



# FREQUENTLY ASKED QUESTIONS

## From parents at ESB

### 1 HOW DO I KEEP UP TO DATE?

Make sure you use the [FAQ section](#) on the school website. Most importantly keep an eye on updates via the [ESB portal](#) - SMS emails are stored there.



### 2 WHAT IS THE ABSENCE POLICY?

All rules and regulations are very clearly outlined under [documents ESB website](#). The directors of secondary and primary will assess your situation.



### 3 WHAT IS PROGRESS WITH NEW SCHOOL?

There is progress again now - this is outlined on the [ESALK site](#). More information is also available on the Parents Association website page [new school](#).



### 4 WHEN IS THE CANTEEN OPENING AGAIN?

So far there has been no response to the tenders from school management. The PA has a representative in the canteen committee. PA's involvement is documented under [news on our site](#) including researching for temporary solutions.



### 5 HOW DO WE INFLUENCE FIELDTRIP DECISIONS?

Contact the teacher directly early enough - begin a dialogue and encourage other's to engage in the process. The PA is working with the European school wide Interparent group to influence choice of fieldtrip supplier selected by the Director General.



### 6 HOW CAN I ENGAGE IN MY CHILDS EDUCATION?

Attendance at parent teacher meetings are important - these are online. Showing an interest in homework being done is essential - without doing it for your kid - teacher newsletters give tips here.



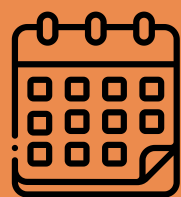
### 7 WHAT IS BEING DONE ABOUT TRAFFIC ISSUES?

The road is 30km/hr (please reduce speed to 20 max). There are only 50 parking spaces. We can all do our bit to help. Use the kiss and ride responsibly, use bike or public transport, don't wait in NP zones.



### 8 WHEN ARE THE SCHOOL HOLIDAYS? DO THEY ALIGN WITH DUTCH SCHOOL HOLIDAYS?

The school always publishes the [school calendar](#) more than half a year in advance. The Christmas and summer holidays align and sometimes the February holiday has done and might do.



### 9 WHO DO I CONTACT WITH MY CONCERNS? OR YOU HAVE QUESTIONS BEYOND FAQ

On the back of this infographic is a decision diagram. So you can work out who you should address your questions/concerns to.



# WHO TO ADDRESS YOUR PROBLEM QUESTION?

## Individual

**T**

You have read the FAQ's carefully. However you or your child still have a situation, issue or question - address teacher directly.

## Directors

**D**

Question is curriculum related (primary or secondary specific) or goes beyond the classroom or is about the teacher - address deputy directors (Nadia/Ilona) directly.

## Management

**M**

Question finance, service related or is about whole school (both primary or secondary) - address Director and management staff.

## Class reps

**R**

Your question/concern is shared by the majority of parents in your class or hasn't been solved adequately yet by teacher nor Deputy Directors (nor in FAQ) - address to your class reps. Added to agenda in PEC/SEC meetings.

## PA Committee

**P**

Your concern is shared by parents across the school and is yet unsolved - address to the PAC. Added to agenda for SAC meetings.