policy.

Parent code of conduct:

1. Respect the vision, mission, and value statements of the school and its learning environment.
2. Treat members of the entire school community including students, staff (including security guards, cleaners, etc.), parents, in a professional and respectful manner and maintain relationships in the best interest of students.
3. Acknowledge that the education and wellbeing of each child whilst in school is a joint responsibility based on a positive school-to-home relationship between the school and the parent and that they will commit to their responsibilities (e.g., ensure their children engage in home learning, get adequate sleep, consume healthy foods, engage in physical activity).
4. Set a good example with regard to speech and behavior and a willingness to resolve concerns in a professional manner whether verbal or written (e.g., not raising one's tone of voice or using offensive language).
5. Refrain from posting culturally inconsiderate or defamatory content about parents, students, or staff of the school on social media as per the *KHDA and School Policy*.
6. Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any disputes.
7. Correct their own child's behavior, where it could lead to conflict/ unsafe conduct or limit the ability of other children to learn.
8. Commit to and be respectful of the school's general policies and whilst on school premises and behave and dress in a manner that is respectful of UAE national identity and cultural values and its current legislation.
9. Strive to achieve and maintain excellent daily attendance and punctuality of their child, including not taking holidays outside of official school breaks, following up on their child's academic performance, and being respectful of arrival and pick-up timings.
10. Respond to teacher requests to attend parent/teacher meetings as invited and maintain frequent positive communication to benefit their child's growth and steady progress.
11. Cooperate with the school's recommendations for additional learning support, in instances where the school deems learning support is necessary for their child's educational progress and development.
12. Should the above minimum requirements be disrespected or ignored, at the discretion of the school, parents may be asked to leave the school premises or be denied access.

Grievance Redressal: Parents wishing to raise a formal concern should follow the school's escalation matrix:

(1) Class Teacher → (2) Supervisor/HoS → (3) Principal → (4) School Governing Board/KHDA.

Parent engagement:

1. Engaging parents in the child's learning

- TCS shall promote parent engagement in the learning and development of their children by facilitating access to information, staff, resources, and support.
- Interaction and Communication with Staff: Schools shall enable courteous, respectful, and professional parent-staff interactions and communication channels.
- Grant parents direct access to their child's teacher(s) to follow up on their child's progress.
- TCS shall grant parents access to staff who are planning for or providing additional support for their child (e.g., Head of Inclusion, Counselor, Special Educator).

- TCS shall emphasize that parents are to abide by the school's code of conduct for parents and interact courteously and respectfully with all staff.

Engaging Parents in Their Child's Wellbeing:

TCS shall promote awareness of their wellbeing strategy and associated wellbeing policies to parents. Parents shall also be given the opportunity to provide feedback on improving their child's wellbeing at school by participating in parental wellbeing surveys

Healthy Eating and Food Safety: TCS shall encourage parents to pack healthy and balanced meals and snacks for their child, using sustainable practices, and inform them of food restrictions and foods to avoid bringing to school, particularly during events where food is shared. Schools shall inform parents of any food-related concerns for their child on the same day that the concern was noticed and require them to submit information regarding their child's food allergies

Inclusive Provision for Students: TCS shall inform parents of their inclusive admissions processes, requests for clinical assessment reports, inabilities to accommodate students (if applicable), and provide regular progress updates on their child's learning, and engage parents in decision-making related to any modified curriculum pathways that may affect equivalency requirements.

Extracurricular Activities (ECAs): TCS shall encourage parents to support their child's participation in extracurricular activities. School shall equally encourage parents to volunteer to lead or assist ECAs

Digital Practices: TCS shall engage parents in supporting their child's digital learning and monitoring digital device usage outside of school hours to ensure safety, shall communicate to parents responsible digital usage policies for students including what is permitted/ prohibited to do on the school's premises, network, and systems.

Photos / Videos of the students: TCS shall only take photographs and/or video recordings of students after obtaining written consent from parents.

Immunization: TCS shall allow access to Dubai Health Authority (DHA)- appointed health providers and facilitate their task of conducting the school-based immunization program for students and their parents in line with DHA guidelines

Provision of Emergency Medical Services: In the event of an emergency and absence of parental consent, the school nurse shall inform parents of the requirement for intervention and take necessary measures to ensure the student's wellbeing,

Weight Limits of School Bags: Schools shall inform parents, with regular reminders, to adhere to maximum weight limits for students' school bags.

Parent Involvement and Notification:

Visits to School: Schools shall provide opportunities for parents to visit the school and meet the principal, teachers, and other staff. Schools shall conduct at least one open day event per year where parents can visit their child's learning spaces (e.g., classroom, other facilities).

Volunteering: Schools shall encourage parent volunteering and inform them of the requirements

Participation in School Events: Schools shall actively promote parent attendance (e.g., as spectators or volunteers) at school events (e.g., UAE's National Day celebration, graduation ceremonies, sports competitions)

Governance: TCS shall have a Governing Board that includes at least one parent representative. Parent members are expected to represent the interests of the parent body and not their own personal interests or the specific interests of their child(ren).

Parent Council: TCS shall establish a parent committee to represent the parent community and liaison between parents and schools and that is responsible for parents' involvement in school).

Support to Parent Council:

Student Protection: TCS shall inform parents of their duty of care in the protection of students. Sudden unexplained withdrawal of a student from school may be reported as a maltreatment concern. Schools shall conduct related orientation sessions to ensure parent awareness regarding student protection also notify parents of all relevant requirements to safeguard students and the school such as the issuance of permanent school ids, authorizations for unaccompanied arrival/departure notifications, pre-registration of guests for school events, protocols to inform the school of changes to pick-up arrangements, and other requirements as per the school policy.

School Calendar: TCS shall share the school calendar with parents once it has been approved by KHDA

Transportation: Schools shall inform parents about its bus services and communicate parent obligations and associated information regarding drop off and pick-up protocols and authorized persons, parking, use of non-school bus transportation (scooters, bicycles, etc.), consent required, and other requirements as per the school policy.

Inclusion: School shall ensure equitable access for parents of students with additional learning needs and parents who are people of determination to be actively involved in school life.

Means of communication:

1. **School Website:** For sharing important information, educational resources for students and informing the developments.
2. **School Diary App:** For sharing news, circulars, instructions to students
3. **Class Dojo (KG) & Google Class Room:** Day to Day communication between teachers and parents, sharing resources and instructional help to students, implemented in KG, Primary and secondary Classes
4. **Circulars:** For informing parents and students on specific, important matters.
5. **Newsletters:** Generally designed and developed every month, highlights on the happenings at the school, shared with the parents through the website.
6. **SMS Messages:** Messages are sent on Mobile Phones in case of Emergency and this is used to communicate short but important messages.
7. **WhatsApp Messages:** Messages are sent to specific target groups by the class teachers.
Facebook Page / other social media: For informing the parents and the general public about the happenings in the school
8. **Open Days/ SLC (Student-Led Conference):** At least 4 to 5 Open Days/SLC are there in an Academic Year. This is an opportunity for parents to meet the teachers of their children and to have a One-to-One discussion on their learning development.
9. **Meeting Teachers with Prior Appointment:** Parents have been informed on the procedure of meeting teachers, supervisors and or HoS and the Principal. They can leave the message and/or their concerns at the Reception/ Happiness Desk or through mail request to Supervisors. In case of an emergency, the meeting is arranged at once, else parents are allocated time to meet the concerned.

Additional means of communication introduced

1. A Mobile App is introduced for effective communication between parents, teachers, students and academic administration.
2. Circulars are sent to parents over e-mail through the Mobile App /School portal / Whatsapp.
3. Newsletters are sent at the end of every month to the parents' registered e-mails, uploaded onto the website and shared among a large community.
4. Class Dojo in KG and Primary Levels (Instructions and learning resources shared) and Google Class platform in secondary grades.

Review Of The Policy

Reviewed by	Senior Leadership Team	Reviewed & Approved	
Review Date	October 2025	Next Review Date	April 2026
Approved by	Principal	(Signature of the Principal)	Reviewed & Approved



