

Using the **Our Place 2020** E-communications system

Introduction

In order to support both schools and **Masterclass Mentors** to communicate with each other throughout the **Our Place 2020** programme, and also to monitor the level of activity that **Our Place 2020** is generating we have set up special communication systems for everyone.

Central to this is the dedicated email address: ourplace2020@googlemail.com

For example, we need to ensure that **Masterclass Mentors** signed up for the programme are not overloaded with either phone calls or emails to their work addresses. We also need to make sure a request for help from a school or its pupils reaches the right person and gets a quick, valuable response. Finally we will be gathering evidence on the **Our Place 2020** activities by schools, teachers and our **Masterclass Mentors** – to support the evidence gathering for portfolios which will be submitted as part of the accredited training programme being undertaken by the **Masterclass Mentors**.

Special Email Address

The special e-mail address will be monitored on a daily basis, with all e-mails recorded and filed, and any requests for help processed by **Our Place 2020** e-communications staff (Education Business Connections Limited - EBC). **Pupils, teachers, and delivery partners** across the region and **Masterclass Mentors** will only be able to send emails to that address – they will not have the password to access the inbox.

The **Our Place 2020** e-communications staff at EBC will:

- Forward any emails from schools/pupils onto the appropriate matched **Masterclass Mentor**, when necessary via the locally-based education business link organisation who is supporting school-business partnership work in the various geographical areas (Tyne and Wear, Northumberland, Tees Valley and County Durham).
- Forward copies of any relevant correspondence to the locally-based education business link organisation
- Forward any emails from **Masterclass Mentors** offering additional information, research topics, etc, to appropriate schools i.e. via teachers.
- Forward any specialist information, leads and background information collated by our environmental expert to pupils and teachers.
- Link up teacher with teacher when required – to maximise shared learning and professional networks.
- Link up **Masterclass Mentor** with **Masterclass Mentor** – to maximize professional networks across the sector.
- Decide whether a phone call or forwarded email is the most appropriate method of dealing with the request for information, help, etc.
- File all emails in individual **Masterclass Mentor** files and evidence of the programme's activity generation and in support of their portfolio building.

Using the Email Service

Pupils/teachers can use this service to:

- Ask for help in gathering information, etc.
- Invite **Masterclass Mentors** to attend their school in which case their email will be forwarded to the appropriate locally-based education business link organisation who is supporting school-business partnership work.
- Advise **Masterclass Mentors** of progress being made, or any problems encountered, during the programme.
- Respond to requests for information from **Our Place 2020** staff (EBC).
- Provide photographs, samples of work, etc, produced during the programme – which could be featured on the internet to disseminate information.

Delivery partners (the locally-based education business link organisations who are supporting school-business partnership work in their areas) should use this service to:

- Copy the **Our Place 2020** e-communications staff (EBC) into any electronic communication generated between schools, themselves and businesses which is related to school-business partnership activity taking place as part of **Our Place 2020** (this does not include routine emails..... we are only interested in getting a full picture of activities taking place).
- Provide the **Our Place 2020** e-communications staff (EBC) with any key resources, presentations, background information provided by business supporters they are working with in their local schools. (This can then be disseminated to all schools involved in the programme).
- Provide the **Our Place 2020** e-communications staff (EBC) with photographs, etc, of any activities that take place in their schools as part of the programme.

Masterclass Mentors should use the service to:

- Respond to requests for help, information, guidance, etc, from teachers/pupils/all delivery partners.
- Alert all delivery partners of any new events, initiatives, research documents they think will be useful to schools/pupils taking part in **Our Place 2020**.
- Forwarding any electronic attachments i.e. images, etc, to schools.

How to Use the Email Service

- When instigating communication as part of the **Our Place 2020** programme to delivery staff in your locally-based education business link organisation, schools or pupils. ourplace2020@googlemail.com in the 'To' section.
- When you receive an email from **Our Place 2020** requiring a response you should forward your response using the 'reply' button.
- When instigating any e-communication linked to **Our Place 2020** to a third party. For example, if a **Masterclass Mentor** is pursuing information from a third party (i.e. the National Trust or another department within their own organisation), on behalf of a school (whose email has been forwarded to them). Make sure you **ALWAYS** include the **Our Place 2020** email address ourplace2020@googlemail.com amongst the recipients for your email.

Privacy and Child Protection Issues

In order to ensure child protection remains high on the agenda, requests for information will only be forwarded to the relevant person if the dedicated email address (or specific school address for letters) is used.

As a matter of course we would suggest teachers specifically instruct their pupils to route all email/standard mail requests for help via their teacher. This will help teachers monitor pupils' activity, interests, depth of research, etc, and the building up of portfolios of evidence for any relevant coursework.

To assist in this process we would specifically request that all teachers discuss the best way to have pupils' emails forwarded to **Our Place 2020** with their individual school's ICT support staff.

Any **Masterclass Mentors** receiving emails/letters which appear to have come from pupils' email addresses/home addresses (for letters) are requested to notify EBC staff immediately so they can raise the issue with schools involved.

Important Note

EBC's Child Protection Policy specifically prohibits the use of electronic images of children for any purpose unless they are securely embedded in the appropriately formatted files i.e. PDFs.

It is the responsibility of each locally-based education business link organisation supporting school-business partnership work in the various geographical areas (Tyne and Wear, Northumberland, Tees Valley and County Durham) to ensure the relevant written undertaking from pupils parents has been secured before forwarding any electronic images through the special e-communications system. Providing images in such a manner will provide the e-communications staff the right to use these images for on-line promotion, whilst adhering to any relevant policies and procedures.

Teachers are advised to discuss this issue with the relevant member of school staff i.e. Child Protection Officer and ICT staff. They should advise their locally-based education business link organisation of any additional requirements needed following these discussions.

Remember

Use ourplace2020@googlemail.com for all queries and responses and copy in any 'third party' emails to (other than routine correspondence) ourplace2020@googlemail.com