



## Communication

Our approach to education is founded on the co-operation between home and school in each child's best overall interests, be this with regard to specific aspects of a child's learning, more general academic or pastoral matters within school, or family and other circumstances beyond school which will inevitably have an effect on a child's happiness and development. We aim to know, to understand and to support each child as an individual and communication is therefore an essential part of our work within school and with parents.

The simple principle for parents is to let us know of any concerns and to share with us any joys, in the certainty that we shall wish to celebrate the latter and address the former. It is this principle which underlies both our informal contact with you and the more formalised annual pattern of communication set out below. It is the same principle which is followed through in our internal arrangements for the monitoring and care of each child.

### **Staff Review of each child**

Prior to the beginning of each academic year, we spend two days conducting a full review of all matters relating to each child in the school. This ensures that all teachers receiving a new group of children are fully aware of a child's history and that any action necessary to support a child is planned before the year begins. An **action plan** is created for each child.

### **At Homes and Meet the Class Teachers**

In the first days of the new year, our 'At Homes' and 'Meet the Class Teachers' sessions take place, to provide parents with information about the year ahead, to allow them to put faces to the names of those most directly responsible for the care of their child and, most importantly, to encourage them to let us know of any matters relating to their child, of which we might need to be aware. In the early stage of our school's development, we cannot guarantee that we will be able to organise a home visit for every child before they start with us.

### **New Parents' Party**

For those parents whose child is new, a New Parents' Party is held in the first few weeks, at which all teachers are present. The party is informal and allows us all to meet as friends with your child's best interests at heart.

### **Pastoral Responsibilities and Internal Meetings**

While all teachers are accessible to parents, the Pastoral System functions primarily through the Class Teachers. It is their role to be aware of all issues, at School or at home, that might affect a child's progress and to ensure that other staff understand the needs of the children in their care. All staff (including the Head and the Senior Managers) are expected to welcome pastoral responsibility as a key part of their role.

The Head of School has overall authority for whole school pastoral matters. Class Teachers in each Year Group meet each week with the Head of Academics to discuss concerns and causes for celebration. Notes of any action required are circulated to the Head and any matters arising are pursued with and communicated to all to whom they may be relevant.

There is a weekly staff meeting, led by the Head of Academics, at which any matters of general information can be shared, in addition to which staff noticeboards draw attention to issues of significance.

### **Parent – Teacher Evenings and Reports**

Formal Parent-Teacher Evenings are held at the end of the Autumn term and Summer term. Formal reports are sent home for every child at the end of the Academic year.

**Contacting the Class Teachers and others**

Given that they are the people most directly concerned with the overall care of your child, Class Teachers should generally be the first point of contact for any concern or query.

The School uses a communication system through WeChat to communicate daily notices and information to parents. WeChat is not used to communicate directly with Class Teachers and parents are encouraged to email or arrange a time to meet Class Teachers if there is anything to discuss. For all day to day communication and small concerns, please catch the Class Teacher at the end of a school day, to discuss in person. If you are unable to talk in person, you may communicate with the Reception team either by phone or through WeChat and a message will be passed on to the Class Teacher.

**Please Note: During the day, Teachers' and other staff members' priority is the care and education of your children. All non-urgent enquiries will be dealt with as soon as possible.**

Serious concerns of any kind should be addressed to a member of the School's Senior Management, with whom appointments can be made at short notice through the school's offices.

You should feel free to write to us or to email/WeChat or phone the school if you have any worries. The school's staff are required to inform the Head and the Foreign Head of all significant concerns. In the interests of the children, we prefer to share confidentially among the staff all information which may be relevant to the care of a child. In the rare cases where, at the request of a parent, this is not done, the Head must be party to this decision.

*For information on the school's policy for communicating with parents who are divorced, separated or parenting separately of the other, please see the separate policy entitled ['Arrangements when parents are divorced, separated or parenting separately of the other'](#).*