

LITTLE THURROCK PRIMARY SCHOOL



Class Dojo and communication Policy



Signed: *Deoise Manson* Chair of Governors

Signed: *Can Robert Broyd* Headteacher

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Next Review: March 2024

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1. Introduction

We believe that an effective partnership between home and school is beneficial in supporting children in their learning. As a result, we use Class Dojo. Class Dojo is a communication application (app) which connects parents/carers, teachers and children.

Teachers use it as a communication platform to encourage children and to get parents/carers engaged in their children's learning. It has a reward component and a communication system. Teachers can communicate with parents on a 1:1 messaging service or via the class page where general class messages can be shared. Teachers can create engaging content including videos and interactive tasks for children to complete as part of their home or remote learning

Children can engage in their learning in school and home by posting evidence of work they are proud of in their journal and responding to tasks and feedback from their teacher.

Parents can be kept informed of class events and see evidence of their child's work and learning environment. They can communicate with teachers via 1:1 messaging.

2. Aims

- To establish more effective communication links with parents.
- To support and enhance home and remote learning

3. Roles and Responsibilities

3.1 Teachers

- Teachers are expected to access their Class Dojo account via the website www.classdojo.com and also download the free app onto their school laptop and school iPad.
- Teachers are encouraged to post updates on their class page. The number of posts teachers make and the content, which has to be appropriate or relevant, is at the discretion of the teacher. The following should be a minimum though:
- Regular reminder posts about swimming/PE days/home learning deadlines and/or other important class events such as trips or assemblies
- Weekly celebrations of work should be shared either individually to parents or via the class newsfeed
- Weekly updates regarding work covered during the week and upcoming week, including the class shining moment
- All members of staff using Class Dojo are asked to set a 'quiet hours' on their page, this is when messages will not be read or responded to out of the designated hours. The agreed quiet hours are between 5:30pm and 8:00am Mondays to Friday, and all day Saturday and Sunday.
- It is not expected that teachers will need the app on their mobile device, as we must be mindful of the impact this may have on their personal time.
- Teachers are respectfully reminded to not engage in any conversations about personal matters via the class page or the messaging service, or get into lengthy discussions. If a message from a parent requires more than a simple response, then a phone discussion is more appropriate.
- Teachers must make themselves fully aware of the children who are in LA care or who do not have permission to have their photographs shared on Class Dojo, and ensure that these children do not appear on Class Dojo.

3.2 Parents/Carers

- Agree to follow the Parent User Agreement Form (appendix 1) before using Class Dojo.
- Use the communication flowchart (appendix 3) to ensure your queries or concerns go to the right person.
- If you have any questions, queries or concerns, do feel free to message your child's teacher on Class Dojo. They will also keep in touch with you via Class Dojo. You can still leave messages at the front office and send e-mails to the admin mailbox. If a matter cannot be easily resolved via the messaging service, the class teacher will arrange a phone call or meeting.
- In order to maintain the well-being of our class teachers, as well as ensuring they have a work life balance, we ask that you bear in mind that though teachers can be messaged by you at any time, they will not respond back to the message during the 'quiet hours.'
- Teachers will not be able to respond to your messages on weekends and any other time outside of the stated period, including school holidays. If it is an urgent concern or query, please do contact the school office.
- In line with the general parent and carer code of conduct, parents must be polite and respectful when messaging teachers or commenting on the class news feed. Any inappropriate comments will be removed/blocked and the service may be removed.
- Parents should ensure their child uses Class Dojo safely and support them in uploading evidence of learning.

3.3 Pupil Responsibilities:

- Agree to follow the school rules for Class Dojo (appendix 2)
- Encourage parents and carers to engage with Class Dojo
- Complete assigned tasks and respond to feedback on Class Dojo

3.4 Leadership Responsibilities:

- Monitoring of the policy will be by Senior Leaders who can view each Class Dojo page at regular intervals to ensure the policy is being adhered to, and address any misuse with the relevant parties.
- Senior Leaders will regularly review the use of Class Dojo to ensure it is effective in achieving the aims of this policy.
- Any necessary contact with the headteacher and deputy headteacher must follow the appropriate channels e.g. direct contact at the school gate or through contacting the office. The Head teacher and Deputy Head teacher may however post to the school story.

Appendix 1:

Class Dojo Parent User Agreement Form

Parents/Carers must agree to the following in order to be invited to join Little Thurrock Primary School Class Dojo account.

- I have read and understood the school's Class Dojo Policy.
- I give permission for my child to use Class Dojo.
- I agree to the school posting pictures of my child, their work and positive comments about my child on Class Dojo, which could be viewed by other members of the school's Class Dojo platform.
- I am aware that all images posted on Class Dojo remain the property of Little Thurrock Primary School and should not be reproduced. I agree not to copy or reproduce images, e.g. as screen shots, or post them on social media.

- I agree that any messages or information I send to the school will be positive, respectful and in keeping with the positive spirit of Class Dojo and the school policies.
- I understand that teachers will only access Class Dojo Monday to Friday 8am-5.30pm and I will wait up to 24 hours for a response before contacting again.
- I agree not to post negative messages or raise serious concerns on the Class Dojo site. Should I have any complaints or concerns related to my child’s education or care, I agree to raise the issue using the stages identified in the school's Complaints Procedure and Policy. (Note – This policy is available on the school website or in person from the school office.)
- I agree not to share my password with anyone other than immediate family members, e.g. partner.
- If I have any concerns, queries or questions regarding Class Dojo or any content posted on the site, I will raise them with the Deputy Head teacher or the Head teacher.

When using Class Dojo you will be subject to the Privacy Policy and any posted guidelines, policies or rules applicable to specific features of the Class Dojo Website or ClassDojo App. Details of the policy can be found on <https://www.classdojo.com/en-gb/terms/>

ClassDojo is a U.S. based company, so pupil data may move outside the EU. As such, in compliance with GDPR, parents need to be informed of this fact and give consent for this. The School has updated its privacy notice to acknowledge that this data is moving outside the E.U. and will also maintain a data impact assessment on ClassDojo. Parents should be aware of the ClassDojo privacy notice and information regarding security measures for outside the U.S. ClassDojo complies with the EU – U.S. Privacy Shield Framework. The privacy shield is a framework that governs how data is transported safely and securely between the EU and US and has been developed by both sides. To learn more about the Privacy Shield program, and to view ClassDojo certification, please visit <https://www.privacyshield.gov/>

With respect to personal data received or transferred pursuant to the Privacy Shield Frameworks, ClassDojo is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. In 5 certain situations, ClassDojo may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. For full details of the ClassDojo privacy notice and security measures outside the U.S. see:

- <https://www.classdojo.com/privacy/>
- <https://classdojo.zendesk.com/hc/en-us/articles/202028159-Security-measures-foroutside-the-U-S>

You may also be interested in watching the video in the link below which gives a brief, simpler explanation of some the security and privacy controls on ClassDojo. <https://vid.ly/7d4i1b>

The School reserves the right to deny further access to the school’s ClassDojo account in the event of violation of these terms.

Signed Date
 Parent of Class

Appendix 2:

Class Dojo pupil user rules



ClassDojo

When I use ClassDojo I will:

- show respect to my teachers and classmates
- be kind and friendly
- tell an adult if something worries or upsets me
- only use ClassDojo with permission from a parent/carer
- give positive feedback to my classmates' work
- only login to my account
- use appropriate language



Appendix 3:

Parent Communication Flow Chart

We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the Head or Deputy Head. In our experience many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The flow chart below outlines who this will be.

Our Chair of Governors, Mrs Manson is also here to support when a parent has a concern or complaint, that has not been resolved after following the set procedures. She can be contacted through the school office.

Our full school complaints policy can be found on our website or a hard copy can be obtained from the school office.

Learning and behaviour Concerns	Pastoral Concerns	Concern relating to particular learning or physical needs	Issues relating to staff	Concerns & Queries relating to school administration
<p style="text-align: center;">↓</p> <p>Please raise your concern with your child's class teacher in the first instance.</p> <p style="text-align: center;">↓</p>	<p style="text-align: center;">↓</p> <p>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</p>	<p style="text-align: center;">↓</p> <p>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASD (autistic spectrum disorders), dyslexia or dyspraxia or physical disabilities</p>	<p style="text-align: center;">↓</p> <p>Please contact reception who will forward your concern to the most appropriate person.</p>	<p style="text-align: center;">↓</p>
<p>Please arrange a meeting with your child's class teacher to discuss the concerns further.</p> <p style="text-align: center;">↓</p>	<p style="text-align: center;">↓</p> <p>Please raise your concern with your child's class teacher.</p> <p style="text-align: center;">↓</p>	<p style="text-align: center;">↓</p> <p>Please raise your concern with your child's class teacher in the first instance.</p>		
<p>Please arrange a meeting with the phase lead for your child: Mrs Farrow Year 5+6 Mrs Storey Year 3+4 Mrs Smith Year 1+2 Mrs Wade Nursery and Reception.</p> <p style="text-align: center;">↓</p>	<p>If you feel that the class teacher is unable to help for pastoral concerns, please contact our Pastoral Lead Mrs Fleming.</p> <p>Mrs Fleming works with all of the children for behavioural and pastoral support.</p>	<p style="text-align: center;">↓</p>		<p>Please speak to Mrs Greenfield Support Officer</p>
<p style="text-align: center;">↓</p> <p>Please make an appointment to see our Deputy Head teacher Mrs Joynes if you remain concerned following the steps above.</p>		<p style="text-align: center;">↓</p> <p>Please arrange an appointment with our Assistant Head teacher and SENCO Mrs Wright.</p>		
<p style="text-align: center;">↓</p> <p>Please make an appointment to see our Head teacher Mr Broyd if you remain concerned after following the steps above.</p>				

Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 01375 373586 or emailing a.mail.ltp@osborne.coop

If you are writing to the school it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.

Review

The governing body reviews this policy every year. The governors may however review the policy earlier than this, if the government introduces new regulations, or if the governing body receives recommendations on how the policy might be improved.