

COMMUNICATION FOR ALL NUNTHORPE STAFF AND PARTNERS - Our Basic Standards (Non Statutory)

Context

Nunthorpe is committed to providing the highest possible quality of service and professional conduct for all who work with us and for us.

What this means in practice:

Parents/Carers - Are our most important partners

We **MUST** take every query/complaint/issue seriously and treat all such matters with professional courtesy and respect. **REMEMBER** – WE are the professionals and, for some parents, our profession can be a little intimidating. WE must always do our very best to put parents/carers at ease in all of our interactions with them.

Please note it is never appropriate to make a personal judgement or offer a personal opinion if an issue is raised. Be **OBJECTIVE** and look into the **FACTS** before offering a response, always state that you will return a call/letter or email once you have investigated if you do not have the information readily to hand.

Letters/Notes

1. The school's default written communication font is currently Arial 11.
2. It should be obvious that the highest standards of spelling, grammar and punctuation should be used **AT ALL TIMES** – we are an education profession!
3. **A letter/note** from a parent should be responded to **within 1 working day**.
4. It is perfectly acceptable to send a brief note (say in a Student's Planner) if you need more time to find out more information. The **final return letter/note should be sent within 3 working days**.
5. Should a further letter/note on the same matter be necessary, as with 2 above, it should be sent within 3 working days.

Letters, House Style and copies of letters

1. All letters **MUST** be checked by the Principal's PA lbuckell@nunthorpe.co.uk
2. Letters should be in Arial 11 font with a justified right margin.
3. Limited members of staff have agreed access to our official academy letterhead paper. (Letters should be emailed in order for them to be pasted onto the official letterhead.)
5. ANY correspondence relating to any student **MUST be filed through the SIMs system under linked documents**.
6. ALL letters regarding students must contain the full name of the student plus the Year, Tutor Group and the subject of the letter. (See appendix 1)

Telephone calls and Voicemails

1. There is a Nunthorpe House Style for all academy voice mail telephone extensions – see Appendix 2
2. A **telephone call** from a parent should be responded to **within 1 working day**.
3. It is perfectly acceptable to make the return call and agree a further return call date/time if you need more time to find out more information. The return call should be **within 3 working days**.
4. Should a further call on the same matter be necessary, as with 2 above, agree a date/time to return the call or to receive a call from a parent.

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E-mails

1. There is a Nunthorpe House Style for all e-mail correspondence – see Appendix 3 . Our default e-mail font is Arial 11 also. REMEMBER – an e-mail is not a text message and should be treated as a formal communication medium.
2. E-mail footers should all be consistent with your name, title, academy address, phone number and fax. It should also contain the academy logo and the Ofsted Outstanding 2012-2013 logo.
3. It should be obvious that the highest standards of spelling, grammar and punctuation should be used AT ALL TIMES – we are an education profession!
4. An **e-mail** from a parent should be responded to **within 1 working day**.
5. It is perfectly acceptable to send an 'acknowledge receipt' return e-mail if you need more time to find out more information. The return, more detailed, e-mail should be sent within 3 working days.
6. Should a further e-mail on the same matter be necessary, as with 2 above, the same 3 working day rule applies.

Other Partners...

When dealing with other professional agencies, commercial partners, contractors, other education professionals we must maintain the same high standards as detailed above.

NEVER deal with any wing of the media always refer it first to either our Press Officer (Karen Deen) or our Principal (or Principal's PA in the absence of KED or LAB)

What to do if the communication is 'difficult'

Obviously, it is essential to behave professionally at all times – even with someone who may be quite angry/emotional – at least superficially.

If the matter/issue under consideration cannot be resolved easily by you, and you are convinced that you have done all that you can (and should), then seek further advice from your immediate line manager.

In Conclusion

As ever, if you are ever unsure in any matter of communication, especially with parents/carers, ask your immediate line manager.

Kate Kell
Vice Principal - Student Expectations and Engagement

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Letter layout

APPENDIX 1

Date:

Salutation

Address

Dear Mr Jones

Re: Cathryn Jones - 10VJI – Achievement Points Success

Etc

Yours sincerely

Name

Ref initials

Title

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APPENDIX 2

Voice Mail

If you are the named 'owner' of a telephone extension in our 11-19 academy, your voice mail greeting should be as below.

Please record your message thus:

Hello

You have reached the voice mail of ***Emma Findlay, Director of Operations at Nunthorpe Academy.***

Please leave your name, number and a brief message and I will return your call as soon as possible.

Thank You.

To record your voicemail - For Main School only

*Pick up the handset
Press Trans/pgm, dial 61, press # and start recording your message
Press hold/save when you are finished*

Put down the phone and dial 5544#

This will forward your phone to your voice mail when your phone is engaged or you don't answer.

To record your voicemail – For the Sixth Form building

*Dial 7544
Enter extension number
Enter pass code 1234
Press 8 (to get beyond messages)
Press 6 to add/change name
Press 4 to add/change greeting
Follow instructions on telephone*

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Email Communication

Appendix 3

The following protocols apply:

Within our Academy:

1. Staff must not send 'whole staff emails' due to staff becoming inundated with unnecessary emails. Whole staff emails can only be sent with prior permission from the Principal or Vice Principals. If permission is granted Emma Findlay will be responsible for sending them.
2. Line Managers – could you communicate whole staff issues (e.g. Campus Building Works/ Network shutdowns for maintenance/ end of financial year arrangements etc.) through the appropriate Staff Bulletin and not through a generic whole staff e-mail. The Staff Bulletin is **the** vehicle through which all, non urgent, whole academy communications should take place - once a week and in one handy place. **Please ensure requests for bulletin communications are with Emma Findlay by Wednesday lunchtime.**

External e-mail communications:

It is VITAL that we get this right of course – this is another of our public, outward looking 'faces'. Thus...

All of us should observe formal e-mail protocol:

Dear x

Yours sincerely/faithfully (if Dear Sir/Madam)

Name

Job Title

Nunthorpe Academy
Guisborough Road
Nunthorpe
Middlesbrough
TS7 0LA

Tel: 01642 310561

Extension No: (if you have one)

Fax: 01642 325672



Nunthorpe
Academy



(Please cut and paste these logos into your email footer)

If you are concerned that you are prone to spelling and/or grammar errors, get someone else to check before you send.

Our Administration team obviously control the quality of letters sent from our academy as all letters are required to go via the Principal's PA for quality control; the same cannot, of course, be applied to e-mails.

Please take care.