



Community and Parental Engagement Policy

POLICY FOR	Community and Parental Engagement Policy
PERSON RESPONSIBLE	Heads of Pastoral Care/PRE
REVIEW DATE	January 2026
REVIEWED BY	Pastoral Team/ PRE
APPROVED DATE	January 2026
APPROVED BY	ELT
DATE OF NEXT REVIEW	January 2027
RELATED POLICIES	Teaching and Learning Policy- Curriculum Overview Policy- Safeguarding Policy- Inclusion Policy, Wellbeing Policy, TWS Rewards and Sanction Policy

Executive Principal / CEO and Brand



Ambassador for GEMS Westminster School

1. Introduction

The Westminster School Dubai recognises that effective education is built on a strong partnership between the school, parents, students, and the wider community. Meaningful parental engagement enhances student achievement, wellbeing, and personal development.

Aligned with the **GEMS Parental Engagement Policy**, this policy establishes clear structures for communication, collaboration, and involvement, ensuring parents are informed, valued, and empowered as partners in their child's learning journey. It reflects the school's commitment to the GEMS values of **Care, Always Learning, Excellence, and One Team**, and supports the development of confident, responsible, and globally minded learners.

2. Roles and Responsibilities

2.1 School Leadership and Staff

- The **Principal and Senior Leadership Team (SLT)** are responsible for overseeing and monitoring parental engagement practices, ensuring alignment with the GEMS Educational Model and school priorities.
- **Teaching, pastoral, and all staff** are responsible for maintaining regular, respectful, and timely communication with parents, sharing updates on student progress, wellbeing, and school initiatives.
- Form tutors, pastoral and academic staff support and encourage parent engagement, sharing information, inviting participation, responding to communications or concerns, and cooperating with the school PRE (Parent Relations Executive).
- **Pastoral, wellbeing, and inclusion teams** ensures that the engagement practices are inclusive and accessible, providing additional support to families where required, including those requiring additional support or from diverse backgrounds.

2.2 Parents and Guardians

- Parents and guardians are expected to actively engage with school communications and attend meetings or events where possible.

- They should support their child’s learning, wellbeing, and behaviour, and collaborate constructively with school staff.
- Feedback, concerns, or suggestions should be shared through official school channels.
- Where applicable, contribute as volunteers, resources, or support in school initiatives, events, and community-building activities - respecting guidelines, safeguarding requirements, and school policies.

3. Scheduled Parental Engagement

The Westminster School Dubai provides structured opportunities for parental engagement, including:

- **Orientation and Welcome Sessions** for new and existing families, including issuance of a Parent Handbook outlining key policies, expectations, and communication channels.
- **Parent-Teacher Meetings / Parent Consultations Days** held termly to discuss academic progress, wellbeing, social development, and co-curricular involvement.
- **Parental Engagement Days** (at least annually), allowing parents insight into school life and learning practices.
- **Parent Workshops and Information Sessions** (termly), focusing on curriculum, transitions between key stages, wellbeing, digital safety, safeguarding and learning support.
- **Showcases of Student Learning** through exhibitions, performances, and celebrations of achievement.
- **School Events and Community Activities**, such as cultural celebrations, social gatherings, sports days, fairs, open days to build community spirit, promote inclusion, collaboration, and school spirit.

4. Proactive and Positive Communication

The school is committed to proactive, positive, and transparent communication by:

- Ensuring communication goes beyond concerns or issues and includes regular positive feedback on student effort, progress, and achievements throughout the academic year.

- Contacting parents promptly when there are significant changes in a student’s academic performance, behaviour, or wellbeing.
- Encouraging solution-focused conversations that support student growth and shared responsibility.
- Maintaining clear and consistent communication rhythms through the school’s official communication platforms.
- Provide a comprehensive Parent Handbook outlining expectations, support structures, and key policies to ensure a seamless school-home partnership. Each parent receives a soft copy of the handbook at the beginning of the academic year.

5. Report Cards and Parent Meetings

- **Report cards** are issued at least three times per academic year from FS 1 to Year 10 and at least twice for Year 11 to 13, providing personalised comments on progress, effort, achievement, attendance, and next steps.
- A minimum of **three parent-teacher meetings** are scheduled annually.
- Meetings focus on strengths, progress, and areas for development, offering practical strategies for home support.
- Parents are offered **in-person or virtual meeting options**, with flexibility to support working families.
- For students with **Individual Education Plans (IEPs)**, meetings take place every half-term.

6. Making the Curriculum Transparent

To strengthen home–school partnership in learning, the school:

- Shares **curriculum guides** outlining topics and learning objectives each term.
- Provides **assessment calendars** detailing key assessments, formats, and expectations.
- Ensures clarity around **home learning**, assignments, deadlines, and success criteria via digital platforms.

- Uses secure learning platforms to celebrate student learning and shares class updates, accessible only to relevant parents.

7. WhatsApp Groups and Digital Platforms

- Official **school-managed Parent Council WhatsApp groups** are used for reminders, updates, and urgent notifications. These groups will be **one-way and monitored** to prevent misinformation.
- The school maintains a **secure parent portal** providing access to attendance, grades, reports, announcements, student achievement points and school calendars.
- Digital platforms are reviewed regularly to ensure they are effective, informative, and user-friendly including the school's website and social media accounts such as Instagram, Facebook, Twitter, LinkedIn and YouTube (used for live coverage of events where parents are not able to be physically present in school).

8. Parental Feedback and Continuous Improvement

The Westminster School Dubai values parent voice by :

- Maintaining structured feedback channels, including **surveys**, online forms, suggestion boxes, and direct email communication.
- Organising **parent consultation sessions**, such as coffee mornings, open forums, and community discussions.
- Conducting termly **Parent Council** meetings with members of the parent community acting as parent representatives to address concerns and evaluate engagement strategies.
- Recording, reviewing, and acting on feedback systematically, sharing summarised outcomes with the parent community to ensure transparency and continuous improvement.

9. Professional Development for Staff

- Staff receives ongoing professional development in effective communication, cultural sensitivity, and digital engagement.
- Training includes strategies for constructive parental engagement and handling sensitive conversations professionally.
- School leadership ensures staff members are supported to maintain high standards of partnership with parents.

10. Safeguarding and Conduct Expectations

As part of our community partnership, all participants - staff, parents, volunteers, community members – are expected to uphold the school's code of conduct:

- Treat all members of the school community with respect, courtesy, and professionalism.
- Use official and appropriate channels for communication, feedback or grievances, rather than informal or public/social-media platforms.
- Volunteers or community contributors must comply with safeguarding requirements, school rules, and supervision protocols.
- The school reserves the right to intervene, restrict or withdraw engagement privileges if behaviour is unacceptable, threatening, or violates school policies.

11. Confidentiality

- All communication and engagement practices comply with **data protection regulations** and school policies.
- Staff must exercise discretion and maintain confidentiality regarding student and family information.
- Digital and written communications are managed securely to protect privacy.

12. Policy Endorsement and Acceptance

This policy, formally approved by the School Leadership Team, is effective from the date of publication. All staff, parents, and community stakeholders are expected to understand and



adhere to the principles and guidelines herein.