

GEMS Parental Engagement Policy

This policy has been approved for operation within:	ALL GEMS Schools		
Status	Required		
Owner	GEMS Education		
Date effective from	February 1 st 2026	Date of next review	August 2026
Review period	Yearly	Version	1.0

1. Introduction

The GEMS Parental Engagement Policy establishes clear and consistent strategies to foster collaboration, active participation, and meaningful parental involvement in their child's education. By promoting transparency, proactive communication, and flexible engagement opportunities, this policy strengthens the school-parent partnership and supports student success both academically and socially.

GEMS Education is committed to creating an inclusive, informed, and collaborative school community where parents are empowered as key partners in their child's learning journey.

2. Roles and Responsibilities

School principals/CEOs are responsible for monitoring the effectiveness of all parental engagement across the school ensuring it aligns with the GEMS Educational Model and is cohesive, meaningful and timely.

All staff are responsible for ensuring ongoing dialogue and engaging parents through structured communication channels, ensuring timely updates on student progress and school initiatives.

All staff are responsible to respond to parent inquiries in a timely manner in line with this policy.

Parents are responsible for checking school communication platforms regularly and must actively engage with school communications, ensuring they are informed about academic and extracurricular updates.

3. Scheduled Parental Engagement Activities

Parental engagement activities provide parents with valuable insights into school life, opportunities to contribute to student learning, and platforms to celebrate student achievements.

Parental engagement days – At least once annually, allowing parents to observe classroom activities.

Interactive parent workshops – Termly sessions and sharing of useful resources on child development, supporting reading skills, curriculum insights, home learning strategies etc. Additionally, dedicated transition workshops should be held for parents/carers of students moving from one key stage to another, ensuring they understand the academic expectations, developmental changes, and support strategies to facilitate a smooth and successful transition for their child.

Showcase of student learning: At least bi-annually, providing opportunities for showcasing and celebrating student learning (student performances, art exhibitions etc).

Parental participation in learning initiatives – Schools must provide structured opportunities for parents to participate in learning initiatives (guest speaking, volunteering etc).

4. Proactive & Positive Communication

Proactive and positive communication fosters trust, collaboration, and student success by ensuring parents feel informed, valued, and actively involved in their child's education.

Beyond bad news—Schools must ensure communication goes beyond concerns or issues.

Teachers should regularly share positive updates about students' progress, efforts, and achievements.

Those updates should be personalized and should be communicated *at least bi-annually*.

Focus on student effort – Effort, process and strategy should be celebrated to develop a growth mindset among students and create a culture of perseverance and shared responsibility among families

Proactive outreach – Schools should actively communicate with parents when significant changes in a student’s behaviour, performance, or engagement arise, fostering early intervention and collaborative support
This must be communicated in a *time-sensitive manner*

Student handbooks—Each GEMS school must provide a comprehensive student handbook outlining expectations, support structures, and key policies to ensure a seamless school-home partnership
Schools must ensure that parents receive an updated digital or printed version annually

New joiners’ toolkit: To facilitate a smooth transition for new students and families, schools must provide a structured New Joiners’ Toolkit, ensuring they are fully informed and integrated into the school community
The toolkit must include: A welcome guide with key school policies, communication channels, essential contacts and academic expectations

5. Report Cards & Parent Meetings

Report cards must be sent home *at least three times a year* and should include personalized comments outlining progress, achievements, attendance, attitude to learning and next steps

A minimum of three **parent-teacher conferences** or meetings should be scheduled annually
School leadership should provide guidance to teachers to ensure that discussions commence with positive highlights and are focused on student progress, effort, and areas for growth
Conferences should be solutions-oriented, providing actionable strategies for parents to support their child’s learning at home

- For students with **individual learning plans (IEPs)**, meetings should occur every half-term
- Parents should be offered the option of **in-person or virtual meetings**, with **afternoon hours available** for working parents
- Teachers must **document parental feedback**, ensuring concerns and suggestions are addressed and documented for easy access for future reference
- Schools must maintain an **online parent portal for real-time access** to student grades, attendance, and announcements and must ensure timely updates on those portals

6. Making the Curriculum Transparent

Curriculum guides—Schools should provide clear curriculum guides outlining topics/units covered each term
Curriculum guides should be shared via newsletters, the school portal, and/or curriculum information sessions

Assessment timeline—Schools are required to provide parents with termly assessment calendars outlining key assessments, formats, and criteria to help students and parents prepare effectively

Home learning clarity—Parents should have access to online platforms detailing assignments, deadlines, and expectations

Student learning updates—Teachers can use platforms such as Phoenix classroom for posting announcements and reminders and celebrating student learning

Besides whole class announcements, parents and guardians should be given access to their own child’s posts only
The school leadership is responsible for overseeing the effective deployment of these platforms, ensuring they serve as an engaging, informative, and interactive tool that strengthens the home-school connection

7. WhatsApp Groups & Digital Platform

Official school WhatsApp groups should be used for quick updates, reminders, and emergency notifications. These one-way communication groups must be monitored to ensure timely updates and prevent misinformation.

8. Parental Feedback and Continuous Improvement

GEMS schools must establish structured feedback mechanisms to ensure ongoing parental engagement and school improvement.

Schools must actively seek input from parents beyond addressing concerns by implementing formal and informal feedback opportunities. **Mandatory feedback channels:** Schools must maintain multiple channels for parental input, including an online feedback form, suggestion box, and direct email contact for parental concerns and ideas.

Scheduled parent consultation sessions: Schools are required to organize casual engagement opportunities, such as coffee mornings, open forums, and community discussions to create a safe and valued space for parental input.

Focus groups for continuous improvement: Schools must host periodic focus groups with a diverse representation of parents to discuss engagement strategies, identify improvement areas, and align school-parent collaboration efforts with best practices.

All parental feedback must be systematically recorded, reviewed, and acted upon, with summarized findings shared with the parent community, ensuring transparency and continuous improvement in parental engagement strategies.

9. Professional Development for Staff

Staff must receive ongoing training on effective communication, cultural sensitivity, and technology use.

Professional development must include constructive parental engagement strategies and training on handling sensitive conversations.

10. Confidentiality

All communication must adhere to data protection regulations and maintain the confidentiality of student and parent information.

Staff must exercise discretion in all communications, ensuring privacy is upheld.