



# Communications Outline

## A summary of our tools and systems

### DIRECT



#### E MAIL

This is the most commonly used form of communication between the school and parents – please make sure we have your most up-to-date contact email in our records (P) (S)



#### PHONE

From time to time we will call you directly by phone and possibly, in the case of emergency. As with email, please make sure that we have your correct phone number (P) (S)



#### SMS

When required or in an emergency, we may send you SMS messages directly to your phone – please make sure we have your up-to-date contact number in our records (P) (S)

### ONLINE



#### WEBSITE

This online hub for the school contains a wealth of information about the school such as curriculum, catering, events and staff profiles – make sure you save the page! (P) (S)



#### SOCIAL MEDIA

The school runs several social media accounts where photos, videos and links are regularly shared. Search online for 'northbridgecambodia' and follow us today (P) (S)



#### BLOG

The Northbridge Principal, Head of Secondary and Head of Primary all write weekly blogs which are posted on our website and the link shared via both email and Facebook (P) (S)



#### PARENT PORTAL

Currently under development, this addition to the website will provide all of our parents with an important resource for school information, policies and documents (P) (S)



(P) = PRIMARY

(S) = SECONDARY



## APPS



### SEESAW

Used throughout Primary school, this secure app allows teachers to send you photos and videos of your children in class, as well as newsletters and announcements (P)



### RAZ-KIDS

Used in Primary, this online guided reading programme includes interactive ebooks, downloadable books and quizzes, so kids can practice reading everywhere (P)



## PERSONAL



### FACE TO FACE

Regular opportunities for staff and parents to exchange information, such as 3 Way Conferences and Parent Coffee Mornings (P) (S)



### PARENT COUNCIL

In monthly meetings, the Parent Council gives parents the chance to discuss various topics and hear different opinions (P) (S)



### CLASS TEACHERS & ADVISORS

Questions or concerns about students can go directly to Primary Class Teachers, Secondary Advisors or Grade Level Leaders in both Primary and Secondary schools (P) (S)

## OTHER



### PUBLICATIONS

Print material is given to students and parents throughout the year, including End of Year Reports, Yearbook and Calendar (P) (S)



### COMPLAINTS PROCEDURE

We have both informal and formal avenues to make complaints or constructive criticism about the way school can improve-this includes our annual Parent Satisfaction Survey (P) (S)