

The System of Communication Between the School and Parents

Flow of information from the school to parents

a. Information about the school

Information about substantial changes and school events is provided by the management (the director and his deputies):

- School Newsletter: usually 1x a month – information about the latest school events and the management’s opinion on current topics which might be a matter of concern and interest to parents
- Administration-Parent Meetings: usually 1x a month (offered to the parents in case of interest; usually, there is a main topic announced ahead of time)
- School gatherings – all parents, more classes or the whole grade together: these will occur on special occasions, when some issues need to be discussed in the given format
- Individual meetings or consultations between a member of the management and a parent: ideally scheduled directly, or through the office

Should parents consider information in any areas to be insufficient, they may inform the management of the school of their needs via email or in person.

At the beginning of the school year, parents receive a comprehensive manual including overall information about the school and the current school year.

b. Information about the classes

Information about the latest class events is provided by teachers of the particular class, mostly in the form of e-mails (once a month, a summary of what has happened, what the current situation is the class is, and what the teachers’ needs are, is sent out). Depending on the matter of the issue, the information is sent out in advance or reported on retrospectively. Information from the After-School Center (Družina) is sent out on a similar basis.

In case of any fundamental changes in the class (presence of a new adult, teacher’s absence, changes in organization or content of the education plan, projects, etc.), the teachers will inform the parents immediately, i.e. in advance (if possible) or within 2 days at the latest.

To receive more detailed information about the character and system of work in the class, parents can take up the offer of personal observation (visits) in class. During such an observation, there are special rules to be followed, which are always introduced to the parent prior to his/her visit of the classroom. The dates of observation available are included in the School Year Calendar and parents need to inform the office of their interest to participate in advance.

To exchange important information between the family and the school, every child has her/his personal notebook, which contains mainly information requiring parent signatures – namely to excuse the child’s absence in school.

c. Information regarding child’s progress and results

Every term, individual Parent-Teacher Conferences take place, which are held in one of the following forms: teacher-parent-child or teacher-parent (depending on the needs and the matter of issues to be discussed). The Conferences are held either during a time scheduled for the entire class or – under exceptional circumstances – can be arranged on an individual basis. The topics covered include the child's academic results, his/her needs and plans for further development, behavior at school, etc. Teachers can schedule an individual meeting with parents any time the child is significantly behind in the curriculum. Parents can ask for an extra one-on-one meeting to discuss urgent and relevant matters. Before the Parent-Teacher Conferences, the teachers send out a written report that serves as a basis of the meeting.

Information about the content of lessons (the themes) can be found in the School Curriculum (for the particular grade) and furthermore, in the individual work plans of each child (provided by teachers), which are broken down into weeks (or fortnights). These plans are evaluated by teachers on a regular basis (at least every 2 weeks) and made available to parents. The evaluated plans show what the child has completed within the given period of time, what he/she has accomplished, and what he/she still needs to finish. In addition, teachers keep a record of a student's progress and knowledge and skills acquired in relation to the expected outcomes for each grade (this record serves as the basis for Parent-Teacher Conferences).

Further information (beyond the scope of that mentioned above) can be acquired by a particular class info system, which will always be explained to parents by the teachers at the beginning of the school year (e.g. child's portfolio, notebooks, etc.).

At the end of each term, the school issues a final report on each child's performance in a verbal form. The report informs whether the child has met required outcomes given by the School Curriculum, and to what extent.

Additional information on a child's results is provided by comparative tests the school takes part in. The tests usually take place in the 3rd and the 5th grade.

Flow of information from parents to the school

Parents inform the school about their child's fitness, health issues and/or any other significant facts related to physical and mental health of the child which could have an effect on his/her learning process.

In case of any change in personal data which is important for the school administration (home address, contact information, etc.) parents inform the office about the changes immediately.

Should the child be absent from school due to an illness or other unexpected reasons, the parents must contact the class teacher to excuse their child as soon as possible, but no later than within 24 hours (sending a text or an e-mail, or by make a phone call). In the case the child's absence is planned and known to the parents in advance – parents hand in the Request form for time off to the teacher. Absence lasting no longer than 1 day can be approved by the teacher only but requests for more days off need to be submitted by teachers to the principal and approved by him. All absences need to be recorded in written form and signed in the notebook upon the child's return to school.

Rules of communication between the school and parents

Communication between teachers and parents takes place via emails, phone calls, and personal contact. Specific rules of communication for each class are set up by teachers themselves, with the following general rules in mind:

- a) Teachers reply to parents' emails within 48 hours at the latest (the reply may just notify parents that the teacher needs more time to handle the request or answer the question; if the teacher is off sick, the time for reply can exceed the 48-hour scope)
- b) Personal e-mail addresses of all school staff members always take on the following format: [name.surname@duhovkaskola.cz](mailto:firstname.lastname@duhovkaskola.cz)
- c) Teachers communicate with parents using class email addresses (name of the class@duhovkaskola.cz), so that both class teachers are always informed (the message can be written in Czech or English only)
- d) Phone calls (text messages) can be received only outside of class schedule. The same rule applies to personal appointments.

Communication between parents and the school management or the office can take place via personal email addresses of the management or via two general email addresses: kancelar@duhovkaskola.cz (issues pertinent to the office and daily school operations) or info@duhovkaskola.cz (any questions, suggestions, concerns). Emails are answered within 48 hours. Further contact details can be found on the school website.

What to discuss with whom at school

School Director (Jindřich Kitzberger)

jindrich.kitzberger@duhovkaskola.cz
Contact number: +420220303822;
+420724866893

Student admissions, beginning or postponement of compulsory education, transfers from other schools
Educational Services Agreement, its amendments, termination

Matters related to the school as a whole, or more classes; matters exceeding the responsibilities of the Deputy Director, teachers, or the office; issues associated with the general set-up of various processes

The concept of school development, educational concept, school policy and organization

Everything what was not handled successfully within the class or with the Deputy Directors

Deputy Director (Michaela Paulová)

michaela.paulova@duhovkaskola.cz
Contact number: +420776308957

School administration and organization – the whole school or its parts

Processes in particular classes – if not successfully handled with the teachers

Questions related to education which exceed the teachers' responsibilities (or such which were not handled successfully with the teachers)

Relationships and communication between classes and teachers, within the school and Družina

Observation and assistance to teachers in the classrooms

In case of the Director's absence – the Deputy Director takes over his responsibilities to their full extent

Deputy Director, Methodologist (Judith Luman)

judy.luman@duhovkaskola.cz
Contact number: +420220303838;
+420721449260

Pedagogical, methodological and didactical questions related to Montessori education

English instruction, English curriculum, bilingual education

Matters related to the education of foreign and bilingual children

Class Teacher

Education of the child, his/her individual needs, information about the child and family (which might be of significant importance to the school and the child's educational process)
Classroom management
Outcomes in education and their evaluation
Organizational processes in the class, classroom rules
Excusing child's absence from classes (following the School Rules and Regulations)
Everything happening in the classroom, relationships among children, events and situations arising in class

Duhovka Counselling Center (Petr Šobra)

petr.sobra@duhovkagroup.cz
Contact number: +420220303830;
+420734797535

Psychological services; issues related to special educational needs, speech therapy, and other professional services
Help with issues, situations, and questions that students, parents, or teachers are unable to solve with teachers or school management, and/or which require further assistance and support when being dealt with
Advisory and Consulting services to prevent the occurrence of any negative phenomena or problematic and conflicting situations

Head of Extra- curricular activities (After-school Center (Družina) + clubs) (Peter Lauritzen)

peter.lauritzen@duhovkaskola.cz
Contact number: +420220303826

Information about Družina organization and concept, events organized by Družina
Suggestions and queries related to Družina services
Announcements of changes regarding the pick-up procedures (in writing) – names of authorized persons, pick-up times, etc.

Družina Teacher

Hand overs when children leave Družina
Information about children (related to their stay in Družina)
Handling queries about educational and organizational issues related to a particular program or a child in Družina

Coordinator of Afternoon Clubs (Hana Vyhňalová)

hana.vyhňalova@duhovkaskola.cz

Afternoon Clubs – information, organization, enrolment and unenrolment

Office coordinator

(Anna Konecká)

anna.konecka@duhovkaskola.cz

- Contact number: +420 220303821;

Administration: children's documentation, certificates, educational agreements, reports/evaluations, forms, applications to various courses

Communication with potential clients (providing general information about the school, arranging meetings, etc.)

Supporting newcomers - parents, children, teachers

Suggestions and requests related to facility management and maintenance, cleaning services

Providing basic information about the school and its organization, contact details of all staff members, their duties and responsibilities as well as their availability (especially that of the management)

Office coordinator

(Andrea Šimková)

andrea.simkova@duhovkaskola.cz

- Contact number: +420220303821; +420734182946

Maintenance of the information database about the children, application forms and signing up for school events; record of lunch orders; handling orders; maintenance of the contact database

Distribution of emails to parents

Organization of school events

Invoicing (issuing invoices, control of payments and invoices, penalties and fines for late payments), payments in cash

School Chef

(Josef Němeček)

josef.nemecek@duhovkaskola.cz

- Contact number: +420220303825; +420608227133

Administration of menus in MyZone

Specifics of children's diets, allergies, etc.

Suggestions and queries regarding the menu

Catering management