



Chestnut Grove Academy

HEADTEACHER: Mr. Christian Kingsley MA MSc NPQH

27th March 2020

Dear Families,

This week has seen the first full week using our online learning platform 'Teams'. We have been thoroughly impressed with the engagement from our students and their resilience and adaptability in moving to this new way of working and communicating. We are grateful for all the recent feedback we have received with regards to the learning portal and we are working hard to continue to develop this platform. I continue to ask for your patience with a system that was set up in response to this pandemic over a very short period of time.

As communication with staff will now mainly be electronically when submitting work, asking for advice or discussing learning, it is really important for students to remember that the method and tone of their communications is as important as its reason.

To help students with this, we have sent out, on 'Teams' our Acceptable use Policy for communication whilst on Teams. We do however, really want to encourage our students to engage fully in this online communication and would ask that the following guidelines are adhered to, to support respectful and appropriate online communication.

Students should:

1. Start the email politely. This may be using the word, Dear, or addressing the person by their title (Mr, Mrs, Ms, Sir etc.)
2. In the chat/e-mail, remember to set out the reason for the communication in the subject line so that the recipient can direct their help quickly and effectively.
3. Be clear and to the point – staff will be getting lots of e-mail communication and will want to be able to respond to them all. This will help them to do just that.
4. Check that the message/chat sent:
 - a. Is in full sentences and makes sense
 - b. Is checked to remove spelling mistakes (as best you can)
 - c. Has been proof-read to make sure it is not rude or angry in any way
5. Always say thank you at the end. Students will often be asking for some support and a 'thank you' acknowledges this extra help needed/wanted.

Finally, remember that unlike conversations that happen face to face, an e-mail/chat message is forever. Please follow the guidance above and in the acceptable use policy (below and shared via teams) to keep yourself safe, communication with your peers and staff constructive and effective and the Teams platform a great tool to enable you to access and engage in high quality learning and support during this challenging period of school closure.



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We are aware that this is a new way of working for all of us, so please do contact your child's tutor if there are any concerns related to your child's use of the Teams platform. Any practical and operational questions linked to 'Teams' can be sent directly to:
support@chestnutgrove.org.uk

There is also a range of support networks in place if during this period of school closure there are any concerns related to wellbeing, finance, mental health or physical health of you and your family. We will be confirming these details shortly in a letter, and they can all be accessed by contacting your child's Raising Standards Leader in the first instance.

Thank you in advance of your support with this and in all you are doing to support both us, and your child, as we move into this new framework of learning.

Yours faithfully

David Collins
Assistant Principal – Pastoral



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Acceptable Use Policy - Chat spaces in teams

The online work platform teams has chat functions that will be used during this period of school closure. Please see below a summary of the chat spaces available, the expectations for use of these and guidance on how to keep yourself and others safe online, whilst being able to report any unacceptable use.

Types of Chat - There are 3 types:

- 1-1
- Group
- Team/Channel

1-1 and Group chat, as with all ICT resources provided by the school are a privilege. The chat functions may be removed if any of the acceptable use expectations are broken. Everything you post is logged and monitored automatically. This can be used to communicate with small groups over tasks that have been set, or between teachers and groups of students to outline specific tasks.

Team/Channel chat is visible to many – generally an entire year group and a few Teachers. This will also be used for whole class conversations. This is monitored and moderated by the Teachers in the Team.

Rules and expectations - the behaviour expectations we would expect of you when using any of the chat functions. If you are unsure if you are using the chat space appropriately, please ask an adult at home first.

- communicate in a safe and responsible manner
- never log into a chat space under someone else's user details or reveal yours to someone else
- be polite and never use chat to bully or insult others
- not to use inappropriate or unacceptable language (this includes swearing, inappropriate images, videos, avatars etc)
- not post anything that could damage the reputation of the school
- address members of chat spaces with respect as you would in school (use appropriate address: Sir, Miss etc)
- only use 1:1 chats for legitimate learning conversations and close these once the issue has been resolved
- only add those people key to the 'group chat' not adding staff or peers unnecessarily
- think carefully before you post or send anything. Although you may be able to delete from your screen, message cannot be centrally deleted or edited once sent.



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What will happen if rules are broken?

- 1-1 and Group Chat may be removed instantly
- Your RSL will either issue a warning or decide on further action
- Details and evidence of the communication will be shared with your Parents, RSL and Tutor
- Your account may be temporarily disabled whilst the school contacts home

As mentioned, these spaces and the ability to chat are important functions to support your learning, progress and wellbeing during this period of school closure. I know that I can trust you all to use these safely and wisely.