



Farnborough Road Infant School

'Learning, Caring and Achieving Together'

Class Dojo Policy

Aims:

Effective communication between home and school is important to support our children in their learning.

At Farnborough Road Infant School we use Class Dojo, a communication app, which connects parents/carers, teachers and children in each of our classes across the school. Class Dojo allows teachers to communicate with parents on the 1:1 or via the class story where general class communication and photos of the school day can be shared and encourages parents/carers to be engaged in their child's learning.

Expectations for Staff:

- At the beginning of the academic year class teachers create the Class Dojo account for their class, send out invitations to parents and regularly encourage parents to sign up until they have 100% engagement with their class.
- Class teachers/Lead Practitioners run the account. Year group teaching assistants can join a class as a co-teacher but are not expected to comment on the account and should not participate in direct messages.
- Class Dojo should not be downloaded on personal mobile devices, as this will impact on your personal time. Class teachers/Lead Practitioners are not expected to read or respond to messages out of school hours. (8am until 5.30pm) and should set 'Quiet Hours' on their account accordingly or comment on messages during teaching time. Staff should use schedule send facility if necessary.
- If teachers job share they will need to share an account and password. Part time staff sending messages from these accounts must initial all messages sent so parents are clear who sent the message.
- Teachers can post updates on their class story eg. Homework, reminder posts about special events, visitors or trips.
- Class Dojo will not be used by class teachers/lead practitioners as a behaviour management system.
- It is important to remember this is a school communication service and responses need to be professional AT ALL TIMES - no parent should be dominating a class teacher's time on Class Dojo more than any other parent.

Class teachers should not respond to parents in first name terms – and should reiterate with parents if they use your first name ALWAYS use your surname to respond to the parent 'I can meet you after school tomorrow, kind regards Miss Sephton'

Messages should not include any personal information including information about your personal life or the personal life of the parent, any information about other children or other members of staff.

Formal communication should not contain emojis. Responses to homework or confirming events – staff can use the thumbs up, star or smiley face emoji.

- If a class teacher is not sure of how to answer a particular communication received they should not respond and refer to the Key Stage Leader who may need to support a meeting between the class teacher and the parent.
- If a message takes more than 2 replies please arrange a meeting or a telephone call to further discuss or clarify. In this case information may need to be logged on CPOMS.

Expectations for parent/carers:

If parents/carers have any questions, queries or concerns, they could communicate with the child's teacher/lead practitioner on Class Dojo. Teachers/lead practitioners will try their best to respond. Quick messages can always be given to a member of school staff at the classroom doors at drop off and pick up times.

If parents do not get a response from a member of staff, this will be because this member of staff is busy. Please email the admin email address admin.fris@schools.sefton.gov.uk with the Teacher's/Lead Practitioners name as the subject.

Parents should not use Class Dojo for urgent messages eg pick up arrangements, reasons for absence or medical consents. Class teachers are unable to answer these during the school day as they are busy teaching. Please use the Parent APP or the admin email address admin.fris@schools.sefton.gov.uk or phone call to inform office staff for any urgent messages.

Information regarding school events is shared through Class Dojo stories, headteacher newsletters and throughout our school website. Parents should seek support from these avenues of information before sending a Class Dojo communication.

Parents should ALWAYS respect Staff 'Quiet Hours' outside their working day 8am – 5.30pm. Staff are asked not to respond during Quiet Hours to ensure their own work life balance or during teaching hours 8.45-3.15pm as the priority is the children in their classroom.

Parents/carers should not share photos from this site on any other media.

Monitoring of the Policy:

- It is the responsibility of all members of staff who use Class Dojo to ensure it is used according to this policy.
- Monitoring of the policy will be by the Headteacher who may view the Class Dojo page at regular intervals to ensure the policy is being adhered to.

September 2023