



## DIS School objectives

- To inspire and motivate students to become lifelong inquirers and to achieve their individual potential in all areas: intellectual, ethical, emotional, creative, and physical.
- To live respectfully in a multicultural environment that enables all students to acquire the knowledge, skills, and values necessary to become self-reliant individuals in our global society.
- To maintain a highly qualified and dedicated teaching staff, encouraged to be innovative and responsive to the needs and demands of our students.
- To promote a structured and orderly code of conduct that encourages self-discipline and upholds the highest standards of integrity.
- To foster empathy and develop social awareness among students through engagement in social and environmental programmes.
- To prepare students for entry into tertiary education at both local and global levels, and to facilitate the development and use of information technology.

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## Educational Agreement

### School Commitments

- Provide an intercultural and international education that is pluralistic and tolerant, respecting the identity of each student;
- Offer an environment conducive to the holistic development of the individual, ensuring high-quality teaching within a positive and supportive educational setting, and promoting both individual and collective growth;
- Provide concrete initiatives to support students facing difficulties, promote merit, and encourage excellence;
- Ensure maximum transparency in communication and decision-making, maintaining ongoing dialogue with families while respecting student privacy.

### Student Commitments

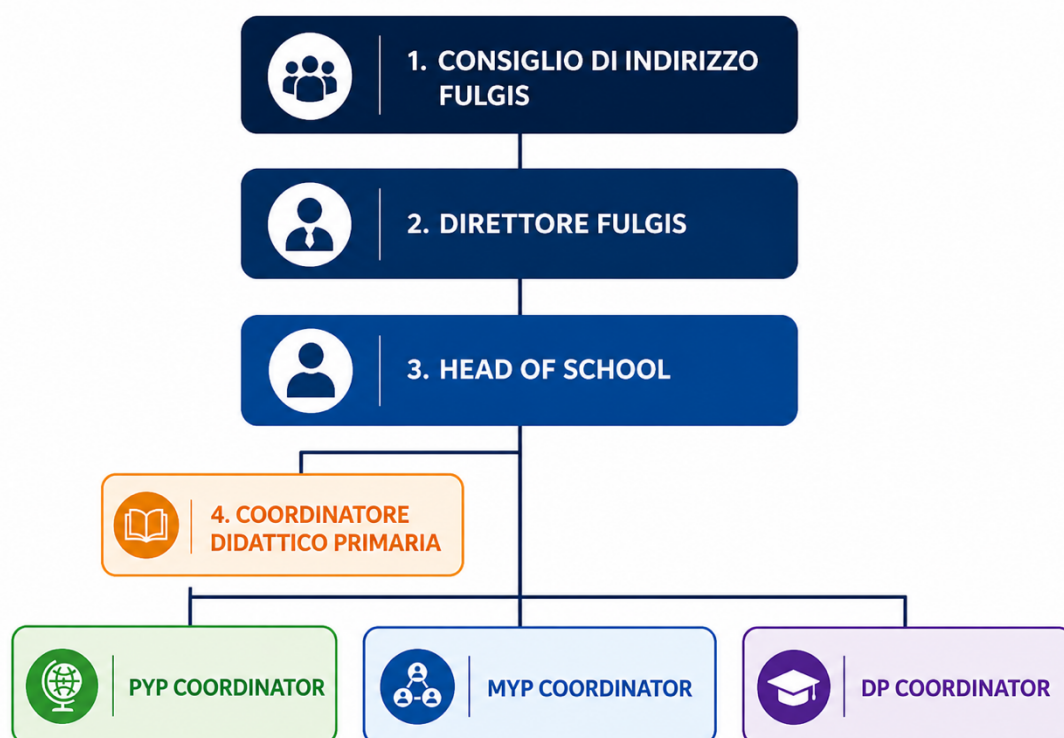
- Be aware of their rights and responsibilities, respecting the school and all its members;
- Respect agreed timelines and commitments set with teachers, engaging responsibly in completing assigned tasks;
- Accept, respect, and support others, including those who are different from themselves, striving to understand the reasons behind others' behaviours.

### Family Commitments

- Value the school by fostering a positive and constructive dialogue, respecting shared educational and pedagogical choices, and maintaining a collaborative relationship with teachers;

- Respect the school by ensuring punctuality and regular attendance, monitoring daily communications from the school, and participating actively in school life while supporting its rules;
- Support their children's learning by monitoring their commitment to study and school activities, and by communicating any concerns to teachers, particularly the class coordinator.

## School structure



## Communication at DIS

At DIS we believe that successful education stems from a successful cooperation of students, families and teachers. All school policies and our Student and Family Handbook are available on the school website.

At the beginning of the year parents/guardians and students are advised on how to use the different means of communication used at DIS, and the DIS Student and Family Handbook is shared with all families via ManageBac. Teachers, Head of Years, the counselor, the coordinators, and the Head of School are to be contacted via e-mail following the template: [lastname@genoaschool.eu](mailto:lastname@genoaschool.eu).



- **Website**

All information regarding the school is published on our website, [www.genoaschool.eu](http://www.genoaschool.eu), including current news, the school calendar, cultural events, and all other information related to life at DIS. Parents are encouraged to consult the school website regularly to stay informed about important updates and any weather alerts.

Photos of students and teachers may be published on the website, subject to parental authorization provided at the time of enrolment.

- **ManageBac**

The online school platform. Attendance, absences, and lateness are recorded here; it is also used to assign homework, schedule tests and assessments, and record grades. ManageBac allows students and teachers to communicate, share materials, and post announcements and assignments. Parents are required to use this platform by providing the school office with the email address where they wish to receive login credentials. Parents must promptly justify their children's absences and lateness through ManageBac to support teachers and class coordinators.

- **Student Planner (Diario)**

For Primary classes and MYP 1–2–3, the use of a student planner is also required, although ManageBac remains the official communication channel between school and families. The use of the planner supports greater awareness and organization of schoolwork and helps develop time-management skills.

- **Parent–Teacher Conferences**

Parent meeting periods are indicated on the school calendar, published on the school website, and shared with families before the beginning of the academic year. Appointments must be booked through the SLOTLY platform. For the Primary School, meetings are scheduled at the beginning of the year and managed directly between teachers and families without using SLOTLY. In specific cases, teachers may request a meeting with the family, who is contacted via e-mail.

The school ensures that all students and families are made aware of and have access to the complaints and appeals procedures through the following channels:

- The complaints procedure is published on the school website at [www.genoaschool.eu](http://www.genoaschool.eu) and is accessible at all times.
- It is incorporated in the DIS Student and Family Handbook, which is shared with all families on ManageBac at the beginning of each academic year, and published on our website.
- The procedure is communicated to students and families during the welcome and orientation sessions held at the start of the school year.
- Class coordinators are responsible for ensuring that students within their year group are informed of the procedure and know how to access it.



- The procedure is available upon request at the school office.

### **Class Representatives and Community Dialogue**

To foster dialogue, students are periodically given time to discuss possible issues as a class. Each class elects class representatives responsible for communicating the class's concerns to teachers and/or the Head of Year.

Families are encouraged to communicate possible issues through elected parents' representatives in meetings that gather representatives of students, parents, teachers and Head of Years. Different parents' representatives are elected for each class.

### **Complaints procedures**

The school encourages, welcomes, and is committed to carefully considering feedback from families in order to continuously improve.

The school recognizes that situations may arise in which parents, guardians, or students wish to express concerns or submit complaints. Families are invited to share such matters with the School Leadership through the appropriate channels so they can be addressed promptly and effectively, always in the best interest of the students.

All communication and interactions between families and the school must be based on mutual respect and reflect the values that the school promotes among its students.

Parents and students who have concerns regarding the curriculum or other matters are asked to contact the relevant teacher directly to arrange a meeting. It is also advisable to meet with the Head of Year/Class Coordinator. If the issue is not resolved, an appointment may be scheduled with the PYP, MYP, or DP Coordinators. The role of class representatives, both parents and students, is essential in this regard, as matters concerning the whole class can be addressed during Class Council meetings, which are held once per term.

Matters concerning the school as a whole or its administration should be addressed to the Head of School, who can be contacted via e-mail.

Issues or requests concerning an entire class (rather than an individual student) should be directed to the elected class parent representative, who will present them during the class council meetings. Alternatively, the Head of Year can be contacted via e-mail.

### **Appeals**

The end of term reports are released twice a year. Meetings with the Head of Years are held following the publication of report cards, and communicated via ManageBac, where parents are encouraged to participate in case they have matters to discuss. In case the situation is not resolved in the end of term meetings, the Coordinator may also be involved. Term reports may be issued again in case of changes.

After the issue of IB Diploma Programme results, students may wish to start a procedure for a remark. Requests for remarks are to be made via e-mail to the Diploma Programme Coordinator, who sets a meeting with the student and family. During the meeting, the



Coordinator discusses the situation with the student, clarifies the meaning and possible outcomes and consequences of the different categories of remark. To move forward with the remark request, the student and the family are asked to sign a consent form. The Coordinator may deem the request unsound and decide not to start a procedure for a remark. The final decision on whether to file a procedure for remark is made by the Coordinator.