

St Peter's Church of England Junior School

Parent and School Communication Code

Guidance and Expectations

2023-24

Our St Peter's Vision and Values

Jesus CHAMPIONED St Peter, believing he could be the rock for the first church. We have an unyielding belief in our children and champion them to have a rock-like foundation in learning and get the keys to their future success, just like our namesake.

At St Peter's Junior School, we enact this vision by holding up the PILLARS of:

- **Positivity**
- **Perseverance**
- **Passion and**
- **Presence**

So that ALL of our children may aim high and unlock a successful future.

Why we value Class Dojo:

1.1 ClassDojo is an online tool which offers many useful features including: parent/carer and teacher communication and class/school news feeds. St Peter's Junior school will primarily use Class Dojo for communication out to parents.

1.2 ClassDojo is free and works on any iOS/Android/Kindle Fire device or web browser. Parents/carers can also read all Class Story posts in their preferred language instantly.

1.3 In order for the system to work efficiently and effectively, this document will highlight the expectations around use from teachers and parents/carers in order to keep ClassDojo as a positive tool.

1.4 ClassDojo is compliant with the GDPR and parents/carers give permission for the school to process their child's data on the system when they complete the data processing consent form. All information on ClassDojo is private between teachers, parents/carers and students. Information is never sold and ClassDojo permanently deletes students' personal information when they stop using ClassDojo. Teachers, parents and students can always access and delete their information at any time.

How does Class Dojo work?

2.1 We use the ClassDojo App to communicate securely with parents/carers about their children online. The app offers a Facebook style interface which manages the flow of frequent information from school to home.

2.2 Parents/carers are sent a passcode which connects them to their child's account - we use ClassDojo in all year groups

2.3 It provides an easy way for you to join the conversation. It is secure and personal to our school and provides information in an easy to use format similar to Twitter and Facebook.

2.5 We will use ClassDojo to keep in touch with you about school events, send reminders, send celebratory messages about learning and community activities and notify of behaviour sanctions, where necessary.

St Peter's uses Dojo in 3 ways:

- Class Story - general class news and celebrations, reminders and updates.
- School Story - news from across the school, on the day it happens, informing you about whole school events, sporting results and other whole school information and updates.

- Personal and group messaging- where there is a message for a small group or individual family, school staff will contact securely through this feature.

Parents/Carers and ClassDojo

3.1 ClassDojo is only available to parents and children registered at the school.

3.2 Parents/carers can use a generated invite code in order to link with their child's class, either through the use of the smartphone app or website.

3.3 Only parents/carers or legal guardians will be given access codes to ClassDojo. It is expected that up to two parents will be linked to a child's account; any additional adults will only be accepted in special circumstances.

3.4 Parents/carers can view their child's class story feed. They can like posts and make positive comments. **Negative comments will be removed and breaching this will lead to account suspension.**

3.5 They can also message their child's class teacher. Parents/carers can message teachers, however a response will only be given during the hours of 8am – 5pm Monday-Friday as the rest of the time teachers are set on 'quiet time'.

3.6 Parents/carers should be aware that teachers will not necessarily respond to messages straight away, but will endeavour to do so within 72 hours, during working days only. Parents should not expect a response during the school day due to their teaching commitments. Anything that requires an immediate response should be done through the office.

3.7 Where a conversation is needed, phone appointments can be made. Talking over the phone or face to face is always preferred in the pursuit of working together.

3.8 Parents/carers should only message their child's class teacher in the first instance.

3.9 If a response from the classteacher has not resolved the enquiry, then contact with an Assistant Headteacher can be made to request a phone call or face to face appointment.

4.0 Parents/ carers can request a phone call or face to face appointment with the Headteacher if the enquiry has not been resolved with the teacher or AHT.

4.1 Where the Headteacher is directly dealing with an incident or query, they will message at their discretion. Parents/carers should not expect immediate responses, but a member of staff will aim to be in touch within 72 hours.

4.2 Parents/carers should not use this messaging tool to enquire about the progress of their child on any level, but can use it to arrange a meeting with class teachers to discuss any questions they may have.

4.3 Parents/carers will understand that the number of posts will not be consistent from week to week and will be dependent on events that are happening in school. The number and content of posts may also differ across year groups.

4.4 The following matters should always go through the Reception desk and will not be responded to by teachers or SLT:

- Absence (such as medical appointments)
- Sickness
- School dinner enquiries
- Complaints - these should follow the complaints policy and procedures
- Urgent messages (e.g. collection of children)
 - Club information- dates, times etc.
 - Lost property

- Information from letters for trips etc.

SAFEGUARDING CONTROLS

- 5.1 Any information of a safeguarding, sensitive or confidential nature will be treated in accordance with our Safeguarding and GDPR policy.
- 5.2 If parents/carers do not wish for their child's photographs, digital recordings or work samples to be published on ClassDojo they must inform the school office.
- 5.3 Parents/carers cannot share photographs, messages or work samples published on ClassDojo on their personal social media accounts due to a breach of privacy. **Parents/carers who share private or confidential material or information will lead to account suspension.**
- 5.4 Parents are reminded that they should not take images from ClassDojo and post them elsewhere online. **-Breaching this requirement will lead to account suspension.**

Teachers and Class Dojo

- 6.1 Staff should be aware of the working hours (Monday-Friday 8am to 5pm) surrounding ClassDojo and that parents/carers may message outside of these times. Teachers are asked to refrain from checking their messages outside of these working hours, as they will be marked as seen and this can be viewed by parents/carers raising expectations of responses outside of appropriate hours.
- 6.2 Should teachers receive any messages which they find inappropriate, they should see their line manager as soon as possible.
- 6.3 Should a staff member be unable to answer a question via the messaging system, they can ask the parent to phone the school directly.
- 6.4 Any messages which refer to absences, sickness, progress etc., should be directed to the school office with a brief message.
- 6.5 Teachers and support staff are encouraged to post updates on their class page- the amount is at your discretion and may include regular reminder posts about swimming/PE days/homework deadlines and other important class events such as trips or assemblies. In addition, celebrations of work should be shared either individually to parents/carers or via the class page.
- 6.6 School staff may share messages and work samples via the Story page that promote positive understandings of class and whole school learning.
- 6.7 Teachers will only use the first names of the children when posting pictures or messages on ClassDojo (and may, on occasions, use the first initial of a child's surname also if there is more than one child that shares the same first name within that class).
- 6.8 Teachers will only reply to messages that they receive from parents of children within their class (or those that they are responsible for if they are carrying out PPA cover). They will ignore any messages received that do not follow this rule.
- 6.9 Teachers are respectfully reminded to not engage in any conversations about personal matters via the class page or the messaging service.
- 7.0 Information that is considered sensitive or private will be communicated with parents/carers only via the private messaging platform, not through Class Story or Student Story.
- 7.1 All users of Class Dojo are to make themselves fully aware of the children who do not have permission to have their photographs shared on websites and social media from the school. Teachers will share photos, digital recordings, messages and work samples only for students whose parents/carers have given written permission that this information can be shared.
- 7.2 Teachers cannot share content published on ClassDojo on their personal social media accounts due to a breach of privacy.

7.3 It is not expected that you will need the app on your mobile device, please be mindful of the impact this may have on your personal time if you do decide to have the app on your mobile device.

St Peter's teachers, parents & carers who participate in ClassDojo agree to the terms of the Code of Conduct. If these terms are breached, the Headteacher of St Peter's will decide on an appropriate course of action.

APPENDIX A

Examples of positive communication

Teacher	Parent
xxxxx did some fantastic work this afternoon, brilliant knowledge of history facts!	That is so lovely to hear, thank you!
xxx has been moved to group 1 for Forest School. They'll need their kit on Wednesday. Hope that is okay.	Thanks for letting me know, I'll make sure they've got it.
Parent	Teacher
xxxx said that they are struggling with where they are sitting at the moment, is it okay to book some time with you to talk.	Yes of course, come and see me at the gate tomorrow after school. Thanks for getting in touch.
Parent	Teacher
Is it Art club tomorrow night?	The office can help you with that, give them a call or dojo to check.
Parent	Teacher
I am worried about xxxx, can we meet?	I can give you a call or organise a meeting after school next week. Let me know which is best?