**Email is now the most common form of written communication, and what you write may be forwarded or shared in print. When you log on to the school system you are identifying yourself and attributing *everything* you send as if you personally signed a document.**

You are responsible for the security of the information you are sending, and therefore you must assess its sensitivity and whether email is a secure enough method of communication:

* Chose a clear font and a suitable sized font (11 point / 12 point is standard).
* For external emails use a professional greeting and salutation to address the person to whom you are writing the email.
* **Double check and spell the name of the person you are addressing, correctly.**
* Always fill in the subject line with a topic that means something to the addressee.
* If the contents of an email are private put CONFIDENTIAL in the subject line.

Adding a confidentiality clause to the footer of an email means readers will have absorbed the information before they read the warning.

* If you are attaching a file, make sure the filename is informative.
* Password protect attachments with sensitive information and phone the addressee or email the password separately.
* Please avoid ‘text speak’. Only use abbreviations with colleagues if you are sure they will understand their meaning.
* Be brief and polite. Remember to say ‘please’ and ‘thank you’.
* School emails have a signature block with appropriate contact information. If you wish you can include your direct / departmental phone number.
* Edit and proof-read before hitting ‘send’.
* If you are relaying information, or keeping a record of a conversation with a student or parent, remember they can ask to see it. Are you happy with what you have written? How would you feel if it was written about you?
* Try and keep the emotions out of recording conversations / meeting notes and make the record a factual one.
* When communicating with staff consider if you can look up the information you need. Sometimes it takes as long to send an email asking someone else to do it for you.