



THE APPLE INTERNATIONAL SCHOOL, DUBAI

Community and Parental Engagement Policy 2026-2027

Policy Title: Community and Parental Engagement Policy

Policy Owner: Executive Principal

Approved By: Board of Directors / School Governing Body

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1. Purpose

The Apple International School recognises that strong partnerships between the school, parents, families and the wider community are essential to achieving the best possible outcomes for every student.

The purpose of this policy is to establish a clear framework for meaningful, respectful and productive engagement between the school and its community. The school is committed to ensuring that parents are valued as partners in their children's education and that their views, knowledge and contributions help strengthen teaching, learning, wellbeing and the overall development of students.

The policy also promotes positive relationships with the wider community and external organisations, creating opportunities that enrich students' learning experiences and develop their knowledge, skills, values and sense of responsibility.

2. Policy Statement

The Apple International School is committed to:

- Developing positive, respectful and trusting relationships with parents and families.
- Maintaining open, transparent and two-way communication.
- Providing parents with meaningful opportunities to participate in school life.
- Listening to and responding appropriately to parental feedback and concerns.
- Supporting parents in understanding their children's learning, progress, wellbeing and development.
- Promoting active partnerships between home and school.
- Engaging positively with the wider community.
- Developing partnerships with organisations and community stakeholders that enhance students' educational experiences.
- Ensuring that engagement opportunities are inclusive, accessible and respectful of the school's diverse community.
- Evaluating the impact of parental and community engagement on student outcomes and school improvement.

3. Aims and Objectives

The school aims to:

1. Strengthen the partnership between parents, students and staff.
2. Encourage parents to take an active role in supporting learning at home.
3. Ensure parents understand curriculum expectations, assessment, progress and pathways.
4. Provide regular and accessible opportunities for parents to communicate with teachers and school leaders.
5. Create opportunities for parents to contribute their knowledge, skills, expertise and cultural experiences to school life.
6. Encourage community participation in educational, cultural, social and charitable activities.
7. Build partnerships with external organisations that provide meaningful learning and enrichment opportunities.
8. Promote student voice and encourage students to participate in community initiatives.

9. Ensure parental concerns and suggestions are handled fairly, promptly and professionally.
10. Use parental and community feedback as an important source of evidence for school improvement.
11. Promote a strong sense of belonging and shared responsibility across the school community.

4. Principles of Engagement

All parental and community engagement at The Apple International School will be based on the following principles:

4.1 Respect

All members of the school community will be treated with dignity, courtesy and respect.

4.2 Partnership

Parents are recognised as important partners in their children's education. The school will seek to work collaboratively with families rather than simply communicate information to them.

4.3 Two-Way Communication

Communication will provide opportunities for parents to share information, ask questions, provide feedback and contribute to decision-making where appropriate.

4.4 Inclusion

The school will make reasonable efforts to ensure that engagement opportunities are accessible to all families, taking account of language, cultural background, accessibility and individual circumstances.

4.5 Transparency

Information relating to student learning, progress, behaviour, wellbeing, school procedures and significant developments will be communicated clearly and appropriately.

4.6 Student-Centred Approach

Engagement will always prioritise the best interests, safety, wellbeing and educational development of students.

4.7 Confidentiality and Safeguarding

Information relating to individual students and families will be handled confidentially and in accordance with the school's safeguarding, data protection and confidentiality requirements.

4.8 Continuous Improvement

The school will regularly evaluate the effectiveness of its engagement strategies and use feedback and evidence to improve practice.

5. Parent and Family Engagement

The Apple International School will provide a range of opportunities for parents to engage meaningfully with the school.

These may include:

- Parent orientation and induction programmes.
- Parent-teacher meetings.
- Individual meetings with teachers, coordinators and school leaders.
- Curriculum and assessment information sessions.
- Workshops and parent education programmes.

- Student progress discussions.
- Parent information sessions regarding examinations and pathways.
- Wellbeing and pastoral support sessions.
- Careers and higher education events.
- School celebrations and cultural events.
- Sports and extracurricular activities.
- Student exhibitions, performances and presentations.
- Parent volunteering opportunities.
- School trips and educational activities where appropriate.
- Parent focus groups and consultation meetings.
- Parent surveys and feedback opportunities.
- Parent representative or parent advisory groups where established.
- Digital communication and information platforms.

6. Communication with Parents

The school will maintain effective and appropriate communication channels, including:

- School website.
- Parent portal
- Official school communication platforms.
- Email.
- Telephone communication.
- Parent meetings.
- Newsletters and circulars.
- Student reports.
- Parent portals and digital learning platforms.
- School events and information sessions.
- Social media or other official communication channels, where appropriate.

Communication will be:

- Clear and accessible.
- Timely.
- Professional.
- Respectful.
- Age and context appropriate.
- Consistent with school policies and procedures.

Parents are expected to use official communication channels when contacting the school and to communicate respectfully with staff.

7. Parent Participation in Learning

The school will encourage parents to support their children's learning by:

- Encouraging regular attendance and punctuality.
- Support reading and learning at home.
- Monitoring homework and independent learning where appropriate.
- Encouraging healthy study routines.
- Attending parent-teacher meetings.
- Reviewing student progress and reports.
- Discussing learning goals with their children.
- Supporting participation in enrichment and extracurricular activities.
- Communicating relevant information about their child's learning, wellbeing or circumstances to the school.
- Encouraging positive attitudes towards learning and personal responsibility.

The school will provide parents with appropriate guidance and resources to help them support learning effectively without placing unreasonable pressure on students.

8. Parent Voice and Feedback

The Apple International School values the views and experiences of parents and will provide regular opportunities for feedback.

Feedback may be collected through:

- Parent surveys.
- Questionnaires.
- Focus groups.
- Parent meetings.
- Feedback forms.
- Suggestion mechanisms.
- Parent forums.
- Individual meetings.
- Digital feedback platforms.
- Informal feedback received through appropriate school channels.

The school will analyse feedback to identify:

- Strengths.
- Areas requiring improvement.
- Emerging concerns.
- Common themes.
- Opportunities for development.

Where appropriate, the school will communicate actions taken in response to feedback so that parents can see how their views contribute to school improvement.

9. Complaints and Concerns

The school is committed to resolving concerns promptly, fairly and professionally.

Parents are encouraged to raise concerns through the appropriate channels at the earliest opportunity.

The school will:

1. Listen carefully to the concern.
2. Acknowledge the concern appropriately.
3. Investigate matters fairly and objectively.
4. Maintain appropriate confidentiality.
5. Communicate outcomes within reasonable timescales.
6. Identify opportunities for improvement where a concern highlights a systemic issue.
7. School will respond to concerns withing 24-48 hours' time.

All complaints will be managed in accordance with the school's **Complaints and Concerns Policy**.

Parents should not use social media or public platforms to raise individual students, or staff matters before using the school's established procedures.

10. Community Engagement

The Apple International School recognises the important role of the wider community in enriching students' learning and development.

The school will seek appropriate opportunities to engage with(with necessary KHDA approval):

- Local community organisations.
- Charitable organisations.
- Cultural institutions.
- Universities and higher education institutions.
- Businesses and industry partners.
- Professional organisations.
- Government and educational bodies.
- Health and wellbeing organisations.
- Environmental organisations.
- Local and international community groups.

Community partnerships may support:

- Careers education.
- Learning Work-related.
- Student leadership.
- Volunteering.
- Environmental awareness.
- Cultural understanding.
- Entrepreneurship.
- Innovation.

- Academic enrichment.
- Sports and wellbeing.
- Service learning.
- Social responsibility.

All external partnerships must be appropriate, safe, educationally purposeful and consistent with the school's values and safeguarding requirements.

11. Parent Expertise and Community Resources

The school recognises that parents and community members possess valuable knowledge, skills and professional expertise.

Where appropriate, parents and community members may be invited to contribute through:

- Meet-a-Pro sessions
- Guest speaking.
- Career talks.
- Workshops.
- Cultural presentations.
- Professional mentoring.
- Skills demonstrations.
- Reading and literacy activities.
- Entrepreneurship activities.
- Community projects.
- Student enrichment programmes.

Any participation involving students will be appropriately planned, supervised and risk assessed. All such activities are subject to prior approval from KHDA.

12. Cultural and Community Events

The school will provide opportunities for students and families to celebrate and learn about the diverse cultures represented within the school community.

Events may include:

- National celebrations.
- Cultural days.
- International days.
- Heritage activities.
- Religious and cultural awareness programmes, where appropriate.
- Charity and community initiatives.
- Family events.
- Arts and performance events.
- Sports activities.

All activities will be planned sensitively and in accordance with UAE laws, regulations, cultural values and school expectations.

13. Student Voice and Community Responsibility

Students are important members of the school community and will be encouraged to contribute actively to school and community life.

Opportunities may include:

- Student councils.
- Leadership programmes.
- Student surveys.
- Student-led events.
- Community service.
- Charity initiatives.
- Environmental projects.
- Peer support activities.
- Student-led presentations.
- Volunteering.

Students will be encouraged to develop responsibility, leadership, empathy, citizenship and respect for others.

14. Inclusion and Accessibility

The school will seek to ensure that all families have equitable opportunities to engage with the school.

The school will consider:

- Language needs.
- Accessibility requirements.
- Family circumstances.
- Cultural considerations.
- Digital access.
- Timing of meetings and events.
- Appropriate communication methods.

Where reasonably possible, alternative arrangements will be considered when parents are unable to attend meetings or activities in person.

15. Safeguarding and Child Protection

All parental and community engagement activities involving students must comply with the school's safeguarding and child protection procedures.

The school will:

- Prioritise student safety and wellbeing.
- Ensure appropriate supervision.
- Conduct risk assessments where required.
- Follow visitor and volunteer procedures.
- Ensure appropriate checks and approvals for individuals working with students.

- Protect confidential student information.
- Report safeguarding concerns in accordance with school procedures and UAE requirements.

No parent, volunteer or community partner may undertake activities with students outside the agreed arrangements of the school.

16. Digital and Social Media Engagement

The school recognises the importance of digital communication in maintaining effective relationships with families.

Parents are expected to:

- Use official school communication channels appropriately.
- Respect staff privacy and professional boundaries.
- Avoid sharing confidential student or school information.
- Avoid posting photographs or information about other students without appropriate permission.
- Communicate respectfully through digital platforms.
- Follow the school's acceptable use and digital communication expectations.

The school will use official digital platforms to provide timely information and strengthen communication with families.

17. Roles and Responsibilities

Executive Principal

The Executive Principal will:

- Provide strategic leadership for parental and community engagement.
- Ensure that engagement is aligned with the school's vision and improvement priorities.
- Monitor the effectiveness of engagement strategies.
- Promote a culture of openness, respect and partnership.

Senior Leadership Team

The Senior Leadership Team will:

- Implement the policy across the school.
- Monitor parent and community engagement.
- Respond to significant concerns and feedback.
- Ensure appropriate communication with families.
- Evaluate the impact of engagement initiatives.

Teachers and Support Staff

Staff will:

- Maintain professional and respectful relationships with parents.
- Communicate with student progress and concerns appropriately.
- Encourage parental involvement in learning.
- Respond to parent communication within reasonable school expectations.
- Maintain confidentiality and professional boundaries.

Parents and Families

Parents are expected to:

- Support their children's attendance, learning and wellbeing.
- Communicate respectfully with staff.
- Attend relevant meetings and events where possible.
- Share information that may affect their child's learning or wellbeing.
- Follow school procedures and policies.
- Support the school's values and expectations.

Students

Students are expected to:

- Participate positively in school and community activities.
- Respect others.
- Take responsibility for their learning and behaviour.
- Contribute to a positive school culture.

18. Monitoring and Evaluation

The school will monitor the effectiveness of parental and community engagement through measurable evidence.

This may include:

- Parent participation rates.
- Parent survey results.
- Attendance at parent meetings and workshops.
- Number and nature of community partnerships.
- Participation in community activities.
- Parent feedback trends.
- Complaints and resolution data.
- Student voice data.
- Attendance and engagement indicators.
- Evidence of impact on student learning and wellbeing.

The school will use this information to identify strengths; address areas requiring improvement and inform the school's self-evaluation and improvement planning.

19. Success Indicators

Effective implementation of this policy will be demonstrated by:

- High levels of positive parental engagement.
- Strong and respectful relationships between families and staff.
- Effective two-way communication.
- Parents demonstrate a clear understanding of student progress and learning.

- Increased parent participation in school activities.
- Meaningful use of parent feedback in school improvement.
- Stronger community partnerships.
- Increased student participation in community initiatives.
- Positive evidence of impact on student wellbeing, achievement and personal development.
- Parents report that they feel listened to, valued and included in school life.

20. Related Policies and Procedures

This policy should be read alongside:

- Safeguarding and Child Protection Policy.
- Complaints and Concerns Policy.
- Student Behaviour Policy.
- Attendance Policy.
- Data Protection, Privacy and Confidentiality Policy.
- Communication Policy.
- Social media policy.
- Inclusion Policy.
- Health and Safety Policy.
- Student Supervision, Arrival and Dismissal Policy.
- Anti-Bullying Policy.

21. Policy Review

This policy will be reviewed annually or earlier where there are significant changes to legislation, regulatory requirements, school procedures or community needs.

The review will consider feedback from:

- Board of Directors
- School Governing Body
- Parents.
- Students.
- Staff.
- School leadership.
- Community partners.
- Relevant regulatory and inspection requirements.

The school will use the findings of the review to strengthen the quality and impact of parental and community engagement.