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9.0 School-Parent Relations

9.000 Introduction

IST's communications shall be timely, proactive and transparent while, at the same time, respecting confidentiality where and when appropriate. Primarily, the goal of IST communications is to focus the attention on the students, their learning experiences, and matters relevant to the quality of their overall education. In addition, the goal of IST communications is to promote understanding, trust and mutual support amongst IST community members.

9.001 Access to Information

Information to the parents

Parents are entitled to be well informed about the School, about the ways their children are being educated and about the way the School is governed, operated and financed. The School shall ensure that the parents are well informed about the School's guiding statements, strategic plan, programmes, curriculum, governance, finances and achievements. The School shall also ensure that parents are informed of their children's learning, in accordance with School Policy.

Board information to the community

The Board recognizes the importance of open communication with the Company members. The Director shall be responsible for keeping the School Community informed of Board decisions. The Director shall also ensure that relevant Board documents are available to the School Community. The Memorandum and the Articles of the Association, Board meeting minutes and the School Policy Manual shall be kept on file at the libraries of the school and in the Board room, where they are available for inspection by Company members.

Communication

The Director shall ensure that suitable guidelines are in place for communications within the School and from the School to the School Community.

Confidentiality

The Director shall establish procedures that shall ensure the proper privacy of information and/or the protection of the School's integrity. Some documents and records kept by the School need to be confidential to ensure appropriate privacy of the individuals involved. Access to student and personnel records and some financial accounts are confidential and restricted to authorized persons only. Parents and teachers may access their child's records through the Director or his/her designee.

DATE OF ADOPTION:	March 10, 2016
DATE OF IMPLEMENTATION:	March 10, 2016
CROSSREFERENCES:	<ul style="list-style-type: none"> 1.001 Guiding Statements 2.002 Board Authority and Indemnity 2.005 Board Member Code of Conduct and Ethics 2.006 Board Members Conflict of Interest 2.308 Board Open Forums 2.402 Board Interaction with the Community 2.500 School Policies 2.501 Proposals for Policy 2.501E Policy Proposal Form 2.502 Principles of Policy Development 2.503 Development and Adoption of Policy 3.001 Powers and Duties of the Director 3.002 Director's Code of Conduct and Ethics 5.001 Employment Philosophy 5.004 Employee Relations with Host Country 6.000 Teaching and Learning Philosophy 7.14 Child Protection Policy 7.15 Harassment Policy 8.10.5 Parents 8.13.5 Parent Communications

9.002 Parent Input in Decision Making

Parent Networks

All Elementary parents are members of the Elementary Parent Network (EPN) and all Secondary parents are members of the Secondary Parent Network (SPN). The Parent Networks aim to enhance communication and cooperation within the School Community and promotes the involvement of parents in the school. Annually each Parent Network shall elect a Parent representative as a liaison between the respective constituency and the Board. In their advisory position to the Board, the nonvoting liaisons may participate in Regular Board meetings, except in Closed Sessions. All nonteaching parents and legal guardians shall be eligible to run and vote in the elections of the parent liaisons, except IST employees and their partners. The Parent Network is not a decision-making forum for the School and does not substitute for the established channels for communication between the parents, Teachers and School Leadership.

Open Forums

Parents are encouraged to attend the Board Open Forums. The purpose of these forums is to engage with the community on governance issues and to keep community members informed of the work of the Board.

DATE OF ADOPTION:	February 07, 2019
DATE OF IMPLEMENTATION:	August 2019
CROSSREFERENCES:	2.100 Membership of the Board
	2.102 Nomination to the Board
	2.103 Election to the Board
	2.306 School Community Attendance at Board Meetings
	2.308 Board Open Forums
	2.500 School Policies
	2.501 Proposals for Policy
	2.501E Policy Proposal Form
	2.502 Principles of Policy Development
	2.503 Development and Adoption of Policy
	5.003 Staff Input in Decision-making

9.003 Concerns, Ideas and Suggestions

Parents shall be encouraged to express constructive concerns, ideas and suggestions about academic, personal or organizational matters through the appropriate channels: the teachers, VicePrincipals or Principals. The School Leadership, Professional Management and Teachers shall listen attentively to parents who have a concern or complaint and shall seek to respond in a spirit of openness.

The Director shall have responsibility for establishing and publishing procedures that ensure that communications to the school are effectively handled. It is the School's belief that most problems are best resolved at the level where they arise: for instance between parent and teacher or student and teacher, at the classroom level.

Teachers, Professional Management and School Leadership shall keep records of concerns with the date that they were received and context.

Board members shall refer concerned community members to the most appropriate level in accordance with School policy, and shall refrain from responding to the situation individually. Significant concerns by any board member may be brought to the attention of the Chair for his/her consideration.

DATE OF ADOPTION:	March 10, 2016
DATE OF IMPLEMENTATION:	March 10, 2016
CROSSREFERENCES:	1.001 Guiding Statements
	2.002 Board Authority and Indemnity
	2.005 Board Member Code of Conduct and Ethics
	2.006 Board Members Conflict of Interest
	2.308 Board Open Forums
	2.4 Board Communication

- 2.5 School Policies
- 3.001 Powers and Duties of the Director
- 3.002 Director's Code of Conduct and Ethics
- 5.001 Employment Philosophy
- 5.004 Employee Relations with Host Country
- 6.000 Teaching and Learning Philosophy
- 7.14 Child Protection Policy
- 7.15 Harassment Policy
- 8.10.5 Parents
- 8.13.5 Parent Communications

9.004 Complaints

A 'complaint' is defined as a formal, written allegation that there has been a violation or misinterpretation of School Policy. Before filing a formal, written complaint, a complainant must have attempted to resolve the problem at the level at which they arise. The Board shall only hear appeals related to the interpretation and application of School Policy.

Complaints can be initiated by any member of the School Community.

Principles

- Essential elements in handling complaints are; transparency, right of hearing, independence in the hearing, confidentiality where appropriate and written records of the outcome
- The Board and the Director shall not, as a general rule, consider anonymous complaints.
- A complainant may be accompanied to the hearing by one other person, as an observer. Legal representation will normally not be permitted.
- It is incumbent on all parties to the complaint to actively seek conciliation at each stage and to treat one another in a respectful manner
- A complaint may be withdrawn at any point in the procedure
- Written records of dates and prescribed time lines shall be kept and made available to all parties to the complaint.

Time limits

It is in the best interests of all parties that complaints be heard and resolved as quickly as possible. Therefore, the timelines as stated in the complaint procedure shall be strictly observed unless all parties to the complaint agree to extend the time limits by written signed agreement.

Start of complaint procedure

1. The complaint procedure starts when a community member makes a formal complaint to the Director. Such a written statement shall specify the parties involved, the date, time, place and nature of the complaint, and the solution sought. A copy of this letter shall be sent to the person who is the subject of the complaint. The Director shall give that person the opportunity to respond to the complaint in writing, with a copy sent to the complainant. If the Director fails to respond within the prescribed time, the complaint will automatically go to the Board hearing.

First hearing – Director

1. The Director shall convene and chair a hearing within 10 school days after receiving the complaint. The complainant should be given at least two school days' notice of the hearing date. All parties to the complaint must have sight of all relevant documents to the case at least two school days in advance of the hearing. A signed record of the discussions at the hearing must be kept. If the complaint is resolved, its resolution shall be recorded summarily in the minutes and signed by all Participants. If no solution is found, this shall also be recorded in the minutes.

Second hearing – Board

1. If the complaint remains unresolved or if the complainant is not satisfied with the solution found with the hearing, s/he may appeal to the Board, provided that (1) the complaint relates to the interpretation and application of School Policy, and (2) the appeal is submitted within 5 school days of the first hearing. The complainant can appeal to the Board by submitting all documentation together with a letter to the Chair of the Board stating the complaint, the steps that s/he has taken, and what

resolution s/he seeks. A copy of this letter shall be sent to the Director.

2. The Chair of the Board shall determine whether the issue has been taken through the full chain of communication and whether the appeal is related to School Policy. If not, the Board Chair informs the complainant in writing that the Board has not upheld the appeal and the reason.
3. The complaint will be presented to the Board in Closed Session, no later than one regularly scheduled Board meeting after the first hearing. If there is no Regular Board meeting scheduled within 4 weeks from the date of the Second Hearing, a Special Board Meeting must be called. The Board Chair and Vice-Chair arrange for the appeal plus all additional information and opinions to be presented to the Board for consideration.

The Board may request all the parties to the complaint to appear at the Closed Session to answer questions and/or provide clarifications. After due consideration, following the vote by the Board, the Board Chair will write to the complainant informing them of the Board's decision and the grounds for that decision.

If the appeal is upheld the Board Chair will meet with the Director to determine any actions that may be required as a result of the Board's decision.

The Board will also consider whether any new policy or policy amendments are required as a result of the Board's decision.

The ruling by the Board on the matter will be final and cannot be appealed.

DATE OF ADOPTION:	March 10, 2016
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CROSSREFERENCES:	<ul style="list-style-type: none"> 1.001 Guiding Statements 2.002 Board Authority and Indemnity 2.005 Board Member Code of Conduct and Ethics 2.006 Board Members Conflict of Interest 2.308 Board Open Forums 2.4 Board Communication 2.5 School Policies 3.001 Powers and Duties of the Director 3.002 Director's Code of Conduct and Ethics 5.001 Employment Philosophy 5.004 Employee Relations with Host Country 6.000 Teaching and Learning Philosophy 7.14 Child Protection Policy 7.15 Harassment Policy 8.10.5 Parents 8.13.5 Parent Communications

9.005 Annual Survey

The Board recognises that community surveys are an important element in informing the school leadership of community perceptions about the school's fulfilment of its aims. Each year the Director shall inform the Board about questions for the annual surveys of students, teachers and parents. In preparing the annual survey, the Director shall consult with School Leadership and the Board. Survey results will be linked to key performance indicators and reported to the Board.

DATE OF ADOPTION:	March 10, 2016
DATE OF IMPLEMENTATION:	March 10, 2016
CROSSREFERENCES:	

9.006 School Orientation Programme

The School Leadership shall organize a planned programme for the induction of new parents to the School. The purposes of the orientation programme are:

- To acquaint new parents with the School and its programmes,
- To acquaint new parents with the Teachers and with each other,
- To help new parents from overseas to adjust to the environment, culture and customs of the School

and Tanzania.

DATE OF ADOPTION: March 10, 2016
DATE OF IMPLEMENTATION: March 10, 2016
CROSSREFERENCES:

9.007 Visiting the School

The management shall ensure that guidelines are clearly communicated about parental visits to the school. These guidelines shall ensure that parents are strongly encouraged to contact teachers or school management, as appropriate, with any concerns about the progress or wellbeing of their child.

For the benefit of parents and other members of the School Community, opportunities shall be provided through scheduled events to observe and learn about School programmes, as well as the education of their child.

DATE OF ADOPTION: December 07, 2016
DATE OF IMPLEMENTATION: December 07, 2016
CROSSREFERENCES:

9.1 Alumni Relations

IST values its relationship with Alumni and the relationships and networks Alumni cultivate among themselves because of their affiliation with IST. Our aim is to keep IST's Alumni informed and involved in the life of the school and connected to one another.

DATE OF ADOPTION: October 11, 2018
DATE OF IMPLEMENTATION: October 11, 2018

9.2 External Relations

9.200 Visitors to the School

IST is proud of its programmes and facilities and welcomes visitors to see what we do. The Director and School Management shall ensure that security and the well-being of our learning environment for our community members is at the forefront when welcoming visitors.

The school management shall ensure that rules and guidelines are in place and effectively communicated, relating to the learning environment and security of IST community members and facilities. Visitors need to follow school security protocols and conduct themselves in a way that befits a school.

DATE OF ADOPTION: December 07, 2016

DATE OF IMPLEMENTATION: December 07, 2016

CROSSREFERENCES: Policy 7.15 Child Protection

9.201 External Communications

Information distributed by any group within the School to the general community (e.g. parents, students, teachers, business and diplomatic communities) should meet standards of accuracy and appropriateness and be approved by the Director or designee.

The Director shall be responsible for all information given to the public. The Director shall keep the public informed of the goals, programmes, achievements, and needs of the school by appropriate means of communication.

The School considers itself a cohesive factor in the life of the international community. The Board of Directors endorses a policy of active, open communication between the School, the parents, and the general community.

DATE OF ADOPTION: December 07, 2016

DATE OF IMPLEMENTATION: December 07, 2016

9.202 Vendor Advertisement

IST endeavours not to expose students to commercial interests or advertising without a compelling educational reason. Therefore, individuals who wish to work with commercial sponsors to conduct projects or events will need to obtain the prior approval of the Director before the commercial sponsor would be allowed to advertise on IST premises or to the IST community.

There shall be no solicitations of school personnel, parents, guardians or students on the School premises by salespersons or agents unless the salespersons or agents has been invited and authorized by the Director or designee.

Limitations

- The School may cooperate in furthering the work of any non-profit community-wide social service agency, provided that such cooperation supports the educational programme or enhances the image of the School.
- The School may use video or other educational materials bearing only simple mention of the producing firm, providing that the use of such materials can be justified on the basis of its educational value.
- The Director may, at his/her discretion, announce or authorize to be announced, any community activity of particular educational merit to the students.
- The prohibition shall not apply to activities or fundraising for charitable purposes, or to formally adopted sponsors of the School.
- The School may acknowledge donors of equipment and materials with simple identification nameplates, plaques or similar identification and recognize sponsors of special events with verbal or written acknowledgments during the scheduled event itself. The School premises may be used for advertising purposes during specific events.
- The School may solicit advertisements to be included in selected School publications as approved by the Management.

Student and staff data

Student and staff lists, rosters and/or directories shall be for school use by school personnel and parents only and not to be used for commercial purposes or furnished for such purposes.

DATE OF ADOPTION: December 07, 2016

DATE OF IMPLEMENTATION: December 07, 2016

9.11 ICT Usage Policy

Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to employees are for school use. Employees should not use a password, access a file, or retrieve any stored communication without authorization.

IST strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees. Therefore, IST prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by IST to assist employees. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use of e-mail and the Internet is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of IST and as such, is subject to disclosure to law enforcement or other third parties. Employees should expect only the level of privacy that is warranted by existing law and no more. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited.

Abuse of the Internet access provided by IST in violation of the law or IST policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage IST's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous e-mail messages
- Engaging in any other illegal activities

Approved April 21, 2011

9.12 Use of facilities out of school hours

IST's facilities should be utilized to best serve the learning of IST pupils and to support the school's vision.

Consideration should be given to the fact that teachers live on the campuses. The privacy of the teacher's residential area must be respected at all times. Access to the school must be through the official school entrances and not through the residential gates.

All standing school regulations will apply to facility use out of school hours – e.g., security, swimming and smoking regulations. Unless exempted by the school for a specific activity, adult visitors who do not have an IST ID badge must sign in at the school gates and obtain a visitor's badge.

9.12.1 School Functions (designated activities which are endorsed and supported by the School)

A senior supervisor (Vice Principal, Principal or Director) or designee must give prior approval for activities beyond those regularly scheduled.

School equipment and materials may be used with prior approval. However, damage to the equipment and facilities will be the responsibility of the person organizing the event.

9.12.2 IST Community Use

Except when reserved for school activities, the IST grounds and pools will generally be open to use by Company members and their children and staff members and their children on weekends from 10 am - 5 pm.

Revised 7.3.2013

Due to proximity to residential areas, the hard court on the Secondary campus and the field on the Elementary campus will be closed on Sundays.

The school will endeavor to publicize any deviations from this schedule for school activities, holidays or reservations.

A senior supervisor or designee may authorize reservation of IST's sporting and other facilities by members of the IST community for scheduled activities which benefit IST students, faculty, staff, or parents during or outside of these hours. Reservations must be made in writing and should specify the use, number of usual participants and spectators, school equipment utilized, and involvement of IST community. The number of IST stakeholders participating, wear and tear on facilities and charitable impact will be considered in determining availability.

Any standing reservations must be renewed annually.

Regular reservations will generally not be permitted on Sundays and during times for open use.

Special permission must be obtained for the use of amplification equipment or invitation of more than the usual number of participants or spectators.

The user will be financially liable for loss or damage to school equipment or facilities.

Use of school equipment and facilities, including car parks, will be at the user's risk.

The school reserves a right to levy a fee to cover the cost of electricity, security and janitorial services and depreciation.

9.12.3 Use by Outside Organizations or Individuals

Organizations or individuals not affiliated with IST may reserve facilities in a manner similar to IST community members, but these will be scrutinized even more carefully for impact on the facilities and charitable impact. Guidelines from previous sections of Board policy apply.

Any standing reservations must be renewed annually.

Any charges made by the organizer must be approved in advance by the school. A contribution to a school-nominated charity will be encouraged.

The school reserves a right to levy a fee for use of the facilities.

9.12.5 Swimming Pools

A suitable set of regulations governing the use of the pool is to be displayed prominently.

A public liability insurance policy is to be maintained.

Adequate life-saving equipment is to be available at the pool.

A qualified life-saver/supervisor should be present during the opening hours of all school pools.

No children under 12 years of age are to be allowed into the pool area without a responsible adult.

*Revised & Approved by the Board,
January 27, 2011*