



Warwick Academy

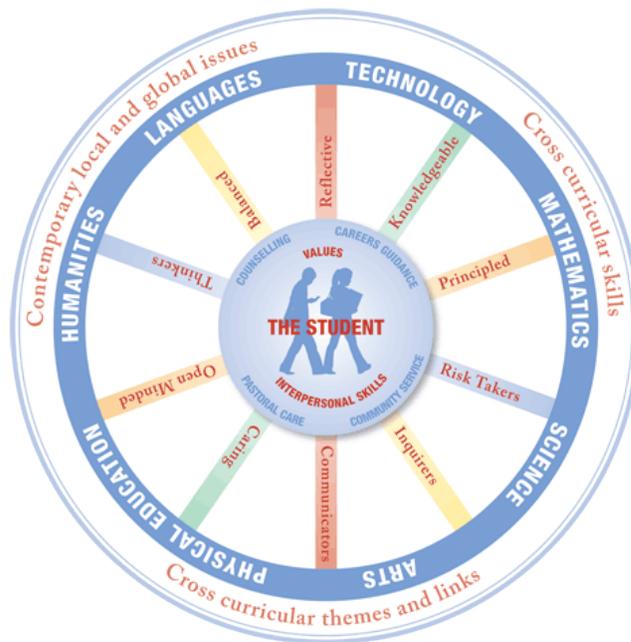
'so much more than a place to learn'

Email Communication Protocol

MISSION STATEMENT

Building on centuries of excellence, we provide an international educational environment designed for our diverse student body. Our innovative curriculum is delivered with a commitment to personalised pastoral care and enhanced by a dynamic co-curricular programme. We strive to create a culture of collaboration so that our students can become lifelong learners, global thinkers and successful leaders.

CURRICULUM MODEL



NOTES

Dated: Sept 2019

To be reviewed: Sept 2021

Staff involved: ST

Whilst we believe in open communication at Warwick Academy with the advent of email new challenges have arisen and so in order to ensure that important emails to and from school are not missed AND that the correct people are included on certain emails we have created the following email protocol document for parents and staff:

- **The Primary and Secondary Office will aim to only send out whole school emails on Mondays (reminder email) and Fridays (newsletter) and place all relevant information on FROG for reference.**
- **In Primary, year group teachers will aim to focus year group specific general information on FROG for parents to check.**

1. SOME KEY SITUATIONS WHEN YOU MAY NEED TO EMAIL THE SCHOOL

In these situations:

- **Contacting the school about a student's absence.**
- **Contacting the school about an appointment during the day.**
- **Contacting the school about a change in your child's pick up arrangements.**

Please send emails to the following members of staff:

- **Reception – send to Ms. Michelle Lamb, copy in Class Teacher.**
- **Y1 – Y6 – send to Mrs. Ferreira, copy in Class/Homeroom Teacher.**
- **Y7 and above – send to Mrs. Matthews copy in Homeroom Tutor.**

In the case of a change in end of day pick up arrangements, should you need to communicate with the school after 1 p.m. you must phone and speak to Mrs. Andrews, Mrs. Ferreira or Mrs. Matthews personally to ensure the information has been received. You can send an email as well - but please do not just email.

In the case of picking up your child for an appointment, if this is a last minute arrangement and the appointment is on that day then once again you will need to phone and speak to the appropriate member of staff. You can send an email as well but please do not just email.

2. SOME KEY THINGS TO BE AWARE OF AND CONSIDER WHEN EMAILING TEACHERS

- **Staff at WA have 48 hours to respond to email communication during the school week/term.** Usually this timeframe is not used, but please do not expect an immediate reply to every email you send to the school (if a teacher is out sick or has no free time that day he/she may not be able to get back to you until later).
- **Teaching staff at WA are expected to focus on teaching and learning as a priority during the school day.** Teaching staff will check email before 8.25 a.m. and at the end of the school day. On some days, they may have time to check at other times, or at lunchtime if they are not on duty, but there is no expectation for them to do so. On some days (especially event days) these are the only times email will be checked.

To help ensure carefully considered emailing please do think about any email you send to a teacher – the best way to determine the need for an email and whether email is the best way to communicate is to ask yourself some questions.

The first question to ask would be:

“Can I find this information in the handbook, on the website, on FROG or in the weekly newsletter?”

If the answer is ‘yes’ the teacher may well direct you to this source of information if they themselves would have to look it up there anyway.

The second question to ask would be:

“Is this something my child should be trying to solve independently?”

This is particularly important with older primary age students and **all** secondary age students. As parents, we often try to solve all our children’s problems for them and rescue them too quickly. However, in doing this, we are impeding their ability to problem solve and develop a healthy independence and ability to deal with daily challenges. Encourage your child to speak to the teacher concerned if it is a classwork or homework issue, or suggest that they find a teacher they feel comfortable talking to if it is a pastoral issue. By encouraging them to ask for help and solve a problem themselves, you will be assisting with their developmental growth to handle every day school matters more confidently and responsibly. Of course, if they have tried to solve something and had some problems, then you may feel it appropriate to get involved at that point.

The next question to ask would be:

“Would I take the time to put this on paper rather than send an email?”

This of course was the way communication would work between home and school ‘back in the old days’ - but now with the arrival of email it is all too easy to dash off an email without considering the real need.

If the answer is ‘yes’ then The final question to ask would be:

“Is this going to be a long complex email requiring a long complex reply?”

If the answer is yes then the best and most effective way for this communication to take place may be for you to ask to meet with the teacher, or ask if they could possibly give you a call. Be aware that if you do send an email that does require a lot of time and thought to reply to, teachers will be advised by the school to pick up the phone and speak to you when they are next free to do so, or reply suggesting a meeting. Email ‘ping pong’ is not an effective way to communicate, as I am sure you are aware.