



During the school year, situations may occur that require communicating with the school. They are usually of practical nature - start of the school year, absences due to illness, or parent-teacher meetings. At the start of the school year parents are given all the important information about what to do in such situations. However, sometimes parents may wish to discuss a more personal topic with a teacher, such as their child's problems with the study, or with their classmates. How should parents communicate with the school and which ways are best suited for particular situations?

School's Website

Most schools (including kindergartens) have their own website. In smaller towns or villages, the information may be included on the council site, but in Prague all schools should have their own websites. School publish all the important information there, such as contact details, information about the school, lists of classes and teachers, current canteen menu (often with the option to order/cancel school lunches online), school trips and other news. Some schools have separate sites/sections for individual classes where parents can follow what is going on in their child's class. If you don't find what you need on the website, or if you are not sure that you understood the information correctly, you can use the contacts section to call or write. Some

schools also have social media accounts (mainly on Facebook) where you can also find news of photographs. However, it is best not to use social media to directly communicate with the school.

Email

If your question or problem does not require immediate response, you can email the school. If you don't know who to address you can just write to the general email (often starts with info@, or the name of the school) that you will find in the contacts section. These emails are often read by assistants or administrative workers who will pass it on to the right person. If you know who to address, find the direct contact. You will usually get the important contacts, such as your child's teacher's email, at the first parent-teacher meeting. If you worry that your Czech is not good enough to write an email, you can try writing it in English. If you don't speak either of these languages, you can ask for services of a translator. You will find the contact on our website www.rodinaprorodiny.cz. You can also try writing in your native language, it is possible that the school may get it translated. However, it is always better if you make the effort to make the communication as easy as possible. Don't worry about making mistakes in Czech, it is not necessary to have perfect grammar and most Czechs don't have it either.





Phone

You can also telephone your school. If you call the office, it is usually easy to get through. If you call a teacher, you need to take into consideration that they are usually busy in class and therefore not able to pick up the phone. Find out when the breaks are and try to call when they are likely to be free. Usually they don't have much time, so speak concisely and to the point. If you know that you need to have a longer talk, try to arrange an appointment within consultation hours.

Personal Meeting

At Czech schools, including preschools, elementary, and secondary schools, parents regularly meet with teachers at parent-teacher meetings. They are always attended by the class teacher and sometimes other teachers, too, as well as parents of all the children from the given class. Only one of the parents can go, it is not necessary for both to come. Children do not attend those meetings. There you will learn all the news and important information on what is going on at the school, and the teacher will tell you about the grades and the behaviour of your child. At the meeting, you can ask whatever you need to know and may be interested in. Use that opportunity to talk to other parents, too. You may find mutual help, share your problems, or [get] help understanding what is being said, if you find another foreigner sharing your language. You can meet parents at other school events, too, for example before Christmas, or at some workshops for parents

and children. Foreigners are welcome at such events. You may find new friends there, foreigners, as well as Czechs.

If you need to talk to the teacher about something private, arrange a personal meeting. If you need an interpreter [for example, to arrange the meeting, and/or for the meeting itself], you can find help at www.rodinaprordiny.cz. If your child speaks Czech, she can sometimes assist, but when the issue is complicated or relates directly to the child, it is better to get a professional interpreter.

I don't know how to deal with it, I need help

Are you dealing with a new or difficult situation and you are not sure if you can handle it on your own? Do you worry that you won't be able to communicate in Czech well enough? We will gladly help you with translation, find you an interpreter, go to the school with you, get you all the necessary information, and provide professional help.

Contacts

Centrum pro integraci cizinců | www.cicpraha.org

Meta, o.p.s. | www.meta-ops.cz

InBáze, z.s. | www.inbaze.cz

www.metropolevsech.eu | www.rodinaprordiny.cz

