

Communication Policy

Tallinn European School (TES)

Aims of the communication policy

Tallinn European School values effective and transparent communication that is essential in providing all members of the community with the necessary information.

The purpose of this policy is to

- present the principles of communication at TES;
- give an overview of different means of internal and external communication;
- guide community members in finding the correct person of contact in case of concerns or questions;
- present the complaint procedures at TES.

Principles

Regardless of the means or modes of communication used at TES and between its community members, the core values of Respect, Harmony, and Creativity must always be at the heart of the interaction.

Communication between parties should always be

- respectful, effective and professional.
- clear and concise
- actioned within a reasonable time frame;
- in accordance with other school policies.

Internal communication

Staff Meetings

- At the end of every term, the staff meeting calendar for the next term is shared by the Deputies.
- Meeting minutes are taken for all meetings, and participants are invited to contribute to the agenda. Minutes will be made available to participants within a week time in the corresponding Teams.
- During every term, at least one meeting is organized with Class Teachers, Coordinators and within subject teams.
- A general staff meeting will take place at the end of each term.

E-mail

- Staff must check their school e-mail daily during working hours.
- E-mails should be kept short and concise and answered within two working days if possible.
- Long e-mails are avoided, in those cases an in-person meeting is recommended.
- E-mails should only be sent to the parties directly involved in the exchange/discussion.

- Individuals are not required to reply to an email when included in CC.
- Except in urgent cases, all communication shall take place during working hours.
- Professional and clear language shall be used.

Teams

- Staff members are expected to check and reply to their Teams' messages during working hours.
- Except in urgent cases, all communication shall take place during working hours. Professional and clear language should be used.

Notice Boards and Info screens

- Notice boards and info screens are used to share relevant school information.
- Staff notice board is located in the teachers' room.
- Information related to Secondary is displayed next to the Deputy's office (B165) and the Secondary cloakroom (A building, first floor).

External communication

Communication Between School and Home

TES will make communication with home as accessible, timely, and inclusive as possible. The school is committed to establishing an open, friendly, and professional relationship with its community members.

Communication with parents/guardians

Communication with pupils' legal representatives is organised in accordance with Article 24 of the General Rules of the European Schools¹.

Parents who wish to contact staff should do so via email. All staff members have a school e-mail address available on the school website.

Staff will aim to reply to email within two working days.

Copies of all correspondence with parents should be kept in the staff member's inbox should they need to be retrieved for future reference.

Staff has the right to forward e-mails from parents/guardians to school management. This will always be done if a formal complaint is received.

If email exchanges are long and complex, an individual meeting between the involved parties is advisable.

Students, parents, and teachers should discuss problems arising between themselves first. As far as questions of learning and teaching in a specific subject are concerned, the subject teacher is the first person to be contacted, before the Class Teacher, the Pedagogical Advisor, the Deputy Director and/or ultimately the Director are addressed. Please see the "Complaints Procedure" section below for more details.

¹ <https://www.eurasc.eu/BasicTexts/2014-03-D-14-en-12.pdf>

Parents are welcome to request appointments with a staff member. These meetings must always be agreed upon beforehand. Staff has the right to decline a request for an unplanned meeting.

In urgent cases, parents/guardians can contact the Front Desk or Front Office if needed.

Person to contact depending on the concern/question:

| Concern /Issue /Question regarding: | Please contact: | Also include: |
|---|---|--------------------------------|
| Absence during exams / B-tests | Bac Coordinator and Deputy Director | Class Teacher |
| Absence for medical reasons (incl doctor's appointments) | Class Teacher | |
| Absence on personal grounds | Deputy Director | Class Teacher |
| Pre-planned longer absence | Director/Deputy Director | Class Teacher |
| Mental Health, emotional well-being | Psychologist | |
| Physical Health | School Nurse | |
| General Academic progress | Secondary Educational Advisor Primary class teacher | Class Teacher, Deputy Director |
| KiVa | KiVa Coordinator | |
| Academic progress in a specific subject | Subject teacher | |
| School Attendance | Educational Adviser | Class Teacher |
| General Behavior | Secondary Educational Adviser Primary Learning Skills Counsellor | Class Teacher, Deputy Director |
| Behavior in a specific lesson | Subject teacher | Class Teacher |
| Learning Support | Support coordinator | |
| Career Advice /University Studies | Career Counsellor | |
| Exams / BACC | Bac Coordinator | |
| Student Mobility | Activity Manager | |
| Erasmus + | Erasmus+ coordinator | Project Manager |
| Finances (incl. tuition fees) | Financial Specialist | |
| Canteen | Canteen manager | |
| Schooling certificates | Deputy Director | |
| Schooling contracts | Study secretary | |
| MySchool | Educational Technologist | |
| Outlook /Teams | IT manager | |
| Newsletter / Social media | Communication specialist | |
| Extra-curricular activities and events | Activity manager | |
| School card, locker keys | Administrative Assistant | |
| HR related issues | HR specialist | |
| Issues/initiatives that concern relationship between parents/classes and school | Parent Class Representative | Parent Council Board |
| Issues that concern student life | Student Class Representative | |
| Issues that concern the pedagogical and working environment | Teacher Representative | |

Contact information for the necessary individual can be found under the Our Team section of the school website.

MySchool

Each community member gets access to MySchool.at the beginning of their employment or enrolment from the Educational Technologist.

My School is the primary channel for pupils to follow all study related information. My School is a tool for parents/guardians to follow the timetable, homework, results, and absences, and for teachers to communicate with home (send announcements and permission slips, report incidents etc.).

Starting from Primary 5, pupils are also expected to use MySchool daily to keep up with their assignments and progress.

Teachers use MySchool daily to make course diary entries and take attendance for every lesson. Teachers enter assignments and grades to MySchool regularly and give academic and behavioural feedback.

Written reports / Progress reviews

In the Nursery cycle, Individual Progress Review meetings are organised either online or in-situ twice a year. Written reports are issued once a year, in June. The decision about promoting a student to the next cycle is made by the Class Council in June.

In the Primary cycle, an Individual Progress Review meeting is organised either online or in-situ once per academic year. Written reports are issued twice a year, in January and in June. The decision about promoting a student to the next year is made by the Class Council in June.

In the Secondary cycle two midterm reports (in November and in April) and report cards for Semesters 1 (in February) and 2 (in June) are issued. In February, an online Secondary progress review is organized.

At the end of the school year, the class council will decide whether a pupil may move to the year above or is required to repeat the year. The decision will be based on the General Rules of the European Schools, the pupil's profile and the standard of the attainment of the relevant competencies, as described in the June report.

Complete details can be found in the General Rules of the European Schools, article IX².

Information about TES and European Schools

School website:

tes.edu.ee

The school website provides clear and up-to date information and important data about school life and its governance. The website is accessible in English and in French.

TES Official Facebook page:

<https://www.facebook.com/TallinnEuropeanSchool/>

The TES Facebook page gives an overview of the school life with regular posts every week about school events and practical information.

Weekly News:

TES Weekly News is sent to the whole community every Friday with all the information you need to get ready for the next week! If you don't receive the Weekly News in your mailbox, please contact the communication specialist.

² <https://www.eurasc.eu/BasicTexts/2014-03-D-14-en-12.pdf>

European School website

<https://www.eursc.eu/en>

Provides official documents and information about curriculums.

Complaints procedures

Principles

TES is committed to providing the best possible response to problems and to resolving these problems in a transparent, fair, and appropriate manner.

If possible, concerns can be resolved orally, through a dialogue, and explanation.

TES will not investigate anonymous complaints or complaints based on rumours.

All persons making a complaint must be aware that the person who is the subject of the complaint will be informed at every step to ensure fair treatment and transparency.

Procedure

Complaint procedure should follow the following steps:

Complaint should be addressed to:

- | | |
|--------|---|
| Step 1 | the person concerned |
| Step 2 | the Class Teacher and/or Educational Advisor (Secondary); pupil or staff representative |
| Step 3 | the Deputy Director of the cycle |
| Step 4 | the Director |

TES staff members are committed to resolving the complaint at each step. Only in the case of an unsatisfactory reply/solution should the complaint be taken to the next step. If problems move to next steps, all people involved at earlier stages must be informed about the outcome of the case once it has been resolved and deemed concluded.

Teachers or administrative staff who wish to make a complaint should first approach their respective representatives. If the complaint remains unresolved, the matter should be raised with the Deputy Director of the cycle and then the Director.

Roles of the Teacher, Parent, and Student Councils

Teacher Council

The task of the Teacher Council is to submit proposals and opinions on learning and educational activities; councils the director on issues related to learning and educational activities; analyses and submits an opinion on documents related to learning and educational activities; makes proposals on improving the school's learning and educational activities; and makes proposals about issues regarding teachers. The teacher Council elects two representatives to the School Board at the beginning of each school year.

Parent Council

The task of the Parent Council (including the Parent Council Board) is to promote and protect the interests of the pupils, through class parent representation. They compile and formulate the expectations and interests of the classes when important decisions concerning the pupils are made, and communicate these interests and expectations between parents, the School Board, school management, and when necessary, the school keeper. They communicate issues and feedback between the parent community and the school and cooperate with school management and teachers on learning and educational activities. The Parent Council elects two representatives to the School Board. Class parent representatives are supported and advised by the Parent Council/Parent Council Board to clarify or resolve problems and misunderstandings and to raise issues where necessary. (More details in the statutes of Parent Council and School)

Student Council

The task of the Student Council is to defend the interests of the students according to their rights and needs arising from applicable legislation; to create and maintain a sense of community in the school family; to cooperate with the management, staff, and the Parent Council for the benefit of the entire school community. The Student Council elects one representative (from either S6 or S7) to the School Board.