Online

Communication

Guidance for Parents

Updated January 2021

When using e-communication, all users should:

- Ensure communications do not harm the school , bring it into disrepute, incur liability on the part of the school, or adversely impact on its image.

- Not seek to gain access to other users accounts or associated storage

- Not use the communications systems for the creation, retention or distribution of disruptive or offensive messages, images, materials or software that include offensive or abusive comments about ethnicity or nationality, gender, disabilities, age, sexual orientation, appearance, religious beliefs and practices, political beliefs or social background.

- Not upload, download, use, retain, distribute, or disseminate any images, text, materials, or software which might reasonably be considered indecent, obscene, pornographic, or illegal.

- Not engage in any activity that is likely to

    o Corrupt or destroy other users' data or disrupt the work of other users

    o Communication systems should be used for work related activities only.

    o Be a breach of copyright or license provision with respect to both programmes and data, including intellectual property rights

- Not send chain letters, spam or jokes from a school account.

- Never discuss issues that are contentious, emotional or highly confidential.

- Users who receive improper messages from individuals inside or outside the school, should discuss the matter in the first instance with their head of year or line manager.

When using e-communication, parents should not:

- Hold any discussion related to other pupils.
- Discuss personal information about other pupils.
- Discuss specifics about a sensitive student issue which was not initiated by the parent or had not previously been discussed with the parent.

Guidance for parents who wish to discuss matters with the school using e-communication :

- Please send only non-vital messages by this medium. Parents need to remember that teachers are not office bound and spend the most of their working day with children and then in meetings so are not routinely able to check and respond to e-mails. A teacher may not have time to read your message in time. Instead use the telephone to be sure your message is received and clearly understood.

- Staff are not expected to attend to e-mails at times other than normal working hours as defined in the School Teachers' Pay and Conditions Guidelines.

- Your child's absence from school, academic progress, learning expectations, or behavioural issues are best addressed through a telephone conversation or by arranging a meeting with your child's teacher. An e-mail message on these matters is not appropriate.

- Please remember that e-mail is not necessarily confidential. Confidential information including medical or health concerns should be conveyed by phone or personal contact.

- It would be useful to identify yourself and/or the name of your child in the subject line of your e-mail message.

- Please keep all contacts professional. Jokes, amusing or special stories, chain letters, or commercial advertising are inappropriate and could reduce valuable teaching time.

- Parents should not use teachers private e-mail accounts to communicate about school matters.