AISHK Volunteer WhatsApp Group Guidelines

What is WhatsApp?

WhatsApp (WA) is a convenient communication tool that allows users to send text messages, voice messages, make voice and video calls, and share images, documents, and other media. WhatsApp uses data rather than the carrier service which makes it less expensive to use, particularly for international communication. WA allows people to communicate easily using any mobile number which does not have to be local to Hong Kong. WhatsApp can be downloaded for your computer or phone here.

When are WhatsApp Groups used?

WhatsApp Groups are used by formally established groups across the school community including for:

- Individual class groups (e.g. your child's class) established and administered by the designated class parent representative
- Year levels established and administered by the designated year representative
- Other school or Parent Association groups or committees such as the PA Executive and General Committee

How are WhatsApp Groups established?

WhatsApp Groups are established to support communication within a group such as an individual class WA group (or year group) by the volunteer class or year level representative. The WhatsApp group link is sent via email to the class group as an **opt-in option** for each parent to click on and join. Individuals, such as new parents during the year can also be added by request by reaching out to the class representative directly or via the class teacher or head of year.

A WhatsApp group may also be established for use by a committee such as the PA General Committee, or less frequently, for a particular school event or activity.

AISHK WhatsApp Group Code of Conduct

All users of AISHK affiliated WA groups are reminded to operate in accordance with the Code of Conduct General Principles:

- **Respectful Communication:** Always interact with other members respectfully, avoiding language that could be considered offensive or disrespectful. Be supportive and kind, and maintain a positive tone in all conversations.
- **Purpose and Content:** Use this group primarily for sharing relevant information, coordinating volunteer activities, and providing support related to the WA group's purpose (for example, class parent inquiries or reminders). Refrain from posting off-topic content, spam, or any form of advertising.
- **Privacy and Confidentiality:** Respect the privacy of others. Do not share personal information or discussions from this group with non-members without explicit permission.
- **Responsiveness:** Be prompt in your responses when coordination is required, and be clear about your availability and commitments to ensure effective teamwork.
- **Inclusivity:** Embrace diversity and be inclusive. Discrimination of any kind will not be tolerated.
- **Reporting Issues:** If any issues arise, such as conflicts between members or inappropriate content, report them immediately to the group administrators for resolution.

By joining an AISHK Volunteer WhatsApp group, you agree to adhere to this code of conduct to ensure a productive and welcoming environment for all members.

Please do not alter any AISHK WhatsApp group you are part, or create subgroups for use outside of AISHK activities.

All WhatsApp Group communications are in English

For assistance with volunteer WhatsApp Groups please contact:

- the Parent Association **President at aishkpa@aishk.edu.hk;** or
- the AISHK VP Community Nafisa Qureshi at nafisa.qureshi@icloud.com

For assistance regarding school communications, operational matters or teaching issues please contact:

- your class teacher or a member of the school leadership team for Prep/Reception, Primary or Secondary.