

St David's High School E-mail Protocol for Staff



May 2021

1. Checking Emails

During the school day, staff should only check (or send) email when they are **not teaching**. Outside of the school day staff are, obviously, free to check and read their email at any time, to suit their preferred working pattern. There is no expectation on staff to check emails outside of their working hours.

Emails should **not** be visible/ accessible to pupils.

2. Sending/Replying to Emails

No email should be sent to staff between the hours of 7:00pm and 7:00am. This curfew is applied to encourage a better work-life balance and to make staff think more carefully about the emails they are sending. During the curfew, staff can draft emails and replies, but these must not be sent until 7.00am the following day. Staff should not email at weekends unless it is deemed an emergency. The exception to this is the Headteacher's email containing the briefing link. However, there is no expectation to reply to this email, it is sent in readiness for the Monday morning meeting.

In terms of replies to both staff and parents, we expect that any emails are responded to within a 48-hour time period. It is highly inappropriate to chase someone up for a response to an email before 48 hours have elapsed. If a response is required urgently, it may be best to consider another form of contact rather than an email. Staff may not always monitor their email accounts during the school holidays, so they may not be able to respond within 48 hours.

3. 'All Staff' Emails

Only the Heads of Year and SLT should be emailing using the "All Staff" email list. We have done this in order to cut down on the amount of unnecessary email that was coming into staff inboxes. Only reply to an 'All staff' email if it is deemed essential.

Only send emails to the relevant people.

Use the 'CC' tool correctly, which is to keep other people 'looped in' with no expectation of a reply from them.

We have the weekly briefing on a Monday at **8.25am**. All staff are invited to attend to keep up to date with happenings in the school. If you would like something to be mentioned to the staff, please email the Headteacher before Friday 7pm.

4. Email Etiquette

Forwarding emails:

Do not forward emails without the permission of the original sender, unless they are addressed to the wrong person or should have been sent to somebody else – e.g. a question that somebody else is far more qualified to answer. Staff and parents should have the expectation that their emails are private and will only be read by their intended recipient.

The recipient of the email should be aware of who else is receiving the email, so you should not “BCC” somebody else. If you wish for somebody else to receive the email, please “CC” them in full sight of the recipient.

Emails sent to the School Office must, of course, be forwarded to specific people, as this is the first point of contact for many parents and outside agencies/individuals.

Language in emails:

This is a professional environment, and as such, we expect all emails to be written in a professional manner and using correct language. Never send a message you wouldn't want to be shown to others including members of staff, pupils or parents. Beware of sending emails when angry or upset, take care with your tone and don't use capitals as this is construed as 'shouting'.

Emails should be used to instruct or to share information, not to enter in debate.

Check the email trail content is appropriate and relevant.

The length of emails should be kept to a minimum- if the information needs to be longer it could be sent in an attachment.

With email often being our first point of contact with outside agencies, it is vital we present ourselves as well as we can. As staff at a school, we are expected to have a good knowledge of the English language and spelling. Therefore, we expect some effort to be made to email using correct grammar, punctuation and spelling, especially when interacting with parents or outside individuals.

Suggestions:

- File your emails in inbox folders so they are easier to find.
- Set up distribution lists for groups of staff you need to email on a regular basis.
- Consider setting up 'signature' on your emails to save time, it is helpful for new staff if your full name, phone number and role are included.
- Use an out of office notification when you are away.