

COMMUNICATION POLICY

European School Luxembourg II

Nursery and Primary School



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1 Aims/objectives of the communication policy

To ensure successful learning and teaching as well as a healthy working environment, transparent, effective and efficient communication between all members of the school community is essential. Effective communication is more than just the exchange of information, the message as such and the "manner" are equally important. We all depend on clear, respectful and correct language and efficient methods/ways of communication. The protection of personal data is guaranteed.

At the same time, it is important not to overload members with unnecessary information. However, all stakeholders/members of the school community must have timely access to the information they need.

2 Modes of communication

2.1 Direct personal contact

Individual meetings

Students, parents and teachers discuss any problems that arise among themselves first whenever possible. As far as learning and teaching issues are concerned, the classroom/subject teacher is the first point of contact before approaching the assistant deputy director and the deputy director or, ultimately, the Director. In the case of lengthy and complex e-mail correspondence, a face-to-face meeting between the parties involved should be held.

The school's management team will be contacted only if the issues are of general interest to the entire school community or parts of it.

Group meetings

Formal staff meetings are called as needed; they are announced well in advance on the school calendar. Information is shared with stakeholders in general staff meetings, class conferences, subject conferences, various committee meetings, and/or subgroups. The exchange of ideas is important in order to make decisions involving all stakeholders.

Information is shared and ideas are exchanged with parents in general parent-teacher meetings, theme-based parent-teacher meetings or interest-specific meetings.

Group meetings are scheduled and communicated via the Nursery/Primary Cycles' calendar and all stakeholders are invited to contribute items to the agenda. The agenda is usually available at least 3 working days before the meeting. The time frame for meetings is communicated with the invitation.

2.2 Written contact

- Communication by e-mail is the regular channel of daily communication. On the one hand, events and plans are communicated by e-mail, on the other hand, e-mails are a fast and efficient way to exchange ideas/opinions. However, e-mails cannot replace face-to-face contact when it is needed.
- All parties involved respect the rules set out in the internal ICT rules. Staff check their e-mail account daily during designated time. It is kindly asked for your understanding if messages received late in the evening or at the weekend will probably not be answered until the following working day.
- E-mails are kept short and concise and are answered within a reasonable time. The e-mail addresses of teachers and all staff are posted on the school website. E-mails should only be sent to parties directly involved in the exchange/discussion. No action will be taken based on a person copied "cc" in an e-mail. The subject line of an e-mail should clearly state the topic of the message.

2.3 Complaint Procedure

1. Parents who wish to complain should first contact the class/subject teacher. In case the management will be first informed, it will systematically (except in situation of confidentiality) first refers to the concerned teacher(s)
2. If the complaint has not been resolved, the parent can contact the parent class representative to get an opinion. A meeting between T and P can be organized
3. If the complaint has not been resolved, the parents should inform the deputy director, who will investigate if the parents first addressed to the teacher.
4. If the complaint is still unresolved and the parents wish to pursue the matter further, it should then be brought to the attention of the Director.
5. The Director will decide on the actions to be taken.
6. The Director will inform all stakeholders involved.

2.4 Information on info boards, website, in newsletters, announcements, etc.

Events, initiatives, projects, information on a variety of topics are published/disseminated via a wide range of means :

- info boards for teachers,
- info brochure for all teachers (very important for the new ones) at the beginning of the school year,
- Monday news by mail for teachers,
- School newsletter for parents,
- Policy documents,
- school calendar (internal and external),
- info on the school website about a variety of different events ;

For events and projects to be communicated to the parents community, APEEEL2 can be contacted and help with the message diffusion through their class reps network, their website, their Newsletters.

3 Internal communication

3.1 Students

Students – Students

- communication via class representatives
- communication via posters – info on pin boards

Student (s) – Teacher (s)/Direction of Nursery and Primary Cycle

- personal meetings with the the class teacher, the management, the director of the Primary School

3.2 Teachers

Teacher – Student(s)

- face-to-face meetings, class meetings, year group meetings, etc.

Teacher – Parent(s)

- individual meetings organised or scheduled by the classroom teacher regarding the progress or the behavior of the student(s),
- individual meetings at the request of parents,
- flexible meeting times, taking into account the work schedules of parents and teachers,
- regular parents' evenings (as scheduled for cycles), subject groups (SWALS),
- school reports (as provided for in ES regulations),
- timely communication with parents in the event of a specific incident regarding children by the concerned teacher
- contacting and sharing information with daycare providers, as needed,
- committees;
- Contacts organised by the classroom teacher with the parents class reps to share general information about the group class (atmosphere, projects, events...). This contact can be organised by email.
- Emails to parents class reps about class fund management (sending of invoices/receipts)

Teacher – Management/Administration

- individual meetings (face to face),
- regular group meetings (teacher representatives),
- regular group meetings: e.g. librarians, nurses, psychologist,
- regular plenary meetings,
- communication via short e-mails, announcements ;

Teacher – Teacher

- Primary Teachers
 - clear and regular communication and meetings between different groups (sections, levels, subjects...)
 - face-to-face meetings or exchange of information via e-mail/O365
 - regular or extraordinary meetings with the representatives
 - general information accessible to all teachers (documents centrally on the NUR/PRI sharepoint)

3.3 Parents

Parents – Parents

- exchange / meetings, cultural and social events, pedagogical and social conferences, online parents' portal, etc. organised by the Parents' Association. Information is forwarded via parents class reps or directly by APEEEL2.
- Share notes and minutes from meetings between the School and APEEEL2 representatives via emails to class reps, via APEEEL2 Newsletters or via APEEEL2 website.

Parents – Teacher (s)

- individual meetings organised or scheduled by the class/subject teacher on the progress of the student(s)
- means of communication: short e-mails. It goes without saying that in the event of an incident, the parents contact the teacher directly, to inform him/her and to get informed by her/him. If they address the teacher directly to blame her/him or in an offensive way in general, the teacher reserves the right not to respond and to convey the message to the management.
- individual face-to-face meetings requested by parents/class reps and/or teachers

Parents – Management/Administration

- information from the website, via announcements (calendar on dates and events, enrolment forms, links, curricula, various official documents on rules and regulations regarding Safety & Security, general school life, events, etc.)
- e-mail to directors after discussion with subject teachers, class teachers
- personal meetings if required
- meetings with parents class reps organised by APEEEL2
- digital newsletters, announcements (via SMS – School Management System)
- access via the School Management System

3.4 Management

Management - Teacher(s)

- individual information: short e-mails/Sharepoints, face to face meetings if required
- group information: group meetings
- general information to all staff members: general staff meetings
- working groups and committees
- coordinators

Management – Parent(s)

- individual information: face to face meetings, short e-mails
- group information: group meetings, parents' information evening (for individual classes)
- general information to all parents: general parents' evening, info via e-mail or announcements
- working groups and committees take place regularly, invitations sent out timely
- round table discussions with parents' representatives (general class reps meetings with school management organised by APEEEL2)

Management-Pupils

- regular meetings with pupils representatives
- specific written communications
- individual/group/class meetings

4. External communication

4.1 Website

Main source of information:

- provides clear and up-to date information
- provides contact data
- is user –friendly (users are able to access relevant and important information quickly and easily)
- gives an accurate impression of the school and its diverse activities
- reflects the spirit of the school and its community
- provides general information about ES in general
- provides general information about ES Luxembourg 2
- students' news and experiences
- projects
- FAQ

4.2 School Management System (SMS)

- most important tool for administration and teachers to communicate daily with the school community
- accessible also from outside the school
- announcements to parents and students

4.3 TEAMS

Teacher(s)- Student(s)

- virtual meetings with individual pupils, with groups of pupils, with the class in case of distance learning

Teacher(s) – Parent(s)

- virtual one-to-one meetings organised or flexibly scheduled by the class teacher about the pupil's progress or behaviour,
- virtual one-to-one meetings at the request of parents
- virtual school advisory group meetings at the initiative of the support coordinator

