



# COMMUNICATION POLICY

## European School Mol

### 1 INTRODUCTION

---

The European School of Mol recognizes the importance of clear and effective communications with all stakeholders (pupils, parents and carers, staff, trustees, the local and wider community outside agencies, etc), and is committed to being open and accessible for all who have an interest in the school.

The key stakeholders for a school are parents, carers and pupils and this policy addresses the main ways in which the school will ensure there is effective two-way communication between home and school.

Parents and carers have a key role to play in their child's education. The school will make every effort to encourage and make arrangements for parents and carers to contribute to creating a shared view of their child's needs.

### 2 AIM

---

All members of our school community have the right to enjoy of effective, respectful, and smooth communication at all time. Common sense and a professional attitude are the basis of positive communication.

### 3 COMMUNICATION

---

Communication is a key component to having a fantastic year and excellent staff. It is essential that administrators, teachers, parents, staff, and students have a clear line of 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 ESMol should be timely, professional and appropriate.



## 4 OBJECTIVES

---

All communication at the European School of Mol 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

## 5 ORGANISED COMMUNICATION

---

Representatives : Student body, Parents association, Staff representatives (teachers/administrative staff)

- 5.1 *Canteen committee*
- 5.2 *Health and safety committee*
- 5.3 *Nursery/primary educational council*
- 5.4 *Secondary educational council*
- 5.5 *KIVA*
- 5.6 *Care team*
- 5.7 *School advisory council*
- 5.8 *School councilor*
- 5.9 *Admin board meeting*
- 5.10 *Teachers representatives (all European Schools)*
- 5.11 *Cosup (students representatives of all European Schools)*
- 5.12 *Interparents (parents representatives of all European Schools)*
- 5.13 *Joint teaching committee*
- 5.14 *Budgetary committee*
- 5.15 *Board of governors*



## 6 INTERNAL COMMUNICATION

---

### 6.1 Office 365

- The weekly information for staff is available on SharePoint
- Internal document and file sharing
- Teams
- Simplified communication
- Data security

### 6.2 E-Mail:

- 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
- Although e-mail can be a quick and efficient way of communicating it should not replace face to face meetings where discussion is required
- To ensure the effective use of e mail by staff the following actions should be taken:
  - ⇒ consider a quick telephone call
  - ⇒ cc. only when clearly necessary. Please note that no action will be necessarily taken by the Management on the basis of a cc mail
  - ⇒ delete mail regularly
  - ⇒ check the tone and appropriateness of the language used in the e-mail
  - ⇒ ensure, where the mail concerns a pupil, that the SURNAME/NAME/CLASS appears before the subject heading

### 6.3 Written Communications:

- Staff must check the pigeon holes on a daily basis
- Phone messages taken by administrative staff will be placed in pigeon holes or sent by e-mail, except in the case of emergency



#### 6.4 Meetings:

- All formal meetings should be structured and minuted and members invited to contribute to the agenda
- All Staff meetings will be placed on the calendar and all Staff are expected to attend
- When minutes have been approved they will be available to Staff
- Minutes should include any action to be taken, where appropriate with deadlines
- The Deputy Director will organize regular meetings with:
  - Representatives
  - Subject Coordinators
  - Cycle Coordinators
  - The Educational Advisors

#### 6.5 Staff Handbook ESMol:

Information booklet ( Nursery & Primary) : given to all teachers before new school year

Information, files and forms (Secondary) : given to all teachers before new school year (+ published on SharePoint)

#### 6.6 The 'Staff Page':

- Increasingly information regarding duties (supervisions), timetables, policies and news are placed on SharePoint, SMS and/or send by email.

#### 6.7 Staff Consultation:

- Staff Representatives are members of the management committees of the school
- A weekly meeting is held by the Deputy Director and the staff representatives (CDP & CDC)
- Once a month or extra on request, PAS representative(s) have a meeting with the Deputy Director



### 6.8 Social events:

- A number of social gatherings and events are organized throughout the year to which all staff members are invited.

## 7 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.

### 7.1 Communication with parents/carers

**Communication with legal representatives** The European Schools believe that where parents are involved in their children's education and work in partnership with the school, children achieve and thrive more. Communication between the school and the pupil's legal representatives should be open and regular. This communication is organised in accordance with Article 24 of the General Rules of the European Schools. It is essential that parents inform the school of any issues which could affect their child's learning progress. The European Schools are faced with ever greater challenges as the school population becomes increasingly diverse. In order to meet the needs of individual pupils, on the basis of their early identification, teachers use a variety of differentiated teaching methods in their classrooms.

<https://www.eursec.eu/Documents/2012-05-D-14-en-9.pdf>

If a child is absent, parents and carers are asked to contact the school as soon as possible on the morning of the absence. For full details please refer to the Internal

Regulation.Secondary : <https://www.esmol.be/storage/files/2019-2020-internal-regulations-secondary-school-1576826887.pdf>

#### *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
- ESMol recognises and celebrates the contributions made to our school community by all the cultural groups represented here.

The teacher consultation hours for the secondary cycle are communicated to the parents/carers in the beginning of the school year and can be found on the school website.

<https://www.esmol.be/storage/files/2019-2020-consultation-hours-secondary-1579871810.pdf>

#### 7.1.1 SMS :

Each parent/legal responsible gets access to **SMS**, our **internal school network**. Here you can read the mails from teachers and management as well as follow the timetable, homework, results and absences of your child.

The weekly info is sent by mail and available on SMS.

<https://sms.eurasc.eu/login.php>

#### 7.1.2 Pupil's Diary (Primary & Secondary):

- Children in all classes must have a diary
- This should be used as a means of communication between parents and teachers of the primary cycle
- Pupils use their school diary to record homework
- Parents are encouraged to check their child's school diary regularly

#### 7.1.3 Letters:

- Staff will aim to reply to parents letters as quickly as possible
- Any letter of complaint will be dealt with in line with the Complaints Procedure :  
In all major situations, concerns can be resolved through a dialogue, an explanation. The common sense and a professional attitude are the basis of positive communication.  
A. In any case of a worry, the first person to be contacted is the person concerned.



B. If the problem persists after this first meeting, a meeting can be organized between the Deputy Director and the persons concerned. A third party may be invited to the meeting.

C. A follow up meeting between the Deputy Director and all persons concerned can be called.

D. In case this does not help to solve the problem, the Director of the school is invited to intervene.

Please note: The European School will not investigate anonymous complaints. The European School will only investigate complaints if these are presented in a constructive manner. The person, against whom the complaint is being made, will be informed about the situation until it is resolved.

- Copies of all correspondence with parents should be kept and where appropriate placed on pupils files

#### 7.1.4 E-Mail:

- All staff have a school e-mail address and this is available on SMS
- 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.
- If a pupil is absent, the parents inform the school secretary in the morning by phone or by email.

#### 7.1.5 Phone :

General : 014/563.111

Nursery & Primary : Anna Sallaert 014/563.180

Secondary : Sandra Harthoorn 014/563.103

Educational Advisors Secondary :      Year 1-2: 014/563.147  
    Year 3, 4 and 7: 014/563.127  
    Year 5 and 6: 014/563.137

SWALS Coordinator Nursery-Primary : [MOL-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu](mailto:MOL-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu)

SWALS Coordinator Secondary : [MOL-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu](mailto:MOL-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu)



#### **7.1.6 Reports:**

##### **Nursery**

- Child Development report : explanation to parents during the individual meeting of November

##### **Primary**

- Twice a year (February & end of the school 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 April/May warning them if their child risks failing the year. This is an opportunity to give the pupil as much support as possible from home.

##### **Secondary**

- Four times 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 in the month of March 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 the month of March warning them if their child risks failing the year. This is an opportunity to give the pupil as much support as possible from home





### 7.1.7 Parents' Day / Evenings:

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

- In September there is a general class *meeting* with the teacher and main subject teachers
- A parents' evening and parents' individual meeting (Nursery & Primary) is held in November
- A parents' day in Secondary is held after the autumn report
- A transition Nursery-Primary Information evening is held in the beginning of April
- A transition Primary-Secondary Information evening is held in the start of February

In addition, parents are always welcome to make appointments (preferably by an e-mail) to discuss any academic difficulty their child may be experiencing. Parents can also meet teachers by requesting an appointment during the teacher's "reception hour" (see 7.1 Home School Communication). The Educational Advisors are regularly available to see parents who wish to discuss any other issues regarding their child's progress in school.

### 7.1.8 Special Advisory council

The school recognizes the importance of positive relationships with parents and carers of all pupils with additional needs.

All staff will make every effort to ensure effective communication with parents and carers. All staff within the school are expected to help parents and carers understand how to contribute effectively to their child's education and will make every effort to ensure that parents understand their rights and responsibilities. All relevant information will be provided in a way for all to understand and respond to.

When pupils who have special educational needs are making less than the expected progress or if they are experiencing behavioral difficulties, we would expect to meet with parents and carers more regularly. Parents and carers are encouraged to communicate immediately where they have a concern about their child's needs being.

The counseling team of ESMol (counselor Miss Anne-Lize Stassen and counseling teachers) has a meeting each week, work closely together with the parents and carers and prepare the agreements for the (intensive) support.



### 7.1.9 School trips, visits and activities

The school will endeavor to publish all proposed trips, visits and activities on the school calendar at the start of each academic year. Parents and carers will be notified by mail of trips, visits and activities that their child/children will participate in as early as possible. Occasionally opportunities arise during the academic year to offer pupils additional trips, visits or activities that were not known or available when the school calendar was published. The school will always ensure parents and carers are notified of any additional opportunities for their child as soon as possible to ensure parents and carers have adequate time to plan for such events.

### 7.1.10 Practical Information

All practical information (holiday calendar, link to school restaurant, link to SMS, contact numbers, teachers consultation hours,...) is given in the beginning of the school year to all parents/carers and can be found on the school website.

General : <https://www.esmol.be/en/downloads/general-1>

Nursery/Primary : <https://www.esmol.be/en/downloads/nursery-school-primary-school-1>

Secondary : <https://www.esmol.be/en/downloads/secondary-school-1>

### 7.1.11 Severe weather and emergency closure

In the event of emergency closure communication will be made to parents and carers via email. Parents and carers should also tune in to local radio and check the school website and social media channels (Facebook & Instagram).

### 7.1.12 Parents' Association European School Mol (PA ESMol)

At the European School of Mol, the Parents' Association (PA) plays a key role in providing a variety of services for the children as well as representing the interests of your children. They are the interface between the parents, the school management, the various school committees and the Board of Governors (which manages all European schools). The PA aims to provide parents with information and support and meets regularly to discuss ongoing school issues. The Parents' Association organizes the transportation, the after-school care and activities for the ESMOL. More information on the website : <https://paesmol.eu/>



## **7.2 School Brochure & Internal Regulations :**

### **7.2.1 The school brochure:**

Provides a range of information about the European Schools and ESMOL. It is updated every 2/3 years.

### **7.2.2 Internal Regulations**

The Internal Regulations of the Secondary Cycle is updated each school year. It is part of the inscription file and published on the school website.

<https://www.esmol.be/storage/files/2019-2020-internal-regulations-secondary-school-1576826887.pdf>

For the Nursery and Primary Cycle new families receive the 'Code of conduct' and the 'Homework Policy'. Parents can find it also on the school website.

<https://www.esmol.be/storage/files/code-of-conduct-1576826748.pdf>

<https://www.esmol.be/storage/files/homework-policy-1576826915.pdf>

### **7.2.3 Anti-bullying Policy**

Bullying in school is the systematic exercise of physical and/or psychological violence by an individual or a group against others who are not capable of defending themselves. Bullying has a distressful effect and negative consequences for the victim. Bullying is always deliberate and often target-oriented. More details on the school website.

<https://www.esmol.be/storage/files/anti-bullying-policy-1576240417.pdf>



#### 7.2.4 Traffic Rules

The safety of all the members of our school community is our main goal. It is important that we all remember that, apart from the specific rules below, international traffic rules apply at all times in the school grounds.

<https://www.esmol.be/storage/files/15-16-traffic-rules-esmol-1576240982.pdf>

#### 7.2.5 ICT Usage Policy

This ICT Usage Policy outlines the guidelines and behaviors that our students are expected to follow when using school technologies or when using personally owned devices on the ESMol campus or at ESMol organized activities.

<https://www.esmol.be/storage/files/policyicten-1576240914.pdf>

### 7.3 ESMOL Website & Social Media :

The school website [www.esmol.be](http://www.esmol.be) provides information about the school to parents, pupils and to the wider community. Find the 'MOLe' on the website and you'll find all the internal school information <https://www.esmol.be/en/downloads>

Social Media :  
Facebook : [Europese School Mol](#)  
Instagram : [@europeanschoolmol](#)  
Linkedin : [European School Mol](#)

- The website contains the school policy documents and regulations, contact details, the annual calendar, practical information and all necessary forms
- News and events are announced on the website and on social media
- 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 & Social Media.
- *It is not compulsory to be connected and therefore any key messages will be relayed through formal school communication channels.*



#### *7.4 European Schools' Website:*

Curriculum information and official documents are available on the website of the Office of the Secretary-General of the European Schools : [www.eurisc.org](http://www.eurisc.org)

#### *7.5 Data Protection Officer Correspondent ESMol*

The primary role of the data protection officer (DPO) is to ensure that her organization processes the personal data of its staff, customers, providers or any other individuals (also referred to as data subjects) in compliance with the applicable data protection rules. In the EU institutions and bodies, the applicable Data Protection Regulation (Regulation (EU) 2018/1725) obliges them each to appoint a DPO.

Our school has contracted Mr. Nico Mookhoek as our Data Protection Officer Correspondent (DPOC). He is working in close collaboration with the DPO at the OSG; Mrs. Emilie Demeyer.

Our DPOC can be reached via email at: [MOL-DPO-CORRESPONDENT@eurisc.eu](mailto:MOL-DPO-CORRESPONDENT@eurisc.eu) .

M. J. Perez Blanco

Director European School Mol