



CREDENCE HIGH SCHOOL

CREDENCE CHEERS POLICY



**EVERY CHILD. EVERY EFFORT. WORTH
CELEBRATING.**



CREDENCE HIGH SCHOOL

CREDENCE CHEERS POLICY



FUNCTION	To recognise and celebrate positive student achievement, behaviour, and effort through a structured call-and-card recognition process.
STATUS	Implemented
REVIEW SCHEDULE	Annual
REVIEWED BY	CEO-Principal Phase Supervisors
LAST REVIEWED ON	September 2026

ESSENCE OF THE POLICY

For years, a phone call from school has meant one thing to parents - something has gone wrong. We want a call from school to feel like **good news waiting to be shared**, not just a matter to be addressed.

The Credence Cheers Policy exists to change that. It is a deliberate, **structured practice of recognising a child's good work, good behaviour, kindness, improvement, or effort through a warm personal phone call from the Supervisor or Principal, followed by a written email carrying a digitally signed appreciation card.**

This is not a policy for “star performers” alone. Every child, at every age and every ability level, has moments worth celebrating — a shy child who spoke up in class, a struggling student who improved by five marks, a child who helped a classmate, a Grade 1 student who tied their own shoelaces without being asked.

Recognition is for every child, in every grade, in every domain — not only for academic toppers.

OBJECTIVES

- To bring warmth and celebration into parent-school communication, alongside the important conversations
- To make positive recognition a habit, not an exception
- To strengthen the emotional bond between home and school
- To motivate children through visible, personal acknowledgment rather than only through report cards
- To ensure recognition reaches all children across PreKG to Grade 12, not only academic toppers

SCOPE

Applicable to all students, PreKG through Grade 12, across all domains — academics, behaviour, values, sport, arts, effort, and improvement.

RECOGNITION TIERS

Not every positive moment calls for a phone call — recognition works best when it is layered, so that everyday positives are acknowledged immediately, and the **personal call is reserved for what genuinely deserves it.**

Tier 1 — Everyday Acknowledgement (teacher-level, immediate): Covers routine good behaviour, participation, and small acts of kindness. Recognised through verbal praise, a sticker or stamp, a mention in the class. **No call or email is required.**

Tier 2 — The Credence Cheers Call (reserved, personal): Reserved for moments that are genuinely stand-out — sustained excellence over a period, a significant achievement, an exceptional act of character, or a real turnaround after a period of struggle. **This is the tier covered by the process below.**

THE PROCESS

Credence Cheers calls are made once a week, on a fixed day. The number of children covered each week is not fixed at a quota - it may be one, two, four, or more, depending on how many genuine Tier 2 moments surfaced that week. The point is consistency of rhythm, not a target to fill.

- 1. Nomination** — Through the week, teachers from each grade flag Tier 2 moments worth recognising to their Supervisor.
- 2. Weekly Shortlist** — By Tuesday, the Supervisor finalises that week's list of students, however many names it genuinely holds.
- 3. The Call** — **Every Wednesday/Thursday, the Supervisor or Principal** personally calls the parents on that week's list. The call is brief, warm, and specific, naming exactly what the child did and why it mattered.
- 4. The Follow-Up Email** — **Sent the same day, summarising what was shared on the call.**
- 5. The Digital Card** — Attached to this email is a digitally signed Credence Cheers card, **signed by the Principal, naming the child**
- 6. Record** — **A simple log is maintained by each supervisor** in the form of a **Google Sheet** (student name, date, reason, staff member) so recognition is tracked and spread fairly across the school over the term.

ROLES & RESPONSIBILITIES

Role	Responsibility
Class / Subject Teachers	Flag Tier 2 moments worth a Credence Cheers call to their Supervisor through the week (using the Google Sheet)
Supervisors	Finalise the weekly shortlist for each Grade of their phase by Tuesday; make calls for their respective sections every Wednesday/Thursday; follow-up email and card
Principal	Makes calls where appropriate; signs the digital card; oversees fair distribution across the school

TONE GUIDELINES

Calls and emails should be personal, specific, and unhurried, never generic.

“Your child did well” is not enough. “Today in class, Aryan helped a classmate who was struggling with a sum, without being asked” is what makes it land.

