CISA Communication Policy

Purpose and Philosophy

At Cedars International School of Angola (CISA), our Communication Policy is designed to foster a strong, respectful, and cooperative relationship between the school and parents, with one shared goal: ensuring the best possible educational experience and academic progress for every student.

We believe that when parents choose CISA for their child's education, that decision should be informed and intentional, based on:

- An understanding of our curriculum and academic framework,
- The experiences of other parents and students,
- Information available on our official platforms and social media.

Parents are encouraged to familiarize themselves with the school's philosophy, standards, and structure prior to enrollment, and to trust that the school is equipped with qualified staff, modern methodology, and appropriate educational resources to lead their child to success.

While we welcome open communication, we strongly emphasize that constant doubt, excessive inspection, or misaligned expectations may disrupt the learning environment. It is important to understand that CISA does not change or adapt its policies, curriculum, or procedures to meet individual preferences, nor is it the school's role to explain every internal operational detail to each parent.

"Trust and collaboration are key foundations of the school-family partnership"

Channels of Communication

CISA maintains a clear, accessible, and structured communication system, focused on efficiency and clarity. Our official channels are:

1. Digital Platform – 24/7 Pedagogical Access

All academic content, assessments, schedules, and school updates are available through CISA's dedicated digital platform (MICROSOFT CLOUD), accessible via smartphones or any smart device.

This platform allows parents to:

- Track academic progress,

- Monitor class activities, classworks, homework, quizzes and assessment schedules and results,

This ensures transparency and continuous access to each child's academic journey.

2. WhatsApp Broadcast Groups

CISA community is connected to a WhatsApp broadcast group managed by the school.

This channel is used strictly for announcements and updates, including:

- Academic reminders
- Events and activities
- Schedule adjustments
- Urgent notices

this group is strictly reserved for official school announcements only. To keep the information clear and accessible to all parents.

Chatting, commenting, or replying to announcements is not permitted, and will lead to delete (temporary or permenently) the family from the group.

3. Official School Email

All communication with the school must be made only through the official CISA family email address (@cisaedu.com).

To allow our team to identify the request quickly and provide accurate assistance, every email must include:

1. Full Student Name
2. Family Number
3. Student Grade

Communications received without this information may experience ignoring or delays while our team verifies the student's records.

Alternative Email Addresses

Any personal or alternative email address previously provided to the school is maintained **only for emergency situations** or when your official CISA email account is temporarily inaccessible.

Parents whose official CISA email accounts are currently blocked or inaccessible are kindly requested to resolve the issue as soon as possible so that communication with the school can continue smoothly and securely through the official communication channels.

4. CISA Monthly Newsletter

CISA also issues a Monthly Newsletter as a formal communication instrument.

The newsletter:

- Highlights the main events, activities, and actions carried out at the school,
- Serves as a monthly recap of all major announcements,
- Strengthens the connection between families and the school's educational vision.

This tool allows parents to stay engaged with the broader school culture and achievements.

5. Open-Door Communication – By Appointment

At CISA, we do not follow a fixed calendar for parents' meetings. Instead, we operate on an open-door, needs-based approach, guided by the following process:

- Parents facing any specific concern are invited to call the school front desk.
- Fixing meetings must be asked only by calling the school front desk.
- Our trained secretarial team will identify the nature of the request and direct it immediately to the relevant department (Pedagogical, Behavioral, Administrative, Financial, etc.).
- If an immediate response is not possible, the parent will receive a callback within a maximum of one hour to schedule a meeting with the appropriate person.

To ensure organization and accessibility, we have also established fixed weekly days for receiving parents:

- Three days per week are allocated for meetings with teachers (by prior appointment).

This structure ensures that communication is timely, well-managed, and respectful of everyone's time and responsibilities.

School-Initiated Meetings

In the case of:

- Behavioral issues,
- Academic concerns, or
- Any challenge affecting a student's learning or integration,

CISA will proactively contact the parents to schedule a meeting.

All meetings are conducted in a respectful and collaborative manner, with the purpose of identifying effective solutions that support the student's well-being and progress.

General Guidelines for Parents

To ensure communication remains efficient and constructive:

- Parents are expected to use only the official communication channels.
- Unscheduled visits, informal requests, or direct messaging of staff are not permitted.
- Mutual respect and professional boundaries must be upheld—our team is committed to excellence and must be allowed to operate within clear structures.
- The school reserves the right to prioritize communication based on academic relevance and administrative responsibilities.

Conclusion

At CISA, we are committed to maintaining transparent, respectful, and effective communication.

We rely on parents to trust the educational process, use the tools provided, and work with us as collaborative partners in their child's development.

Together, we are not only building successful students, but also a responsible, informed, and respectful school community.