



The British International School of Ljubljana
Parent Survey Action Plan 2021-22

Purpose:

The purpose of this action plan is to identify areas for improvement from the Parent Survey 2021-22, and previous parent and on-boarding surveys where relevant, and to form measurable plans to improve customer experience. Just as importantly, it is an opportunity to demonstrate that BISL is interested in parent views and to build engagement with our parent community through relevant follow up activities.

Communication:

Once approved, the action plan should be shared with current parents with timely updates as actions are completed.

Areas to Improve	Actions Required	Resources Needed	Completion Date	Success Measure
	What steps are needed to ensure improvement?	What training, support or additional resources are needed?		What will be achieved once the improvement is delivered?
Highlight three areas that require improvement:				
1. Local Language Teaching	CPD – sharing best practice CAIE – CPD courses to improve pedagogical and subject knowledge Lesson Observations – to further create consistency, share best practice from the school across the department.	Attendance in CPD sessions Time with Languages team	ASAP/ongoing throughout Term 2 and 3.	Increase on satisfaction percentage on the next parents survey



2. Facilities	Extend woodland area - for extra space for continuous provision, outdoor play and space for students to have team games.	Scheduled to be extended term 3 of 2021/22	Term 3	Woodland Area to be used by students
3. After School Activities	Student survey - for all after-school activities to gather feedback and areas we can improve. Parent Survey - for current after school activities. Extend links - to further sporting and other companies to extend provision offered to students.	None	Term 3	Review and change the provision of after school activities Increase on satisfaction percentage on the next parents survey
Additional areas that require focus or further investigation and discussion eg through focus groups, or PTA consultations etc.				
4. Parent Survey Feedback session	To talk through the areas in the survey and ask for further feedback from parents in the ' Coffee with the Principal ' session.	None	April 2022	Further positive feedback from parents.
5. Slovene Language	To plan how Slovene students are 'challenged' and stretched to achieve the highest possible level of local language proficiency.	Time with the Slovene team, external contacts, and a plan to offer wider opportunities for our students.	ASAP/Term 2 and 3	Increase on satisfaction percentage on the next parents survey



6. Sporting Opportunities – Swimming and further competition level sports	Sporting opportunities for elite sports students or students aspiring to access a higher level of sports outside of the PE curriculum.	None	Term 3	Increase on satisfaction percentage on the next parents survey
7. Environmental Projects and Outdoor projects	Sustainability projects: Recycling projects and cycle to work project for Term 3. Gardening club (Producing food) for student council to organise. Transport project to promote low-carbon transport. Opportunities for staff to develop with the MEPI and Junior Duke.	None	Term 3	Increase in number of individuals cycling to work.