

Email protocol

Maintaining excellent communications between staff internally at the college and also between staff and students, parents and members of the public externally is core to our role as an educational provider. At the same time the wellbeing of all of our community is of paramount importance. Whilst occasionally an urgent or emergency email can be sent or responded to out of hours or during holidays, it is vital to consider staff workload and to separate private lives from the world of work for both staff and students.

Collyer's therefore undertakes the following key commitments:

1. Staff are not expected to check, send or reply to emails or Teams messages outside their normal college hours (Monday to Friday 8am to 5pm for full time staff) or during their holidays.
2. Whilst we understand that students, parents and members of the public may need to send emails out of hours, they should not expect an immediate reply. Most of our staff spend their working day with students and have a limited amount of time for managing communications alongside this. We therefore aim to respond to communications within two working days.
3. Urgent concerns that require a quick response should be addressed to Reception via admin@collyers.ac.uk and the enquiry will be forwarded to the most appropriate senior manager.
4. Staff should actively avoid sending emails outside of working hours by either storing emails as drafts or setting emails with a 'Delayed Delivery' and sending them at 8am the next working day. This applies to external as well as internal emails.
5. All our community should consider carefully before including multiple recipients in either the 'To line' or the 'Cc line'. Cc'd recipients should be only those that need to be kept informed and should never be expected to reply or acknowledge.