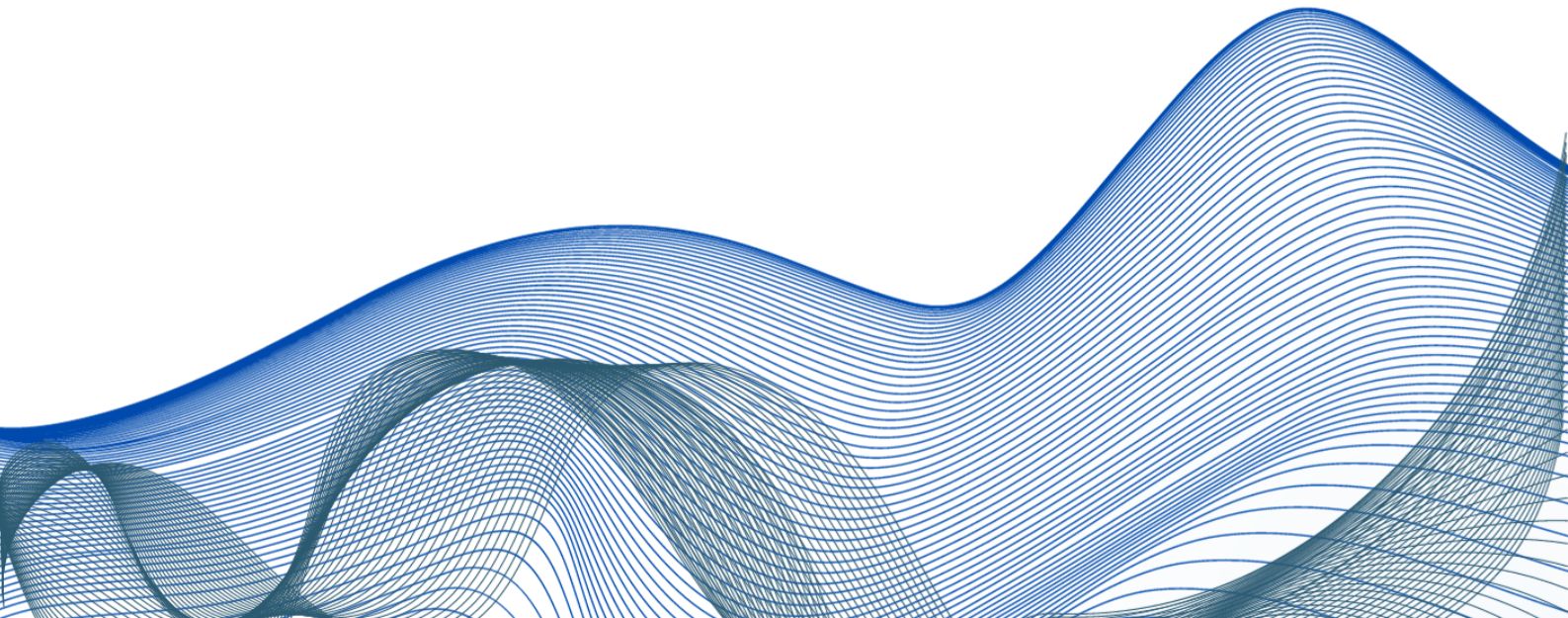




WhatsApp Group Communication Policy

Updated October 2023

Muslim Education Centre



1. Overview

This WhatsApp Group Policy has been established to regulate the use of WhatsApp groups created for communication between parents and teachers. These groups serve as essential platforms to facilitate effective communication between parents and teachers regarding matters concerning students' education and school-related activities.

2. Aims & Objectives

- To ensure transparent and respectful communication between parents and teachers.
- To safeguard the privacy and confidentiality of all group members.
- To provide a clear framework for addressing concerns, complaints, and emergencies.
- To maintain a productive and focused environment within the WhatsApp groups.
- To encourage active participation from all parents for the benefit of their child's education.

3. Policy outline

3.1 Confidentiality and Privacy:

- Parents are strictly prohibited from sharing other parents' contact information without their explicit consent.
- All messages shared within the WhatsApp group are to remain confidential and should not be shared outside the group.

3.2 Teacher-Parent Communication:

- Parents should not initiate direct contact with teachers themselves. They may only contact teachers if the teacher has initiated prior contact.
- Where contact has been initiated by a teacher, the teacher is under no obligation to reply to messages in a timely manner.

3.3 Complaints:

- Any complaints about madrasah-related matters should be communicated through official channels. This includes contacting the madrasah office via phone or sending an email to the designated madrasah email address.
- Concerns regarding a child's progress can be discussed with the class teacher.

3.4 Meetings with Teachers:

- Meetings with teachers should be organised through the madrasah office. Parents should not contact teachers directly to arrange meetings.

3.5 Contact Hours:

- ❑ Parents are discouraged from contacting teachers outside of regular class hours unless the teacher has initiated the conversation or in case of an urgent matter related to the student's well-being.

3.6 Group Moderation:

- ❑ The WhatsApp group will be moderated by designated staff members who have the authority to enforce these rules and remove members if necessary.

3.7 Group Etiquette:

- ❑ Parents are expected to use polite and respectful language and tone when interacting within the group and with teachers.
- ❑ Inappropriate or impolite messages directed at teachers will not be accepted. Depending on the seriousness of the issue, and at the discretion of the management, such communication may lead to the student's expulsion from the madrasah.

3.8 Frequency of Messages:

- ❑ Admins and teachers are only allowed to post messages in the group. Where deemed necessary, the group may be opened to allow parents to post messages. In such situations, parents are requested to refrain from sending an excessive number of messages in a short period to prevent overwhelming the group.
- ❑ Messages sent by parents must be madrasah related.

3.9 Emergencies, lates & absences:

- ❑ In case of urgent issues related to a child's safety or well-being, parents must contact the madrasah office and NOT the class teacher.
- ❑ For lates and absences, parents must inform the madrasah office. Informing the class teacher will not suffice and may result in absences or lates being marked as 'unauthorised'.

3.10 Data Privacy:

- ❑ Personal data shared within the group should adhere to data privacy regulations, and sensitive personal information should not be shared in messages.

3.11 Inclusion:

- ❑ Parents are required to be part of the WhatsApp group as a compulsory communication method.

5. Closing Statement

By participating in these WhatsApp groups, parents acknowledge their understanding of and agreement to abide by these guidelines. Failure to adhere to these rules may result in

removal from the group and further action as deemed necessary by the madrasah administration.

This policy is subject to review and revision as needed to ensure its effectiveness in maintaining a respectful and productive communication platform for parents and teachers.