



# PARENT ENGAGEMENT POLICY

Draft Revision Date:	01 October 2024
Approved by Board of Trustees:	
Indicative Review Date:	01 October 2025





## **Introduction:**

At Pinnacle American School, we recognize the crucial role parents play in shaping their children's educational journeys. Parents provide the essential support, resources, and emotional foundation necessary for their child's growth. Building a strong partnership between parents, the school, and teachers is fundamental to creating a holistic learning environment. This policy establishes a framework for fostering a collaborative and inclusive setting where parents are actively engaged in their child's education and the broader school community.

## **Purpose and Objectives:**

This policy aims to ensure that our school promotes active parent engagement, recognizing parents as both home educators and valued members of our school community.

- **Set Clear Expectations** — Define Pinnacle American School's expectations for parent involvement.
- **Provide Guiding Documents** — Outline the requirements for the parent-school agreements and the Parent Handbook.
- **Support Children's Growth** — Detail parents' roles in supporting their child's learning, development, and wellbeing, while also encouraging them to participate in school activities.
- **Promote Open Communication** — Encourage open, transparent communication between the school and parents, fostering meaningful engagement in their children's education.

**Scope and Compliance** This policy applies to all parents/guardians of students enrolled at Pinnacle American School. This policy is effective from Academic Year (AY) 2024/25.

Pinnacle American School commits to achieving full compliance with the Abu Dhabi Department of Education and Knowledge (ADEK) Parent Engagement Policy by the start of AY 2025/26. Non-compliance may result in regulatory intervention as per ADEK regulations.

### **1. Parent-School Agreement**

**1.1 Requirement** All parents/guardians shall sign the Parent-School Agreement prior to their child's enrollment and annually upon re-enrollment. The agreement outlines the obligations of the school and parents and requires parents to accept the full set of school policies.

**1.2 Parent Code of Conduct** Parents are expected to agree to and adhere to the following code of conduct at a minimum:



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 and commit to responsibilities (e.g., home learning support, adequate sleep, healthy diet, 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.
5. Refrain from posting culturally inconsiderate or defamatory content about parents, students, or staff of the school on social media.
6. Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to disputes.
7. Correct their child's behavior where it could lead to conflict/unsafe conduct or limit other children's learning.
8. Behave and dress in a manner that is respectful of UAE national identity and cultural values and its current legislation while on school premises.
9. Strive to achieve and maintain excellent daily attendance and punctuality for their child and avoid taking holidays outside of official school breaks.
10. Respect the school's policy on academic honesty and integrity; refrain from providing false information or unnecessary assistance with schoolwork.
11. Respond to teacher requests to attend parent/teacher meetings and maintain frequent positive communication to benefit their child's development.
12. Cooperate with school recommendations for additional learning support when necessary.
13. Where minimum requirements are disrespected, parents may be asked to leave school premises or be denied access at the school's discretion.

## **2. Parent Handbook**

2.1 Requirement A Parent Handbook will be developed and made available on the school website at the beginning of each academic year. The Parent Handbook shall include, at minimum: • School rules,



policies, and procedures relating to admission, enrollment, tuition fees, uniform, daily schedule, attendance and punctuality, behavior, academics, curriculum, assessment, communication protocols, nutrition, student protection and welfare, and transportation. • A blank copy of the Parent–School Agreement for parents’ reference and completion. • Clear contact details and communication pathways for urgent and non-urgent matters.

### **3. Parent Engagement**

#### **3.1 Engaging Parents in Their Child’s Learning**

1. Interaction and Communication with Staff
2. • Pinnacle ensures courteous, respectful, and professional parent–staff interactions.
3. • Parents have direct access to their child’s teacher(s) to follow up on progress, and to staff involved in additional support provision (e.g., Inclusion Assistant, Counselor, Social Worker).
4. • Teachers and staff will notify parents when necessary to discuss academic or behavioral issues.
5. • Expected staff response time: Teachers and most school staff will respond to routine parent queries within two working days during school hours. For non-routine or complex matters, the school will advise parents of an expected timeline. For urgent matters, parents should use the school’s designated emergency contact channels.
6. • The school will publish alternative emergency contact information for use outside normal staff response times.
7. Student Learning and Progress
8. • The school will share curriculum overviews and expected learning outcomes with parents and provide strategies to support learning at home.
9. • Parents will be involved in planning educational support (e.g., placement decisions, pull-out, push-in support) and the school will obtain parental consent where required.
10. Assessment Guidance
11. • The school will provide guidance to parents on interpreting assessment results and the next learning steps through direct communications, workshops, and training sessions.
12. Curriculum Transfer and Equivalency
13. • Pinnacle will provide guidance to parents considering curriculum changes, highlight implications for continuity and UAE equivalency, and require a signed parent acknowledgment/undertaking where parents choose not to pursue equivalency.
14. Student Performance Reports



15. • Student performance reports will be shared in digital format. Parents will be provided opportunities to meet with teachers at least once every term to discuss progress.
16. Home Learning Support
17. • The school encourages and supports meaningful home-based learning engagement for all students, including students with additional learning needs.

### **3.2 Engaging Parents in Their Child's Wellbeing**

1. Wellbeing • The school will share its wellbeing strategy and associated policies with parents and collect feedback via parental wellbeing surveys.
2. Healthy Eating & Food Safety
  - Parents will be encouraged to pack healthy, balanced meals and the school will communicate food restrictions for events.
  - The school will notify parents on the same day if any food-related concerns or allergy incidents involving their child are observed.
3. Mental Health Awareness
  - The Student Mental Health Policy will be communicated to parents. School counselors and teachers will inform parents of identified counseling needs and the associated consent processes.
  - Counseling confidentiality: Counseling and mental-health related communications will respect confidentiality in accordance with school policy and applicable laws. Parents will be informed about the limits of confidentiality and the process to obtain consent. The school will also inform parents of the implications should parental consent for counseling or related interventions be withheld.
4. Inclusive Provision for Students
  - The school will inform parents about inclusive admissions processes, requests for clinical assessment reports, and any inabilities to accommodate students.
  - The school will provide regular progress updates for students receiving additional support and involve parents in decision-making about modified curriculum pathways affecting equivalency requirements.



- The school will inform parents in writing of any additional fees for support or services that are not part of the school's standard inclusive provision (for example, Individual Assistants or external specialist services), and will explain the reasons and options.

5. Extracurricular Activities (ECAs)

- The school will share the ECA calendar and registration information and encourage parents to volunteer to lead or assist ECAs.

6. Digital Practices

- The school will promote responsible digital usage and guide parents on monitoring their child's device use outside school hours.
- The school will obtain written consent from parents before taking photographs or video recordings of students and maintain records of consent.

7. Sustainable Practices

- The school will inform parents of sustainability strategies and encourage participation in initiatives.

8. Immunization • The school will coordinate with Department of Health (DoH) appointed providers for school-based immunization programs and will notify parents in accordance with DoH guidance.

9. Provision of Emergency Medical Services • In emergencies and if immediate parental consent is not available, the school nurse will take necessary measures to safeguard the child and will inform parents of any interventions as soon as practicable.

10. Weight Limits of School Bags • The school will remind parents regularly to adhere to recommended maximum weight limits for student bags.

3.3 Parent Involvement and Notification

1. Visits to School • The school will provide opportunities for parents to visit and meet the principal, teachers and staff. The school will conduct at least one Open Day each year where parents can visit learning spaces.
2. Volunteering • Volunteer opportunities will be promoted and parents will be informed of requirements for volunteering, including security clearance and training. • All parent volunteers must obtain appropriate security clearance (e.g., via the Private Schools Staff Information System (PASS) or other mandated system) and complete mandatory safeguarding, student protection, and child safety training prior to volunteering on campus.



3. Participation in School Events • The school will actively promote parent attendance at school events such as National Day celebrations, graduation ceremonies, and sports competitions.
4. Governance • The Governing Board will include at least one parent representative with voting rights. Parent representatives shall represent the wider parent community's interests. • The school will establish and support a Parent Council, PTA, or similar body to liaise between parents and the school. • Parent representatives will have the opportunity to participate in the School National Identity Committee to support UAE values and heritage initiatives.
5. Fees • The school will enable parents to pay ADEK-approved school fees in a timely and convenient manner. Fees will not be charged VAT where ADEK policy prohibits it. The school will provide clear information on its response to non-payment or late payment of fees.
6. Inspection Ratings • The school will publish inspection ratings and reports on the school website for parental access.
7. School Records • The school will obtain parent consent before transferring student information to any third party and will make student records available to parents upon request, subject to legal and policy constraints.
8. Student Protection • The school will educate parents about their role in protecting students and will run orientation sessions on reporting concerns. Parents will be informed of indicators that should be reported (e.g., excessive absences, sudden withdrawal) and how to report them. • Parents will be provided with guidance on their responsibilities as mandated reporters for student protection concerns in accordance with ADEK guidance and applicable law.
9. Safeguarding • The school will notify parents of relevant safeguarding requirements such as access passes, authorizations for unaccompanied older students, arrival/departure notifications, guest pre-registration for events, and changes to pick-up arrangements.
10. School Calendar • The school will share the approved school calendar with parents once it has been approved by ADEK.
11. Transportation • The school will inform parents about bus services, pick-up and drop-off protocols, authorized persons, parking, and use of non-school transport options, along with required consents.
12. Inclusion • The school will ensure equitable access and active involvement for parents of students with additional learning needs and parents who are people of determination.



13. School Suspension/Closure • The school will inform parents promptly of any license suspension, closure, or reinstatement decisions and will fulfill legal and contractual commitments including refunding undeserved fees and providing reports and transfer certificates.

### 3.4 Means of Communication

- The school will use a variety of media (e.g., newsletters, telephone calls, SMS, e-mails, letters, internet portals, and meetings) and will consider accessibility needs and parent preferences.
- For emergencies, the school maintains a mass notification system (e.g., SMS, public address, app) to communicate quickly with parents.
- The school will keep records of all written communications with parents in line with records policy.

### 4. Compliance

- This policy is effective from AY 2024/25. Pinnacle American School will ensure full compliance with the ADEK Parent Engagement Policy by AY 2025/26 and understands that failure to comply may result in ADEK action as per its regulations.

### 5. Training and Support

- Training and support will be provided to parents and staff annually through workshops, online resources, and access to expert guidance to support effective implementation of this policy.

### 6. Confidentiality and Privacy

- All school staff will be reminded annually of their obligation to maintain confidentiality and privacy standards through training sessions. Clear guidelines on data protection and confidentiality will be provided in both digital and printed formats.

### 7. Exceptions and Exemptions

- Any exceptions or exemptions to this policy will be considered on a case-by-case basis, documented, and communicated in writing to relevant stakeholders.

### 8. Risk Management & Incident Reporting

- Risk management procedures, incident reporting protocols, and forms will be communicated at the start of each academic year and will be accessible on the school portal.

### 9. Consequences of Non-Compliance

- Consequences for non-compliance with this policy will be outlined in staff and parent communications and are subject to school disciplinary procedures and applicable law.

### 10. Policy Review and Amendments

- This policy will be reviewed periodically. Draft Revision Date: • Approved by Board of Trustees: • Indicative Review Date: