



## **Ecole Européenne de Bruxelles IV**

### **Communication Policy**

#### **1. Aim:**

In order to ensure that we create a successful learning and teaching environment it is essential that we communicate effectively with each other and with all members of our school community.

#### **2. Communication:**

Effective communication is not only about exchanging information. The message and the way in which it is communicated are equally important. All members of the school community should expect to be listened to and in turn have a responsibility to listen to others and to support efficient communication in school, with parents and with pupils. Communication in EEB4 should be timely, professional and appropriate.

#### Problem solving

In all major situations the cases can be resolved through a dialogue, an explanation. The common sense and a professional attitude are the basis of positive communication.

1. In any case of a worry, the first person to be contacted is the person concerned.
2. If the problem persists after this first meeting, a meeting can be organised between the Deputy Head and the persons concerned. A third party may be invited to the meeting.
3. A follow up meeting between the Deputy Head and all persons concerned can be called.
4. In case this does not help to solve the problem, the Director of the school is invited to intervene.

#### **3. Objectives:**

All communication at the European School Brussels IV should:

- keep staff, pupils and parents well informed
- be open, honest and professional
- use jargon free, clear language with the aim of being easily understood
- be actioned within a reasonable time frame
- use the method of communication which is most effective and appropriate to the context, message and audience
- take account of other school policies

#### **4. Internal Communication:**

##### Meetings:

- Formal meetings should be included in the school calendar
- All formal meetings should be structured and minuted and members invited to contribute to the agenda
- When minutes have been approved they will be made available to staff at the next staff meeting
- Minutes should include any action to be taken, where appropriate with deadlines

##### E-Mail:

- The weekly notices, information and notification of events or initiatives are communicated by e-mail
- Staff must check their school e-mail on a daily basis during school time

##### Staff Meetings:

- These will be placed on the calendar and all staff are expected to attend
- The Deputy Director will organize regular meetings with:
  - Section Coordinators
  - Level Coordinators
  - Working groups
  - Cycle Coordinators

Minutes will be kept and made available to staff.

##### Staff Consultation:

- Staff Representatives are members of the management committees of the school, including the SAC, Conseil d'Education, Conseil d'Administration
- The management requests staff to complete online questionnaires in order to have their views on a variety of issues

##### Social events:

- The "Amicale" organizes a number of social gatherings and events throughout the year to which all staff members are invited

## **5. External Communication**

All schools have many lines of communication to maintain: with parents and carers, other schools, the community, outside agencies and the official agencies of the European Schools.

### Home School Communication:

Good communication between the school and the home is essential and children achieve more when schools and parents work together. Parents can best help support their children if they know and understand what the school is trying to achieve. It is important that all of our communications with parents are clear and accessible, bearing in mind that many of our parents are working in a foreign language.

- Staff will aim to establish open and friendly professional relationships with parents
- The school will try to make written communications as accessible and inclusive as possible. We will seek to avoid bias, stereotyping or any form of racial or cultural discrimination

### Communication with parents/carers

#### Pupil's Agenda and Class Website:

- Children in all classes must have an agenda
- This should be used as a means of communication between parents and teachers
- Pupils use their school agenda and/or the class website to record homework and messages/reminders
- Parents are encouraged to check their child's school agenda and the class website regularly

#### Letters:

- Staff will aim to reply to parents letters as quickly as possible
- Copies of all correspondence with parents should be kept and where appropriate placed on pupils files

#### E-Mail:

- All staff have a school e-mail address
- Staff will aim to reply to mail within a reasonable time frame
- Staff may forward e-mails from parents to a member of the senior management to deal with if preferred. This should always be done if a formal complaint is received.

#### Class Representatives:

- Each class will elect a class representative at the beginning of each year

### Written Reports:

- Twice a year the school provides a full written report to each child's parents/carer on his/her progress in each subject. This report should identify areas of strength and/or areas for future development
- Where staff are concerned about a child's lack of progress parents will receive a letter from the class teacher at the end of semester 1 inviting them to meet the teachers to discuss how best to support their child
- Teachers should inform parents of any change in a pupil's academic progress. (Article 24 of the General Rules of the European Schools)
- Parents will receive an official letter from the school Director in March/April informing them if their child risks failing the year. This is an opportunity to give the pupil as much support as possible from home

### Parents' Evenings:

The school offers a number of opportunities for parents to meet their child's teachers.

- In early September there is a general class meeting with the class teacher
- The oral school report day takes place in October where individual appointments are held with the class teacher and often the L2 teacher
- A transition Primary-Secondary parents' evening is held at the end of May/beginning of June for the P5 parents
- Parents can also meet teachers by requesting an appointment during the teacher's "reception hour". The times of these are communicated by the teacher.

In addition, parents are always welcome to make appointments (preferably by an e-mail) with class teachers or other subject teachers to discuss any academic difficulty their child may be experiencing.

### EEB4 Web Site:

- The school web site [www.eeb4.be](http://www.eeb4.be) provides information about the school to parents, pupils and to the wider community
- The site has areas for parents, pupils and staff
- The site contains the school policy documents, contact details and the annual calendar
- News and events are announced on the site – in addition APEE is informed of events and can distribute this information to parents through the class representatives
- The school Management will take the opportunity to inform parents and the wider community of school's aims and objectives, events and matters of concern via the school web site

### European Schools Web Site:

Curriculum information and official documents are available on the [www.eursc.eu](http://www.eursc.eu)