



Every Single Family

PARENT GUIDE:

**‘Parent Partnership’
Feature on ESF App**

ESF App

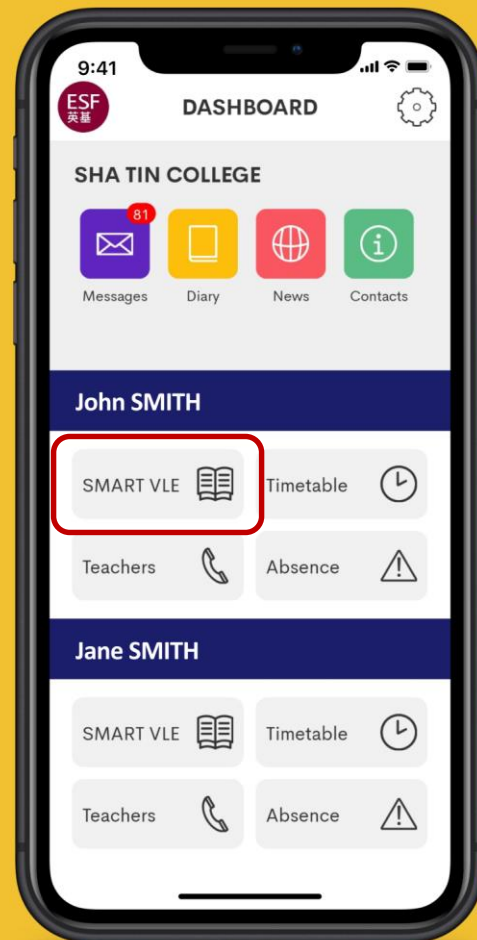
Open the ESF App on your device.

Click on the “**SMART VLE**” tile under the name of your child.

If you have children studying at different ESF schools, click on the “**SMART VLE**” tile under the name of your child whose school is the intended recipient of your message.

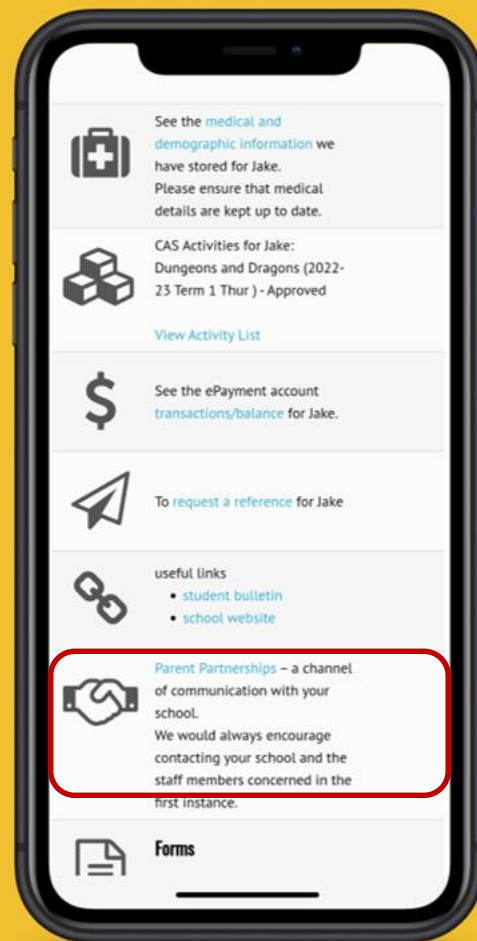
Your school VLE (Virtual Learning Environment) might be more widely known by another name.

Examples include Buzz, Wisdom, LIONeL, Ding, Planet Peak, Smart, Phi, Splat, ISLE, Qoodle, Cahoot and Beacon.



Parent Partnership

Click on “**Parent Partnership – a channel of communication**”



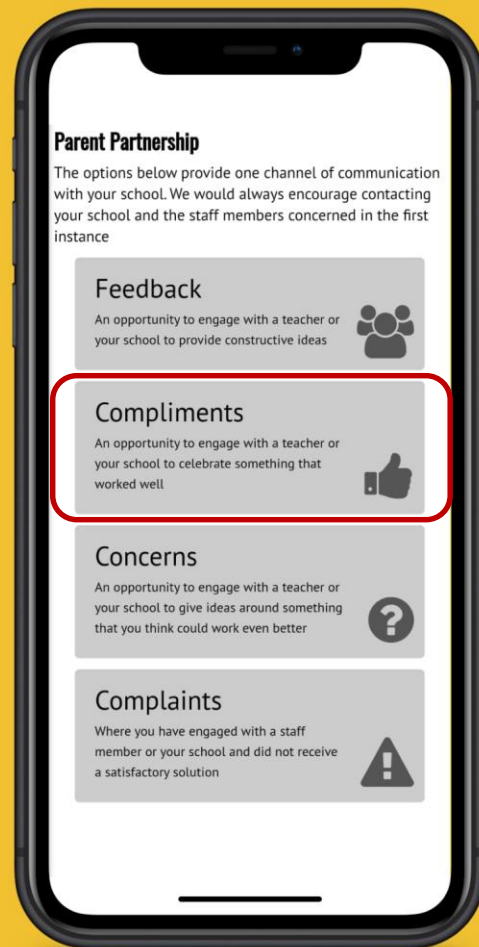
Messaging

Review the definitions of the different types of messages that you can send to the school.

There are four types:

- “Feedback”
- “Compliments”
- “Concerns”
- “Complaints”

Click on the type that best represents your message.



Category

Tick the category under which your message falls. The category refers to the topic or theme of your message.

There are six options:

- “Student Performance”
- “Teacher Performance”
- “School Policy”
- “Class Arrangements”
- “Facilities and Services”
- “Health and Safety”

Compliment

- ☐ Student Performance
- ☐ Teacher Performance
- ☐ School Policy
- ☐ Class arrangements
- ☒ Facilities and Services
- ☐ Health and Safety

Please detail the issue below

My child really enjoys the new playground equipment.
Thank you for asking for our input and taking our suggestions on.

Signed/Reply to
personal@email.com

Submit

[\[reset\]](#)

Message

Type your message in the text box.

Email

Select the sender's email address under the section "Signed/Reply to".

Compliment

- ☐ Student Performance
- ☐ Teacher Performance
- ☐ School Policy
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Submit

[\[reset\]](#)

Submit

Click “Submit”.

You will receive an auto-generated email with a case number acknowledging receipt of your message. Please save the case number for any follow-up communication with the school.

You will receive a formal acknowledgement from the school.

You will be contacted by the school either via email or phone call to address your message.