Date for Review: March 2025



**British Forces School Naples**

Communication Policy

March 2023

**COMMUNICATION POLICY**

**Introduction**

Positive communication is an essential element of the aims and vision of British Forces School Naples. We recognise that the relationship which exists between our school and the community is a partnership, and that all good partnerships thrive on excellent effective communication. This policy therefore seeks to define the means by which we are able to maintain effective communications between all stakeholders within our school community in addition to providing an overview of what parents/carers can expect of the school and, in turn, what the school will expect of parents/carers.

Within all avenues of communication, we politely request that all members of our school community ensure the tone of communications remain polite, non-confrontational and solution focussed. You will be treated with courtesy and respect by our staff and we ask you to do the same in return (please see Parent Code of Conduct). Unacceptable behaviour is not always aggressive or verbally abusive, but can also be defined, for example, by unreasonable persistence, constant contact or refusal to accept explanations or decisions. We seek to develop confidence and trust between parents/carers, children, young people and staff and recognise the importance that the views of all are listened to so that together we can build the best possible experience for our full school community.

**School Information Handbook**

The school Information Booklet for Parents contains a range of specified information that gives parents a full picture of provision at BFS Naples. This booklet is updated at least annually and distributed to all new parents. A hard copy can be requested from the school office but an electronic copy can be found on the school website.

**School Website**

The website is continually updated and reflects information and activities of the whole school community. Each fortnight, class teachers write a class blog to inform parents/carers of the latest class news/events.

**Home School Agreement**

We have a home school agreement and you and your child will be invited to sign it following enrolment. The Home School Agreement sets out the expectations for all, which in turn help, to ensure communication works effectively both ways - between home and school.

**School Office Communication**

The school office welcomes parents and other stakeholders to the school and always strives to help and sort out any queries or problems in a professional and friendly manner. If the office is unable to help for any reason they will contact the person who is able to help as soon as possible. Parents will be informed of school activities in a variety of ways, such as newsletters, emails, letters sent home via the children, telephone contact and the school website. Emails can be sent to the school office at the following email address: [naples.office@modschools.org](mailto:naples.office@modschools.org) or you can call on the following number: **(0039) 349 007 7229**

The School Office is open as follows:

Winter Hours: 08.15 – 15:15hrs

Summer Hours: 08:15 – 13:15 hrs

Parents are expected to ensure contact details are kept up to date at all times and share any information affecting their child(ren). Parents should endeavour to give advance warning, as far as is possible, of any changes which may affect their child, including letting the Senior bus escort aware of any changes to travel plans.

Absence should be reported using the MySchool App absence notification tab (see attendance policy for further information).

**Headteacher Update**

A Headteacher update is published monthly on MySchool App. The update may include details of forthcoming events and shares and celebrates activities the children have undertaken. It is a parent’s responsibility to read the weekly update and to monitor any messages that are sent via MySchool App.

**School Council**

We have a School Council which is elected by the children for the children. All the children belong to their Class Council and elections are held for the School Council at the start of the academic year. The School Council meet regularly following an agenda and report back to the Class Councils. The Council gets involved in the life of the school and undertakes school projects which are usually featured in the newsletter.

**Class information**

At the beginning of each term, class teachers prepare a curriculum overview of learning planned in the forthcoming term. Other class letters relating to class learning and events etc. are shared as appropriate.

**Routine communication with the class teacher**

· Meet and greet class teacher appointments are made with parents approximately 3-4 weeks after admission to allow parents/carers to meet the class teacher, to discuss how a child has settled into the class and the continuity of their learning.

· Home-school reading diary. This enables parents to record comments on reading and to request help from the class teacher.

· Home learning is set each week on eSchools. Parents and children are welcome to send messages related to Home Learning via the eSchools app.

· Parent Consultations with the class teacher are arranged in the autumn and spring terms to discuss pupil progress and next steps in learning. Parents are invited to build in time before or after the appointment to look at their child’s work.

· Annual pupil end of year reports to parents will be written on the progress of learning during the academic year. This report includes areas of strength and areas for future development. In our school we ask the children to comment on their own progress, and parents to make a similar comment. We also include statutory assessment information for those children in Foundation Stage 2, Year 1 (Phonic screening),Year 2 and Year 6 following statutory assessments

**Additional communication with class teachers**

All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child’s progress. Therefore, the class teacher should always be the first point of contact for parents if they have any questions or concerns. Generally speaking, the start of the day is very busy and whilst teachers will be available, it may not be the best time for a detailed discussion. Where parents need to share key information that is relevant for the day ahead, this is appropriately shared on arrival in the morning. Otherwise parents are encouraged to make an after school individual appointment at a mutually convenient time when the matter can receive the undivided attention of the teacher.

All parent communications are logged and where a parent/teacher individual appointment has been made, a meeting record is completed as keeping records of telephone discussions and meetings is important in helping to ensure that action plans are successfully manage. A complaints procedure is in place where needed and can be found on the school website.

**Opportunities for parents and community members to volunteer help within school**

At BFS Naples we are fortunate to have a number of parents and community members who help in school in a variety of ways. We welcome voluntary assistance from parents and other adults subject to necessary safeguarding checks. If parents have a talent or skill that could benefit the children and the wider school community we would value the opportunity to make use of this. Parents should contact the office in the first instance.

**School Governance Committee (SGC)**

SGC is made up of parents, staff and military community representatives who work in partnership with the school to achieve the best for the children. Meetings take place each term, training is available and members regularly visit the school. Parent representatives are a vital communication link between the school & the wider parent community.

**Friends of the School (FoBFS)**

The Friends of the British Forces School is a very active committee which mirrors a parent/teacher association. News of activities organised by this committee is circulated by the School and other community outlets e.g. HIVE. The Chair always welcomes new members to the Committee. Please contact the school office for more information if you would like to be involved.

**Parent Feedback**

Parent feedback is always welcomed and is regularly sought to support our continuous self-evaluation and consideration of ways that our school policy and procedures including communication system can be improved. Parent comment on events, workshops, activities and procedures is regularly sought throughout the school year. Where appropriate these outcomes are then fed back to parents via the Headteacher Update.