

## **Student-Staff Communication Guidelines**

- 1. Guiding principles of communication**
  - a) Focus on School-related issues or informing teachers about important matters
  - b) Minimize disruption to your teachers' teaching and other school duties
  - c) Respect teachers' rest time outside of school operating hours (7:30 a.m. – 5:30 p.m. weekdays)
  - d) Use respectful language
- 2. These are the official channels to contact your teachers:**
  - a) Teachers' ICON email addresses (with domain name **@moe.edu.sg**)
  - b) School General Office phone: 6466 7705 (you may leave a message for your teacher)
  - c) You may also approach your teachers face-to-face in School
3. Students should keep communication with teachers within acceptable hours from 7:30 a.m. to 5:30 p.m., during weekdays and school term.
4. ***If your teachers have shared their phone numbers and given you permission,*** you may contact them for urgent and important matters through phone calls or text messages.
5. Acceptable reasons to contact your teachers via the phone include:
  - a) If you are late for school or feeling unwell
  - b) Reporting serious issues to your teacher
  - c) Other urgent matters
6. Address your teachers politely at all times. Use proper, acceptable language. Avoid slangs, short forms or abbreviations.