



Isamilo International School



The right balance

COMMUNICATION POLICY



Good communication is essential to maintaining a positive working and learning environment. Creating an atmosphere of mutual respect in a happy, caring and supportive environment means that people feel included, consulted and informed. This requires that we use a variety of channels of communication so as to ensure that the relevant people receive the necessary information.



1. When communicating with the school

General

If you have a question, concern or enquiry regarding school fees you should come in to speak to our bursar. Where you do not feel that your question, concern or enquiry has been addressed, the issue should be raised with the Operations manager and then the Head of School.

Educational

Notifications that your child will be late or absent from school should be directed to Nelly (office@isamiloschool.org or 0788403788), for primary learners and Evelyne (pasecondary@isamiloschool.org or 0694359127), for secondary learners. If you have an urgent enquiry, it is best to contact these staff members who can pass the information to the appropriate staff member.

Any concerns, questions or enquiries about individual subjects or classes should be directed towards the subject / class teacher throughout the primary and secondary school. Email is the best communication method. The email addresses of all staff can be found below. Staff should respond to your initial email within one working day.

Where you do not feel that your concerns, questions or enquiries have been addressed, the issue should be raised with the appropriate Head of Department within Secondary School or Head of Primary, Head of EYFS / KS1 site or Head of Secondary, where appropriate.

Where you do not feel that your concerns, questions or enquiries have been addressed, the issue should be raised with the Head of School.

Where you do not feel that your concerns, questions, or enquiries have been addressed, the issue can then be raised through the Parent Teacher Association (PTA). This should be through the chair of the PTA, initially

Safeguarding

If you have a safeguarding concern regarding a child, you should email or come into speak to one of the Designated Safeguarding Leads. Their contact details be found on the safeguarding posters at the front of school.

Notes

Please be aware that, as stated above, the preferred method of communication is often email. Teaching and support staff are often in class throughout the day and so it is difficult to reach them by phone. It is also highly unlikely that they will be available to meet with you without prior arrangement.

These are the only communication methods that should be used. Personal staff email addresses or personal staff phone numbers should not be used.

Any communication to the school should be responded to, initially, within one working day. This does not include weekends or holidays.



2. Communication from the school

For urgent communications, the school will always phone parents.

The main channel for sharing information is through WhatsApp. This will include reminders, the sharing of letters and newsletters. This is preferred over paper copies which often get lost and are produced at great expense by the school. It is also more environmentally friendly.

Confidential letters and those which require a reply slip to be completed will be sent home, via learners, as paper copies.

Newsletters, reviewing key events and activities throughout the year will be produced at the end of each half term.

From this academic year, the top of the school website has a news drop down menu. We will post copies of all letters and newsletters which are sent out, within this section.

In addition to the previous letter reminding parents of the dates for monthly and termly school fee payment, a general WhatsApp reminder will also be sent five working days before the deadline for payment. Parents who have not paid, and provided the school with the receipt, by 5pm on the day of the deadline will receive a WhatsApp communication requesting that their child is not sent into school until fees have been paid. Where learners are sent into school the following day, they will be removed from class until they can be picked up.

The school will continue to use Instagram to highlight achievements, good news stories and day to day activities in the life of the school.



Key Contact Information

Whole School Management

	FIRST NAME	SURNAME	CODE	ROLE	EMAIL ADDRESS
1	Martin	Downs	MDO	Interim Head of School	Headofschool@isamiloschool.org
2	Mercy	Mulwa	MMU	Head of Primary School	Headofprimary@isamiloschool.org
3	Leandi	Jansen Van Vuren	LJV	Acting Head of Secondary School	Headofsecondary@isamiloschool.org
4	Emily	Dodd	EDO	Deputy Head of Primary: Head of EYFS / KS1 Site	Edodd@isamiloschool.org
5	Keneth	Mapunda	KMA	Head of Operations	operationsmanager@isamiloschool.org
6	Osoro	Nyawangah	ONY	HR	hr@isamiloschool.org
7	Corinor (Nice)	Adams	COD	Bursar	bursar@isamiloschool.org



Teaching Staff

	FIRST NAME	SURNAME	CODE	ROLE	EMAIL ADDRESS
1	Alex	Mitchell	AMI	KS2 Teacher Curriculum Development Lead	amitchell@isamiloschool.org
2	Alice	Wiswa	AWI	KS1 TA	awiswa@isamiloschool.org
3	Benson	Nyasebwa	BNY	PE Support	bnyasebwa@isamiloschool.org
4	Dancan	Makau	DMA	KS2 Teacher	dmakau@isamiloschool.org
5	Daniel	Madale	DMA	KS2/KS1 Teacher	dmadale@isamiloschool.org
5	Elizabeth	Paskali	EPA	EY TA	epaskali@isamiloschool.org
7	Ellen	Tulla	ETU	KS1 Teacher	etulla@isamiloschool.org
8	Emily	Dodd	EDO	KS1 Teacher	edodd@isamiloschool.org
9	Georgia	Lorenti	GLO	EY Teacher	glorenti@isamiloschool.org
10	Hawa	Mussa	HMU	EY TA	hmussa@isamiloschool.org
11	Helen	Clear	HCL	EY Teacher	hclear@isamiloschool.org
12	Hollo	William	HWI	EY TA	hwilliam@isamiloschool.org
13	Hosiana	Kwayu	HKW	KS2 Teacher	hkwayu@isamiloschool.org
14	Irene	Rocky	IRO	KS2 TA	irocky@isamiloschool.org
15	Janeth	Mtalo	JMT	KS1 TA	jmatalu@isamiloschool.org
16	Jasmine	Gombinah	JGO	KS1 TA	jgombaniah@isamiloschool.org
17	Joseph	Odira	JOD	KS2 Teacher	jodira@isamiloschool.org
18	Lucy	Kimani	LKI	KS1 Teacher	lkimani@isamiloschool.org
19	Maria	Davis	MDA	KS2 Teacher	mdavis@isamiloschool.org
21	Msafiri	Webiro	MWE	KS2 TA	mwebiro@isamiloschool.org
22	Neil	Cornforth	NCO	KS1 Teacher	ncornforth@isamiloschool.org
23	Olivia	Oscar	OOS	KS1 TA	ooscar@isamiloschool.org
24	Pendo	Malale	PMA	EY TA	pmalale@isamiloschool.org
25	Praxidis	Olutwati	POL	EY Teacher	polutwati@isamiloschool.org
26	Prince	Claude	PCL	KS2 Teacher	pclaude@isamiloschool.org
27	Revocatus	Josephat	RJO	PE Support	rjosephat@isamiloschool.org
28	Sarah	Kathomi	SKA	KS2 Teacher SEND/CO	skathomi@isamiloschool.org
29	Sithembiso	Vuhahulla	SVU	KS1 Teacher	svuhahulla@isamiloschool.org
30	Teckla	Mgema	TMG	KS1 TA	tmgema@isamiloschool.org
31	Winnie	Chimbe	WCH	KS1 TA	wchimbe@isamiloschool.org
32	Yasinta	John	YJO	KS2 TA	yjohn@isamiloschool.org



	FIRST NAME	SURNAME	CODE	ROLE	EMAIL ADDRESS
1	Alensvon	Osuri	GOS	Science - Physics Teacher Head of Science Year 8 Form Tutor	aosuri@isamiloschool.org
2	Amin	Musira	AMU	Physical Education Teacher Year 11 Form Tutor	amusira@isamiloschool.org
3	Amos	Nyongesa	ANY	Music Teacher Head of Extra Curricular	anyongesa@isamiloschool.org
4	Baraka	Joshua	BJO	Science Teacher	bjoshua@isamiloschool.org
5	Basil	Mapara	CBA	Computer Science Teacher Year 10 Form Tutor	cmapara@isamiloschool.org
6	Deepa	Ashok	DAS	Accounting Teacher	dashok@isamiloschool.org
7	Emily	Miller	EMI	Physical Education Teacher Year 12 Form Tutor	emiller@isamiloschool.org
8	Franklin	Mitaki	FMI	English Teacher	fmitaki@isamiloschool.org
9	Gaston	Claud	GCL	Swahili Teacher Behaviour for Learning Lead	gclaud@isamiloschool.org
10	Glory	Coffie	GCO	English and Psychology Teacher	gcoffie@isamiloschool.org
11	Irene	Okoth	IOS	Science - Chemistry Teacher Year 8 Form Tutor	iokoth@isamiloschool.org
12	Jason	Miller	JMI	Drama Teacher Head of Arts Year 12 Form Tutor	jmiller@isamiloschool.org
13	Joel	Zaka	JZA	French Teacher	jzaka@isamiloschool.org
14	Leandi	Jansen	LJA	Environmental Management Teacher	lvuren@isamiloschool.org
15	Lynette	Makori	LMA	English Teacher Year 9 Form Tutor	lmakori@isamiloschool.org
16	Melanie	Swanepoel	MSW	Maths Teacher Year 11 Form Tutor	mswanepoel@isamiloschool.org
17	Mike	Barlow	MBA	Transition Teacher Exam & Assessment Coordinator Year 7 Form Tutor	mbarlow@isamiloschool.org
18	Nyikadzino	Mushanyu	NMU	Economics & Business Teacher	nmushanyu@isamiloschool.org
19	Obed	Elphase	OEL	Science Technician	oelphase@isamiloschool.org
20	Paul	Footitt	PFO	Maths Teacher	pfootitt@isamiloschool.org
21	Phoebe	Badza	PBA	Maths Teacher Head of Maths Year 10 Form Tutor	pbadza@isamiloschool.org
22	Stephen	Areri	SAR	Science - Biology Teacher Year 9 Form Tutor	sareri@isamiloschool.org



23	Theunis	Swanepoel	TSW	Humanities Teacher Head of Sixth Form and Humanities Year 13 Form Tutor	tswanepoel@isamiloschool.org
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