

	 AL NOOR النور TRAINING CENTRE FOR PEOPLE OF DETERMINATION مركز النور لتدريب وتأهيل أصحاب الهمم		
	POLICY		
	STUDENT DIARY AND COMMUNICATION SYSTEM		
Document No. POL/CORE/88	Rev:00	Date Of Issue: 08 October 2026	Page 1 of 4

PURPOSE:

- To maintain clear, timely, and confidential communication between home and the Centre, support continuity of the students' education and intervention, and ensure that parent communications and relevant student information are recorded.

SCOPE:

This policy applies to:

- All students
- Parents and/or Guardians
- Transdisciplinary Intervention (TDI) Team
- Heads of Department
- Program Leaders
- CSDP Secretary

POLICY:

- Microsoft Teams is the official channel of communication between parents and interventionists. The MS Teams diary is the regular home–Centre communication record.
- The Student Information Booklet is the annual reference and record for the academic calendar, Centre rules, personal and medical information, personal property and parental involvement. The booklet and the Teams diary have distinct functions and shall be maintained accordingly.

COMMUNICATION THROUGH MICROSOFT TEAMS:

- TDI team members shall check the student's Teams diary each working day, share relevant updates regularly and ensure that parent messages are acknowledged and followed up.

	 POLICY STUDENT DIARY AND COMMUNICATION SYSTEM		
Document No. POL/CORE/88	Rev:00	Date Of Issue: 08 October 2026	Page 2 of 4

- TDI team members shall communicate relevant information about the student's participation, learning, intervention, achievements, support needs, home assignments and home-based intervention, as applicable. Communication shall be specific to the student.
- Parents shall read and acknowledge daily Teams communication and circulars. A reply shall be provided when information, clarification or action is requested.
- Parents shall use Teams to share relevant home observations, home-based intervention feedback, questions and information that may affect the student's participation or care. Email is also an accepted mode of communication.
- Entries shall be dated, clear, respectful and factual. Staff shall identify the action required and record relevant follow-up. Concerns shall be expressed objectively through MS Teams chat when required, with attention to the student's dignity and confidentiality.

COMMUNICATION AND FOLLOW-UP PROCEDURES:

- Calls to the Centre may be made during working hours: 7:30 am–2:30 pm Monday to Thursday and 7:00 am–11:30 am Friday. If a staff member is unavailable, the message shall be forwarded so that the call can be returned at a convenient time.
- Parents shall not call staff or send WhatsApp texts outside working hours. WhatsApp shall not replace the official Teams diary or email record.
- Urgent concerns shall be communicated promptly by telephone to the Centre or by the Centre's official WhatsApp account and brought to the appropriate staff member's attention. A diary entry alone shall not be relied upon for an urgent matter. Staff shall record the relevant communication and action taken through the appropriate official record.
- Changes in the student's medical condition shall be communicated immediately to the School Nurse. The Special Educator shall ensure that relevant information received through the diary is brought to the attention of Healthcare staff and the intervention team. Medical reports and prescriptions shall be handled through the designated Healthcare process.
- Unresolved concerns, repeated lack of acknowledgement or difficulties accessing Teams shall be referred to the HOD or Program Leader for support.

	AL NOOR TRAINING CENTRE FOR PEOPLE OF DETERMINATION  النور مركز النور لتدريب وتأهيل أصحاب الهمم			
	POLICY			
	STUDENT DIARY AND COMMUNICATION SYSTEM			
Document No. POL/CORE/88	Rev:00	Date Of Issue: 08 October 2026	Page 3 of 4	

STUDENT INFORMATION BOOKLET MAINTENANCE:

- The Student Information Booklet shall be provided at admission and at the beginning of each academic year. Parents shall complete the student information sections and required acknowledgements. Staff shall check these entries for completeness and follow up on missing information.
- The booklet shall contain current personal and family details, contact information, consents, medical and emergency information, and a record of the student's personal property, as applicable.
- Parents shall promptly notify the Centre of any changes in the information contained in the Student Information Booklet.

PARENTAL INVOLVEMENT AND RELATED RECORDS:

- Special Educators shall maintain the Checklist of Parental Involvement in the Student Information Booklet, using a tick for Yes, X for No and NA for Not Applicable.
- The checklist shall cover regular checking of the Teams diary, homework and holiday homework where applicable, approval for long leave, medical information or reports, attendance at workshops and trainings, parent-TDI meetings and demonstration sessions, and numbers of late arrivals and early pickups.
- Parents shall support home assignments and home-based intervention (HBI) goals and provide feedback through the Teams diary. Staff shall use this feedback to coordinate support with the TDI team.
- The School Nurse shall record observations from periodic hygiene checks in the Personal Hygiene or Grooming Record. Parents shall check this record regularly and follow up on recommendations.
- The Teams diary shall be used to share circulars, timetable information and relevant updates.

	 POLICY STUDENT DIARY AND COMMUNICATION SYSTEM		
Document No. POL/CORE/88	Rev:00	Date Of Issue: 08 October 2026	Page 4 of 4

CONFIDENTIALITY AND RECORD MANAGEMENT:

- Student communication shall be shared only with the parent or guardian and authorized staff who need it for their role. Staff shall use the appropriate student-specific Teams space and Centre-approved records, check recipients and avoid including another student's personal information.

RESPONSIBILITIES AND MONITORING:

- Each TDI team member maintains regular communication with the parents regularly. HODs monitor implementation and address gaps; Program Leaders oversee consistent practice and escalation.
- HODs shall review diary entries and related records during routine monitoring for clarity, appropriate content, acknowledgement, follow-up and confidentiality. Any gaps shall be discussed with the staff concerned and corrective actions followed up.

Appendix – Amendment History & Authorisation

Revision No	Description of Change	Issue Date	Authorised By
00	First Issue	08 October 2026	Director