



Cardinal Wiseman Catholic School

Email Protocol Document



Email can be a useful form of communication, but high volumes can cause new pressures for staff. It is important that staff are able to enjoy life outside of directed time, and so these guidelines aim to alleviate the pressure of perceived expectations, and contribute positively to work-life balance.

As a guideline, staff are not expected to check their emails before 8am, after 6pm, or over the weekend. (Why not use the Gmail ‘schedule email’ tool to schedule the emails you want to send to a more appropriate time). For those who want to prepare for the week ahead, a Sunday evening check should be enough. It is a good idea to draw a line under your working day, to maintain a distinction between work life and school life.

These protocols aim to reduce the volume of emails sent and received within the school day, especially those sent to ‘Mentors’. PLEASE NOTE – all emails must have a descriptive heading to make it clear what the email is about. *These protocols will be kept under regular review. If you have any concerns / suggestions about the information contained within this document please speak to me directly – ebuckle@cardinalwiseman.net*

The weekly and daily bulletins are our main forms of communication and so it is imperative these are read by all staff.

Never expect an immediate reply to an email as the person concerned may not be near to their laptop / electronic device.

When responding to an email, think carefully about whether you need to use the ‘reply all’ function or whether you only need to respond to the individual who sent the email in the first place.

Examples of email content	Email or No Email	Action
Lost Property	No email	If an item of clothing or equipment has been left in your classroom / office you do not need to alert all staff – simply send a reliable pupil with the item to lost property in reception. The student who has lost his / her property can be sent to reception to see if the item has been handed in. Formation tutors – please explain this system to the pupils.
Issues relating to school life (e.g. deadlines, CPD, pupil activities etc.)	One email a week	Weekly Bulletin emailed out centrally. <i>Staff should also alert mentors of events in advance so that other staff can accommodate any disruption</i>

		<i>to their normal teaching. Please give plenty of notice (at least 2 weeks if possible) so that staff can plan for this.</i>
Issues about individual students.	Added to the bulletin or individual staff email	Alert the pupil's teachers ONLY via an email. If all staff need to know the information should be added to the daily bulletin.
Missing students	Attendance Email	Email the name(s) of the pupil(s) involved to the 'attendance' group email.
Behaviour Concern	Emergency email group	If you need assistance with a pupil who is displaying poor behaviour (after warnings) / extreme behaviour email the emergency email group. Make sure you put your room number and the name of the pupil involved. As well as this send a reliable pupil to reception to request support. *Do not ask the pupil displaying the poor behaviour to leave your classroom unaccompanied at any point.
First Aid Concern	First Aid email group	In the event that a child requires first aid during lesson time send an email with the following information: <ul style="list-style-type: none"> ○ Pupil name ○ Year group ○ Room number ○ Brief explanation about what the problem is.
Pupil feeling ill	Pastoral email group	If a pupil is feeling ill an email should be sent to the correct pastoral year group. The child must stay in the classroom. If the pupil insists that they are not getting better, or they are getting worse use the first aid email.
Information for form tutors	Formation group email	Email the 'Formation' group email and not all mentors.
Information for reading tutors	Reading group email	Email the 'Reading' group email and not all mentors.
Cover	Centralised Cover group email	Remember you are under no obligation to set cover if you are away from school due to illness but if you would like to liaise with the Centralised Cover team use the specific group email address.
Safeguarding	CPOMS and DSL group email	Staff should use CPOMS to alert the DSL's about any notice of concern. Staff can also email the DSL group where necessary. If a child discloses something then the child should be taken immediately to a DSL.

Students out on trips	Bulletin	Names are added to the weekly / daily bulletin.
Sports Club and fixtures	Bulletin	Names are added to the weekly / daily bulletin.
Injured student, leaving lessons early	Bulletin	Names are added to the weekly / daily bulletin. Risk Assessments are kept in a centralised location (on the GoogleDrive) and staff know that they must read the necessary RA if they teach the pupil involved.

*If you wish to ask our receptionist something specific never email her directly, always use the office staff group email so that other people are alerted should the receptionist be absent.

*For ICT support do not email Arron / Sean individually, always use the ICT support group email.