

Communications Policy

AIM To provide a framework for effective communication between parents, Edu-centre Directors, *Edu-web task team and Wingu Academy.

*The Edu-web task teams are parent volunteers involved in supporting the Edu-centre Head with communications relating to non-educational issues, as well as the coordination of Edu-centre events and extra-curricular activities.

OBJECTIVES

- To ensure that all understand the procedure for communicating issues that could affect students at the Edu-centre.
- Clarify where responsibilities lie in terms of Wingu communications verses Edu-centre communications.
- Highlight where to find important Edu-centre information and communications.

WHAT COMMUNICATION IS TO THE EDU-CENTRE

To our value-aligned Edu-centre good communication is much more than simply the exchange of information. It is through effective and interactive communication we remain true to our values.

We value your questioning, participation and sharing of ideas, it supports our growth strategy for innovation and excellence. As such we have an open-door policy and you can communicate with any three of the Edu-centre directors at any time, during office hours.

We should also remember the importance of our values during the process of communication, namely our actions should always be made with the intention of being: kind, inclusive, wise, respectful, responsible, honest and brave.

Remember how we communicate about the Edu-centre impacts our reputation and is a reflection of our behaviour as a value-aligned Edu-centre.

The lines of communication at the Edu-centre work in several directions:

1. from the Edu-centre to the parents
2. from the parents to the Edu-centre
3. from Wingu to parents

4. from parents to Wingu Academy
5. from parent to parents (Please be aware of the POPI act)

1. From the Edu-centre to the parents

Information	Means of communication	Who
Edu- Centre policies and procedures Updates of policies and procedures	Edu-centre web page WhatsApp Admin only	Directors Directors
Term dates	Edu-centre web page	Edu-centre Head
Edu-centre daily opening and closing times	Edu-centre web page	Directors
Deviations thereof	WhatsApp Admin only	Edu-centre Head
Financial information Fee structure Payments and invoicing	Edu-centre web page Private-mail	Directors Edu-centre Head
Children’s behaviours Immediate behavioural issues Homework requirements Values-aligned Edu-centre report Special achievement awards Badges received	Private telephone call Daily Homework diary Termly private e-mail Weekly values stamp book Dojo notification	Edu-centre Head Edu-centre Head Edu-centre Head Edu-centre Head Edu-centre Head
Edu-centre outings	Edu-web WhatsApp	Edu-web task team Edu-centre Head
Extra mural activities	Edu-web WhatsApp	Edu-web task team
Edu-centre socials	Edu-web WhatsApp	Edu-web task team Edu-centre Head
Edu-centre parent participation group meetings -3 per year	WhatsApp Admin only	Directors
Edu-centre parent & Edu-centre Head -one-on-one termly meetings	Edu-centre website - parents to book appointments on Edu-centre ‘calendar of events’ page Confirmed by private e-mail to parents	Directors Edu-centre Head
Technical Issues/developments/upgrad	WhatsApp Admin only	Directors

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2. From the parents to the Edu-centre

Private child related queries	Private e-mail Private WhatsApp	Edu-centre Head
General question where other parents could help/provide insight	Edu-web WhatsApp	Parents
Daily Edu-centre educational coursework/homework	Homework diary	Parents

3. From Wingu to parents

Parent meetings	Private parent e-mail invites	Wingu
Wingu policies and procedures	Wingu Website	Wingu
Subject reports	Parent/child's private e-mails	Wingu
Wingu socials	Child's private e-mail/Moodle	Wingu
Moodle updates	Parents private e-mail/Moodle	Wingu
Running total of marks/feedback on homework, time spent per subject on Moodle etc.	Moodle - use parental log in	Wingu
Social clubs	Moodle/parent/child's private e-mails	Wingu
Moodle Upgrades	Moodle/parent/child's private e-mails	Wingu

*Please note that Wingu communications will not be repeated via Edu-centre communication channels, so it is important that parents and students regularly check and read their Wingu communications.

4. From parents to Wingu

Subject teacher specific	E-mail Edu-centre Head	Parent or Edu-
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feedback/queries	<p>to follow up on your behalf, or contact your relevant stage head: Stage 1-6 - Beatrice Pretorius beatrice@wingu-academy.com Stage 7-9 - Samantha Vosloo samantha@wingu-academy.com IGCSE - Christie Wooding christie@wingu-academy.com</p> <p>If you e-mail direct, where appropriate, cc in Edu-centre Head.</p>	centre Head
Technical issues while working away from Edu-centre	<p>E-mail support@wingu-academy.com Raise a support request using the Moodle WhatsApp Mo, our support contact, 068 477 4711</p>	Parent

5. From parent to parents

All Edu-centre communications/chat, or child friendly information relating to the well being of the children at the Edu-centre.	Edu-web WhatsApp	Parents
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