



BRITISH SCHOOL OF TIRANA

Home-School Communication Policy

2025-2026



Introduction

Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve, and if there is a problem, if we do not know, then we cannot act, so please keep us informed. With your support we can work to put matters right.

In our school we aim to have clear and effective communication with all parents and with the wider community. Keeping parents well informed about school life reinforces the important role that parents play in supporting the school.

Our Aims

Our school aims to ensure, that all communications are:

- Clear
- Comprehensive
- Two-way
- Timely

Responsibilities

The school will undertake to ensure that:

- Parents and children have clear lines of communication.
- The curriculum is clearly communicated to parents.
- Parents receive regular information about their child's progress and achievement.
- Parents are informed of forthcoming events within appropriate timelines.
- All communications are treated as confidential within the school context.
- All communications are dealt with respectfully and with courtesy.

We ask Parents/Guardians/Carers to undertake to:

- Read the key communications issued by the school, including the school newsletter and where a response is required (e.g. school trip letter), reply within the established time-frame.
- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner.
- Act on the communication (e.g. attending special meetings).
- Communicate with respect and courtesy.

How will we communicate with you, and how would we like you to communicate with us?

Email

We ask parents to email secretary1@britishschooloftirana.al for Primary school and Nursery School and secretary2@britishschooloftirana.al for the Secondary School.

For administration purposes of we require all emails to go to a central email address. All emails will be treated with appropriate confidentiality. Please note that all emails should specify the member of staff to whom the query is addressed. In the first instance, this is usually your child's class teacher or Form/Subject teacher in Secondary.

If a response is required, it will be made by the appropriate member of staff. We will endeavour to respond to parents' **emails within 2 working days** during term time.

EduPage

The main portal for communication with the school is EduPage, accessible via individual login from <http://britishschooloftirana.edupage.org>.

An account is created for each parent and login details are sent by email. Parents are invited to download the EduPage application for smart phones and use the login details to access their children's info page. Information to receive via EduPage includes timetables, curriculum overview, homework, results, communication from school and direct messaging with teachers. Parents can use the application to also send an absence notification to both the parent and the school if the child is absent from school. Updates from each class will also be sent via EduPage. If not possible to download the application the platform can still be accessible via the web browser.

Please check that your EduPage account is active and contact school reception in case of any problems so we can make sure this main channel of communication is always operational.

In Nursery School, Tapestry is used as a way of communication about children's progress.

Letter

Letters can be given to your child, to give to his or her class teacher, given to the school Reception or posted. As with emails, letters will be treated with the appropriate confidentiality. You are asked to make it clear to the member of staff to whom the query is addressed. If a response is required, it will be made by the appropriate member of staff. We will endeavour to respond to parents' **letters within 3 working days** of receipt during term time.

Telephone

Telephone calls are appropriate to notify us that your child will be absent from school, to communicate brief information about your child that the school needs to know or in an emergency, for example, to let us know that you will be late collecting your child.

Communication of student absences done by phone must be followed by a brief email stating the reason of the student absence. We ask parents to telephone the school on:

+355 (0) 693589750 for Nursery School

+355 (0) 697780012 for Primary School

+355 (0) 677070156 for Secondary School

The school office is open between 8.00-16.00 Monday - Friday during term-time.

PLEASE NOTE that when handling a call Receptionist might only be able to record your query and within the same working day the most appropriate members of staff will call back with an exhausting answer to your query made over the phone.

At all other times it is appropriate to send text messages for the staff to answer at their earliest opportunity. If the call requires a response, we aim to do this within one working day during term-time. We kindly ask for parents' understanding and cooperation in using the telephone for short messages and communication with school and use other channels if a longer discussion needs to happen in order to have the line always accessible for as many parents as possible that might want to call the school including emergencies.

Meetings and Appointments

Parents can visit the school to ask questions, gain support or to have the opportunity to talk about issues affecting a student with either his/her class teacher or a member of the school leadership team.

Parents are asked to telephone the school reception (numbers above) to make an appointment or email secretary1@britishschooloftirana.al for Primary and secretary2@britishschooloftirana.al for the Secondary School. Appointments can be made via EduPage directly with the required member of staff.

For all queries, the school reception will direct you to the appropriate member of staff, to deal with your query and arrange any appointments for you. For any academic matter the first point of contact in the school is always your child's class teacher or the Subject Teacher who can be contacted via message notifications in EduPage.

It is sometimes possible to speak with the class teacher or School Director, very briefly, at the beginning or the end of the school day. For longer discussions you will need to make an appointment. We would advise you to not arrive at school with the expectation that you can be seen straight away without an appointment, as this may not be possible. We will endeavour to meet with you at the earliest opportunity and aim to make **appointments within 2 working days** of the request.

School Reception

The school office is open between 8.00-16.00, Monday - Friday during term-time.

We would strongly encourage you to use one of the methods detailed above. However, should you wish to pass on a brief message, you may do so at the school reception. Your message will be written down and given to the appropriate member of staff at the

earliest opportunity.

We ask you to notify the school reception if your child will be absent from school by 9.30 a.m. at the latest via email at secretary2@britishschooloftirana.al. If a child is absent from school, and we have had no indication of the reason, we will contact a parent (by telephone, if possible) to find out the reason for the absence. We ask you to notify the school reception via email at secretary2@britishschooloftirana.al one day ahead if your child will have to be picked up earlier the following day for i.e doctor appointment or other known ahead personal/family reasons.

We ask you to notify the school reception by 12.00p.m. via email at secretary2@britishschooloftirana.al on any other change to your child's departure from school (in person or by bus service).

School website

Our school website contains a range of specified information to give parents / carers, and the wider public, a full picture of provision at our school. Useful information such as term dates, fees list, key policies and other information are also uploaded on the website.

School Social Media

Our school Facebook and Instagram pages contain a range of specified information to give parents / carers, and the wider public, a full picture of provision at our school. We would advise you to regularly check posts from the school in social media as well.

How can I find out more about school events and activities?

EduPage application

Regular information is sent via EduPage. Teachers and other staff members also send regular updates via the application. Key information we regularly share includes:

- The curriculum statement – frequency to be confirmed by teacher/s
- Homework – frequency to be confirmed by teacher/s
- Report on progress, effort and engagement (behaviour) – frequency to be confirmed by teacher/s
- School Director/s newsletter – monthly
- Ad hoc messages – as necessary

Class Induction Meetings

At the beginning of each academic year, parents are invited to an introductory meeting. At this meeting you will be given information about the class. This will include: what your child will be learning, homework expectations, expectation of behaviour, planned activities and events etc.

How can I find out about my child's progress and achievement?

Curriculum overview

See above (Curriculum Statement)

4.2 Learning Reviews

Parents are invited to meet with their child's class/form/subject teachers three times during the year, at the beginning of school, at the end of Autumn term and Spring Terms for parent-teacher consultations, which we call 'Learning Reviews'. These are usually held within the first two weeks after the termly assessment.

You will be advised of the date through EduPage and asked to sign up for a specific 20 minutes slot at a day/time to meet with your child's teacher. If you are unable to get into school to make an appointment you can telephone or e-mail the school office and we will assist you in making an appointment. Student-led conferences are a type of learning review meeting where the students are involved in talking in presence of their parents and teachers about their achievements and challenges encountered. This is mainly a practice applied in Primary school.

We would encourage all parents to take up this opportunity. If you are unable to attend on the designated days, you can usually make an alternative arrangement directly with your child's teacher, or via the school reception.

End of Term and End of Year Pupil's Report

At the end of the Autumn Term and before the winter holidays parents receive a first written report with details of your child's attainment and progress in all subjects, and attitudes to learning. The same is issued at the end of Spring Term (April) and again in June. The end of Term 3 report is at the same time as the End of Year Report. Reports are narrative and also lists the grades received for each subject during the period covered by the report.

How can I share my views about the school?

Annual Survey

We welcome and value feedback from parents and carers about our school's policies and practices. We conduct an annual survey to canvas the views of parents and carers about our school and report back on the outcomes and action plan to take on board the suggestions received. Students also take part in surveys about their teachers and their overall experience in school.

What should I do if I want to make a complaint or pass on a compliment?

There are times when we feel that we would like to say something about the service or treatment that we receive. If you feel you need to complain, then please follow the procedure outlined here:

In the first instance you should contact the class/subject teacher (please see Complaint Policy) or the school Director at:

director@britishschooloftirana.com (Ms. Olta Mema Primary School Director)

director.secondary@britishschooloftirana.com (Ms. Eriona Elezi Qoku, Secondary School Director)

If the matter cannot be resolved, you may refer to the School Administrator (contact via reception) but only after seeing the School Director/s. Failure to follow this route will seriously disadvantage complainants in terms of time taken to resolve issues and access to an appeals committee of the governors.

Letters to the Chair of Governors are forwarded unopened to:

Chair of Governors

C/O British School of Tirana

Rezidenca Kodra e Diellit 2

Tirana, Albania

A copy of the School Complaints Policy can be obtained from the school web-site or the school office.

We also like to know what you are happy with, so please tell us, we are always very pleased to hear compliments.

Should I communicate directly with School Governors?

A notice board detailing the names of our school governors is on the school website. Directly contacting the school governors is not a shortcut to having an issue or concern resolved. The governors' role is strategic. If a parent contacts them on a matter that is to do with the management of the school, governors will not be able to get involved and the parent will be directed to take their concern back to the school.

Parents-Teachers Association

During the month of September, all current parents whose children are registered in School (Primary and Secondary) will receive notification from school with instructions and timeline of electing the Parent's representatives (one for each class). The constitution

establishing the PTA role and responsibilities will also be shared. PTA will further contribute to communication and collaboration between parents and school to the benefit of students education and development.

Communication with the Community

Members of the local community are invited to school functions such as Special Assemblies, Harvest, Christmas Fairs, charity events. Guest speakers from local community organisations and charities come into school to speak to the children. Information about local community events and activities is regularly featured in the school calendar of events.



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Secondary School