

# Principle for communication

Adopted by the school board on 24<sup>th</sup> January 2023

## **Purpose**

To have clear, necessary, culturally aware communication and cooperation between the school and home, and between pupil to pupil.

## **Goal**

The communication experience between school and home, should be open, appreciative, and respectful.

Aula is the medium of written communication between school and home.

Messages should be short and clear, with a positive tone. Messages are answered as quickly as possible both from parents and from the school's staff.

Parents should contact the subject teacher for specific subject related questions. All other enquiries should be directed to the class teachers.

If an answer cannot be given immediately, receipt will be acknowledged with notification of a later answer. It is not always possible to respond on the same day you contact the school, but this will happen as soon as possible within the employee's working hours.

If parents need to speak to a teacher or pedagogue in person, they can write a message about this on AULA and ask for a meeting or request a phone call.

If it's urgent - contact the school office.

## **School responsibility**

Yearly plans and weekly plans are posted on Aula/Meebook.

Personal, well-being concerns or the like, will be given priority.

The school's management ensures that all the school's employees are familiar with the principles of the school's communication with students, employees, and parents.

All employees are familiar communication protocols, bullying action plans, and mandatory reporting procedures.

## **Parent responsibility**

Parents are encouraged to check Aula for messages daily, and the week-plans at least once a week.

Parents are expected to keep themselves informed about their child's schooling, including conversations with their child.

The parents inform the school if there are significant circumstances in the family that might have an impact on the student's education.

Parents who are dissatisfied (or satisfied) with conditions surrounding their child's schooling make first contact with the class teacher or subject teacher with a view to solving the problem.

If a solution is not found in this way, the parents can contact the school management.

If the complaint is about the head of school, the parent should contact the chair of the board.

If the complaint is in relation to the principles laid down by the school board, or have a specific case they want taken to the board, the parents should contact a member of the school board.

### **Student responsibility**

It can be expected that students from Grade 6 take responsibility for following their homework through Aula/Meebook.

Students should speak and communicate with their peers, and teachers in a respectful, appropriate, and culturally sensitive way.

### **Success criteria for this principle**

A well-functioning exchange of ideas and information between school and home. Communication goes to the right people, with the right tone and with minimal misunderstandings.

#### *Related documents:*

- *Complaints policy*
- *ICT Acceptable Use policy*
- *Code of conduct*