



St John's CE VA Primary School

Code of Conduct (Online Learning Platforms)

Rationale

In conjunction with our social media platforms, an element of online learning is now fundamental to a pupil's learning experience. These platforms offer the option for our pupils to work remotely from home, accessing materials, challenges and recommendations, whilst being able to share their excellent work and interact with their teachers. The overwhelming majority of users in our community use this as a positive learning tool, exercising caution and good judgement in their interactions.

By accepting our invite and connecting to your child's class on ClassDojo (or other learning platforms), you agree to adhere to this Code of Conduct

At St John's CE VA Primary School, many of the online learning activities are directed by the Class Teachers; in the first instance, much of your communication will be with your child's class teacher, although The Senior Leadership Team monitor responses. On rare occasions, a concern may be escalated to the leadership team, who will respond accordingly.

Privacy

Some platforms offer a higher degree of privacy than others do. For example, ClassDojo provides direct, straightforward communication to other parents, which is private and hidden from other parents. You might think of this kind of platform as having a private discussion, similar to Parents' Evening.

Responses

Where possible, staff members will endeavour to respond to you during the same working day on our learning platform; however, this may take up to 48 hours, depending on the time of week. Staff are directed to set 'quiet hours' and therefore will not respond to messages sent after the school day. As a rule, if you wouldn't contact school directly at that time (e.g. 7pm), then you won't receive a response until the next day at the earliest.

Raising Issues

Our online learning platforms are not the place for raising concerns or complaints. The only queries raised must relate to the learning activities.

Concerns or complaints should be directed to the appropriate member of staff by email via the school office. – office@st-johns.suffolk.sch.uk

Often, this will be referred to a member of The Senior Leadership or SENCo, if relevant.



Clearly, staff will also not tolerate comments that are inappropriate – these will immediately be referred to The Senior Leadership Team and acted upon promptly.

Terms of Agreement.

1. Students Code of Conduct for Class Dojo:

- Information that is sensitive and private will be sent to the teacher via the private messaging platform and remain confidential. Students will not publish this information on Student Story.
- Students will only contribute positive feedback and comments to their Class Story and Student Story feeds. Teachers have the right to remove any contributed student material that does not promote positive learning.
- Students cannot share photographs, messages or work samples published on Class Dojo on their personal social media accounts due to a breach of privacy.

2. Parent and Carers Code of Conduct for Class Dojo:

- Information that is sensitive and private will be sent to the teacher via the private messaging platform and remain confidential.
- Parents and/or carers will only contribute positive feedback and comments to the Class Story feed. Any other feedback or comments should be shared privately with the teacher.
- If parents and/or carers do not wish for their child's photographs, digital recordings or work samples to be published on Class Dojo they must indicate so on the Class Dojo Permission Form (available from the school office if not already submitted).
- Parents and/or carers cannot share photographs, messages or work samples published on Class Dojo on their personal social media accounts due to a breach of privacy. Parents and/or carers who share private or confidential material or information may be removed from Class Dojo at the discretion of the School.
- Parents and/or carers will recognise that Class Dojo is a means to share positive understandings of classroom and whole school learning. It should not be used to compare students work samples, digital recordings or photographs.

3. Teacher Code of Conduct for Class Dojo:

- Information that is considered sensitive or private will be communicated with parents and/or carers only via the private messaging platform, not through Class Story or Student Story.



- Teachers will regularly share messages via the Class Story page that promote positive understandings of class and whole school learning.
- Teachers have the right to remove any contributed content that they feel is negative or unrelated to the promotion of positive learning practices, in a timely manner.
- Teachers cannot share content published on Class Dojo on their personal social media accounts due to a breach of privacy.
- Teachers will provide parents and/or carers who are unable to access Class Dojo with an alternative means of communication to ensure that they can also be aware of classroom and whole school practices.

Actions resulting from breaches of this Code of Conduct

Ultimately, St John's CE VA Primary School reserves the right to suspend, or terminate, any user who breaches this code whilst using their online learning platforms.

In the first instance, a reminder and discussion with a senior member of staff may be sufficient. However, if misuse continues, access can be removed.

The 'Golden Rule'

Finally, the overarching principle for this code is this:

- If you are about to post a comment or message, re-read it and consider the impact:
 - Would you say this to that user in person, in front of other parents/pupils/teachers?
 - Could the other person misinterpret the message?
 - Is this a discussion that is best conducted in another way (e.g. telephone)?

St John's students, teachers, parents & carers who participate in Class Dojo agree to the Terms of the Code of Conduct.

Drafted September 2020

Reviewed February 2026 – Personnel committee

Next review 2 years