





8b. Parent Communication Policy

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Aims

At BIST, we expect all members of our community: parents, pupils and staff and any other visitors to communicate and interact in a supportive and reasonable way towards others. All communications at BIST should:

- Keep staff, pupils, parents and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use clear and concise English, avoiding jargon to be easily understood by all.
- Be actioned within a reasonable time.
- Use the method of communication most effective and appropriate to the context, method and audience.
- Be in accordance with the relevant school policies.
- Avoid expressing political views or anything critical of our host country of Tunisia.
- Be technically accurate and promote high standards of literacy.

Parental dialogue is one element of this, but perhaps the most vital for the effective education of the children in our care, and feedback, both written and verbal, is to maintain an open and informative dialogue between colleagues, pupils and their families.

Communication from School

BIST Website

The school website is used largely for communication with those outside the current school community. The aim of the school website is to inform and promote the school to the wider community. Therefore, the website does not contain any content which would be considered to be for an 'internal' audience.

Social Media

Facebook and Instagram are used to communicate news, achievements and successes to the BIST and wider community. These are maintained and monitored by our Marketing team.

Newsletters

Our BIST family and community receive a regular newsletter via email. The newsletter outlines the key foci, events and successes. This is also a valuable planning resource with upcoming key dates outlined for information regarding upcoming important dates and events.

Primary teachers also send a weekly newsletter to review the week and prepare for the next week, information relevant to your class will be shared here.

Communication with Parents

Staff will always seek to establish open and friendly relationships with parents, it is appropriate that relationships are professional and parents are addressed in a formal manner.

Communication can take a variety of forms: verbal (through meetings or by telephone); written (through letters, notes in planners or email); through Google Classroom or the Class Dojo app or for staff, via the school's internal Google system. Our aim is to utilise all means of communication effectively.

We aim to have 100% of parents signed up to email to achieve paperless communication wherever possible. Where this is not appropriate, the parent must contact the school and a hard copy of communication can be provided.

Parents provide their email and phone contact information on entry to the school. This remains, unless amended, throughout the child's education. It is vital that parents update their contact details: phone number, email and address in a timely manner.

Separated Parents

Unless there is a court order to the contrary, the school will provide the same information to both parents, provided that contact details have been furnished. Copies of communications can be sent via the pupil if both parents are in agreement.

Translation

Key school documents will be translated into French and Arabic, please do request a translator, if required, for any meetings to ensure effective communication.

Parent Feedback

BIST encourages parents to share any issues about their child at the earliest opportunity. The relevant member of staff will arrange to see parents as soon as possible.

Feedback will be sought from parents on the service provided by the school. Replies are confidential and will be collated and analysed by an appropriate member of the staff. Issues arising will be shared and discussed by governors, the leadership team, staff and where appropriate, the Pupil Council.

Please kindly note that class social media groups are not expected to be used for any issues arising. Parents should contact the school directly with any matters to ensure a direct, open and professional response. We ask PTA Reps to raise any inappropriate use of social media to the Executive Principal.

Communication Channels

To respond effectively and streamline communication, parents are advised that the following process should be followed:

Admissions Office:

- Is only for use for admissions, following the admissions procedure please follow the guidelines below.

School Front Office:

- Scheduling an appointment with a teacher or the Executive Principal.
- Attendance, punctuality and registration.
- Transportation Issues.
- Attention to medical conditions, vaccinations and dietary requirements.
- Communicating any special instructions concerning a sick child for the day, a late arrival to or early departure from school.

Class Teacher:

- The academic programme, pupil progress, and reports.
- Performance in classwork and home learning.
- Behaviour/attire at school.
- Peer issues in class and school.
- Curriculum matters in class and textbooks.
- School events, class events, fundraising and field trips.

Leadership Team (LT:)

- Escalating and/or unresolved issues from class teachers.
- Teacher related issues.
- Class and exam timetables.
- Curriculum and assessment matters at year group level.

Key Stage 5 Lead/Head of Sixth Form:

- Transcripts and official documentation.
- University applications and procedures.

Executive Principal:

- General operations of the school.
- Policies, rules, and regulations.
- Comments, concerns, issues about the operation of the school, staff, etc.
- Escalating and/or unresolved issues from teachers and /or LT.
- Health, safety, security, environment and wellbeing matters.

If parents wish to arrange a meeting with a member of staff, they may contact the Front Office between 08:00 to 16:00, following which the front office will assist in making an appointment. Parents who may have difficulty with English may request the help of a school assigned translator.

PTA

The school has a thriving PTA. Its primary purpose is to organise social events and raise material donations for service learning in our community but it is also a good way for parents to get involved in the life of the school and at times the school consults with this group of parents on ideas for the future. We actively encourage parents to become more fully involved with the school. For further information please contact the Executive Principal: karyn.walton@bistunis.info

Communication from parents

The main communication from parents is via email or telephone, parents are asked to contact the school via the front office. This enables the school to act in a timely manner.

Teachers set aside time each school day to check communications. However, commitments, illness and part-time working may restrict an immediate response. We therefore ask for patience and understanding from our parents when awaiting a response.

E-mail (as the recommended communication method.)

Parents may wish to contact the school via email as an alternative to telephone or letter. Admin staff will forward any communication to the appropriate staff member for whom the message relates. All email communication will be treated in the same way as a letter.

The school is proactive in encouraging the use of email, with office email contacts being shared regularly in newsletters and all parents being encouraged to give an email address for prompt and effective communication.

Telephone calls

All telephone enquiries will pass through the main front office, who will direct the call to the relevant member of staff. In the likely event that the member of staff is not available to answer the call a message should be left and a return call will be placed at the earliest appropriate time.

Meetings

At times, at the request of the school or parent, a meeting may take place if either party feels that this would be the most appropriate communication method. Meetings are conducted to discuss formally points or concerns pertaining to a pupil's welfare or well-being. All meetings must be agreed in advance.

Notes from telephone calls /meetings/ email content will be saved electronically into the pupil's file.

All visitors to school must report to Security, sign in and wait in the appropriate reception area to be collected by the staff member they are seeing.

General Information

Communication from parents should be polite and civil at all times. Rudeness, inappropriate language, verbal abuse or threatening behaviour will result in the communication being ended immediately. Should the Executive Principal deem it necessary for safeguarding or security reasons, action may be taken and restrictions implemented for future communication.

KW

SP

SG

DC