



Nancy Reuben Primary School

WhatsApp Guidelines

June 2019

In common with many schools across the UK, NRPS feels it is appropriate to publish some polite rules and etiquette that we would like NRPS parents to adhere to.

WhatsApp groups are in use for the parents in each year group. These are intended as forums to ask questions about immediate issues and for class representatives to remind parents of events and activities.

The aim is that the groups share ideas, aid communication amongst parents and foster a sense of community as well as deflect unnecessary questions away from the teachers, to allow them to concentrate on teaching the children!

Points to note:

- The group is run by parents for parents. It should not replace or substitute communication by or with school for relevant matters. At NRPS, we communicate via Parentmail, newsletter, website and email. As in all schools, parents are expected to check these media regularly.
- The posts in the group chat are opinions of the individuals, not the group as a whole and not that of the school.
- Class WhatsApp groups are usually intended for the parents of children in the specific year group only.

Please DO use the chat for:

- Immediate questions about school business e.g. what date homework is due in.
- Reminders about school and NRPS events e.g. meeting times, key dates etc.
- Lost property notices · Sharing and swapping relevant stuff e.g. spare uniform, costumes for dressing up days, etc
- Relevant community notices e.g. family events in the local area that may be of interest · Sharing information about school that may be useful to others e.g. if you join for school club one day you may want to share the experience with others or your child's experience to help others decide if it is right for them.

Please DO NOT use the chat for:

- General casual chats - we are really pleased that there is a lively, friendly parent community at school, but as there are so many people in the groups, a little banter can soon escalate to a huge number of messages. Then important messages get lost, which makes the group ineffective and daunting to the more infrequent users. We ask you to consider carefully what you post and how it comes across to others.

- School notices on behalf of school - whilst the forum can be used to remind people of school events and business it should not be used as a replacement for school communication, on behalf of the teachers or the office for example. If a teacher wishes to communicate something to all parents in a class or year group, this will go via the formal channels
- Posting private information about your child e.g. medical records, school report, etc

Etiquette

- We remind everyone that rude or inappropriate posts will not be tolerated in our school community. Please consider reputational damage to the school or of individual parents or professionals when posting comments. Please also consider that as a Jewish school, we ask parents to adhere to the basic tenets of Halacha with regards to *Lashon Hara* and *Rechilus*
- Don't ask unnecessary questions that may be answered on the newsletter or school website. Please do check these sources first.
- Don't answer a question unless you really do know the answer, guesses just confuse!
- If you need to privately message anyone in the group, remember that you can view the group members by tapping the group name and scrolling down.

Members of the Senior Leadership Team are freely available every day in the playground at the start and end of each school day and additionally all parents have the email addresses of every member of staff. As such, it is possible for any question to be raised and dealt with swiftly.

Thank you for helping to make our school community a happy and cohesive community for everyone.