



Kirkcaldy High School

KHS Communication Policy (Draft)

Session 2024/25

Kirkcaldy High School Communication Policy 2024

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Policy

Good communication leads to positive relationships across the school and wider community. It also plays an important part in supporting the development of our pupils. At Kirkcaldy high School, we believe that all communication should be honest, clear, and with nothing hidden. Communication should also fall within a manageable workload for all staff.

The aims of this policy are:

- To maintain effective communication systems;
- To develop positive working relationships across the school and wider community; and
- To support the development of the child.

The targets of this policy are, that all communication from Kirkcaldy high school should:

- Keep all members of the school community well informed;
- Be open, honest, ethical and professional;
- Use English that can be easily understood by all;
- Happen within a reasonable time; and
- Use the method and style of communication most effective and appropriate to situation.

Procedures

General Communication

Emails

Email addresses have been set up for a number of purposes as shown in **Error! Reference source not found.** at the end of this document. You should have a familiarity with these and use them as your first contact for any of these subjects.

You should send emails relating to things decided by the Scottish Negotiating Committee for Teachers (SNCT) or the Local Negotiating Committee for Teachers (LNCT) to KHSTeachers. An example of this would be information about lesson observations. You should send all other “mass” emails (including those with pupil information) to KHSAllstaff.

You should send attachments to emails in “pdf” form instead of a “Word” document etc. The exception to this would be for a document which is being worked on by people on the email thread. If this is the case, then you should consider use of “Teams”.

An email turnover of three working days to reply is a reasonable expectation. If the action is going to take longer then a reply of “thanks for this, give me a couple of days to think about it” (or equivalent) is perfectly acceptable.

If a deadline has been given for a reply to a communication then you should make every attempt to honour this. If you cannot, then you should send a short reply to that effect.

You should not reveal the email address of another staff member to anyone without the staff member’s permission.

Email Signatures (internal/external)

Your Email signatures should contain:

- Your full name and salutation (Dr. Mr. Miss. Mrs. Ms. Mx.)
- Your pronouns (optional)
- School address
- School ‘phone number
- Your ‘phone extension (if you have one)
- Your email address
- “Rights Respecting Schools” Logo
 - You can find this in...
 - You will need to upload this rather than copy it. See Paul Murray if you need help with this.

Your email signature should be set to appear automatically at the end of every email you send.

Out of office reply

If you are part time or are not going to be replying emails for more than 2 days, then you should set up an out of office email reply. This can contain text of your choice to tell the reader when you are likely to be reading and replying.

“Blue” (Daily) Bulletin

The Daily Bulletin (traditionally called the “Blue Bulletin” is sent every morning by a member of the office staff. You should read this every day so you know what is happening across the school. If you have a “Tutor” class, then you must read the bulletin to them every day

Letters

You can find the Kirkcaldy High School letter template in the communication folder. You should use this for all letters.

Telephone Calls

You should not reveal the VOIP number of another staff member to anyone without the staff member’s permission.

Website

The school website is the main channel for information sharing at Kirkcaldy High School. You should email anything to be put on the website to Paul Murray. The school prospectus is one of the “top headings” on the website. Information held in that will not be replicated elsewhere.

Social Media

We are currently awaiting guidance from Fife Council about the use of social media in schools. In the meantime, we are referring to the general social media guidance.

- <https://fifecloud.sharepoint.com/sites/Comms/SitePages/Social-media.aspx?CT=1699270977377&OR=OWA-NT&CID=c6944526-92d9-9ca8-df1d-52f513472f48>

At present, all social media posts should be made by one of the trained moderators. These are:

- Paul Murray
- Sarah Akers
- Leonie Clark
- Danielle Jack
- Lucy Kirkwood
- Chris McKay
- Jack Walsh

Stories “reposted” will be read thoroughly before posting. Names of pupils published will be first names and last initial only. You can submit stories and photos for the website and social media using the submission form (“Glow” login required). This can also be passed to pupils who can submit content directly themselves:

<https://forms.office.com/e/1bj1sG8rrJ>



The default is that a story is posted on the website to be part of the school “Blog” and then reposted on social media with a “hashtag” for the department/activity. Hashtags in use are...

- ‘KHSBusinessEd
- #KHSComputing
- #KHSDET
- #KHSDoE
- #KHS Drama
- #KHSDYW
- #KHSEquality
- #KHSFirstChances
- #KSHistory
- #KHSInteract
- #KHS LiftOff
- #KHSModLangs
- #KHS LGBT
- #KHS Modern
- #KHS Music
- #KHS PE
- #KHS Science
- #KHS STEM
- #KHS Supported

SEEMIS

You must complete the class register on SEEMIS within the first 15 minutes of every lesson. You must record **all** latecomers on SEEMIS as they arrive. SEEMIS must never be displayed on any “Smartboard” in front of pupils.

Communication with Parents/Carers

General

Parents should be encouraged to use “Parent’s Portal” as opposed to ‘phoning the school.

Any paper communication given to pupils to be completed and returned, **must** have on it who it is to be returned to.

When you contact a family, you should check the “notes” in “family” in the pupil record on SEEMIS. There may be information about family members who should not be contacted or a specific protocol for contacting the family. Remember that no parent can be denied information about a child under 16 unless a court order has been put in place saying this.

If you are a Principal Teacher (PT/PTC), you can contact parents/carers about subjects/coursework/behaviour within the department. This should then be logged on the Latest Pastoral Notes (LPN) for that pupil. If you are a classroom teacher, you should consult your PTC/PT before ‘phoning contacting parents/carers as in general, classroom teachers would not do this. However, if you are running a trip or extra-curricular activity, contacting parents/carers about these could well be useful. There is a list of families who should not be contacted by anyone other than a guidance teacher or a year head. This can be found in:

- \\acad-kik-file\shared files\School Communications\ELT.

In general, you should aim for all communication to have a reading age in the mid-teens. You should assume that the reader does not know educational jargon or acronyms.

Phone calls

You should use respectful language in all communications. This also applies if you are a parent/carer. If anyone has not been respectful in their language, then you should report this as a Health and Safety concern via “First Contact”.

You should make calls between working hours (8.00am-5.00pm, Monday-Friday). Making calls outside of these hours is acceptable if absolutely necessary or by prior arrangement.

If you ‘phone a parent or any outside agency and there is no answer, please leave a message with your name and the reason for your call.

Referrals

You should follow the “Positive Relationship Policy”, last updated November 2022. A referral policy is in progress.

Parent/Carer Evenings

There is one parent/carer evening for each year group every year. S5/S6 have a combined parent/carer evening.

When a parent/carer evening is approaching, a “Groupcall” shall be sent no less than 14 days in advance by the year head. This will be followed up by an automatic reminder (overseen by Wanda Noone/Fiona Spence) through the “PEBS” (“Parental Evening Booking System”) 3-4 days before the event.

Parent Council

The Parent Council meets once a term on “Teams”. It is led by parents/carers and the agenda is set by them. Every meeting is an open invitation to all and usually has a welcome from the chair, a school update and information sharing from the rector, and discussion of school policies, plans, and issues.

Prospectus

The most up to date copy of this is on the school website (www.kirkcaldyhighschool.com) under “About Us”.

Rector’s Log

The rector will publish a weekly log on the website and social media channels every Friday. This will contain a summary of the activities of the previous and coming weeks.

School Reports

Four “tracking” reports are sent each year for every pupil for every subject. These will contain “tick-box” data only and no comments from teachers. The deadlines for each of these can be found in the school calendar at \\acad-kik-file\shared files\School Communications\Calendars.

Groupcall (ask SLT/Guidance)

“Groupcall” is used for a variety of purposes, including:

- Information about trips/events
- Attendance texts
- Course choice information
- Weekly Rector’s Log
- General information sharing.

When “Groupcall” messages are sent, the subject line must be relevant to the message, changed from the default “Kirkcaldy High School”.

Communication with Pupils

Emails

You should only communicate with pupils using their “Glow” email address. You must use either your Fife Council corporate or “Glow” email and **not** a personal address. For the most part, communication with pupils should occur over “Teams”.

‘Phone Calls

You should not give your personal ‘phone number to any pupil. The school will be investing in ‘phones for this purpose (March 2024).

Communication with Staff

Information about pupils

You should always use professional language in communication about pupils. Think about the fact that anything you write could be read to the pupil and their parent/carer. A rule of thumb is to use similar language that you would in a report.

Generally, you should pass any questions or information to guidance staff or year heads in the first instance. Asking other members of staff for information without consulting guidance staff or year heads is something to avoid.

When you are writing an email about a pupil, only staff who “need to know” should be copied in.

You should email “Care and Welfare” forms to KirkcaldyHS.NamedPerson, with **no-body** copied in.

A number of pupils are “flagged up” on SEEMIS as “attendance alert. If you have to change the attendance of one of these pupils to “not attending” on SEEMIS, you should also send an email to KirkcaldyHS.NamedPerson with:

- Subject line: pupil initials, year group and “ - not in class”
- Email body “PUPIL NAME (YEAR GROUP) is not in class”

Pupil behaviour frustrates all teachers and it’s easy to become the “keyboard warrior” in sending an email to a year head/guidance teacher. It is often worth delaying the sending of the email to the next day. This way, you can “weed out” sending emails that may not be entirely necessary.

If you are sending “contextualised assessment” forms to teachers, you should pre-fill the common information. This would include the pupil name, year group etc.

You will find all pupil information in the “One Stop Shop” spreadsheets. These are “hyperlinked” to pupil ASN Profiles etc. and can be found in “Files” in the Fife Council Corporate Team “EDU - KHS - All Staff”, KHS Staff Channel.

A list of pupils that have appointments is sent out every day by the office staff. You should consult this before allowing any pupil out for an appointment. If their name is not on the list, you should challenge this with them and contact the office for further steps.

Staff Meetings

You will find minutes and other information from staff meetings and INSET days in the in “Files” in the Fife Council Corporate Team “EDU - KHS - All Staff”, KHS Staff Channel.

“Cover” Classes

Classes to be covered are emailed with the Daily (“Blue”) Bulletin every morning by a member of the office staff. If you are potentially available for cover, you should check this every day.

Trips

You should request a trip using the “Trip Request Form” (in the communication folder). Once completed, you should email this to the Business Manager, with KHS.trips copied in.

You will know if the trip has been approved by the form being placed in your pigeon hole in the staffroom. The trip details should then be completed and submitted via “EVOLVE”.

The parental form to be returned must have on it who it is to be returned to.

The medical form should be given to the pupil with the trip details pre-completed.

For any trip happening during school hours, you should email the pupil list to the KHSAllStaff email_ You should do this no less than 48 hours before the trip.

Rector's Weekly Update

The Rector's Weekly Update is posted every Friday after school on the website. This contains a round up of events from the previous week and upcoming events for the next week. This is also sent to parents/carers on "Groupcall".

Working Hours

Working hours at Kirkcaldy High School are considered to be 8.00am-5.00pm Monday-Friday. You should send emails to staff between these times. If you are working on an email outside of these hours, then it should be "scheduled" to send during working hours unless:

- a) The email is urgent
- b) An agreement has been made between you and the recipient to send and receive emails outside of working hours.

In general, you should only make a "standing" agreement to do b) if absolutely necessary.

If an email is scheduled to send, you should only schedule it for 8.00am if it is urgent and/or the action required is severely time-limited. Otherwise you should schedule the email to send at a random time during working hours. This is to avoid anyone receiving a "deluge" of emails at 8.00am.

Communication with other outside agencies

You should direct anyone who calls regarding information about a pupil to the guidance staff or year head. This applies to social workers setting up pupil appointments.

Appendix 1

Acronyms and Systems

EVOLVE	System for organising school trips.
First Contact	System for reporting health and safety concerns including aggressive and violent behaviour.
GroupCall	System used to send mass emails/text messages to parents/carers
KHS	Kirkcaldy High School
LPN	Latest Pastoral Notes
pdf	Portable Document Format A file format often used for sharing documents.
PEBS	Parental Evening Booking System Used for booking parent/carer evenings.
PTC	Principal Teacher Curriculum Heads of departments
PT	Principal Teacher Promoted staff.
SEEMiS	Strathclyde Educational Establishments Management Information System System for holding information about pupils.
SLT	Senior Leadership Team Rector, deputes
VOIP	Voice Over Internet Protocol The telephone extension system used across Fife Council.