



Saint Ignatius College Geelong

Email Communication Protocol

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This protocol is to promote and foster a respectful and balanced work environment with email communication.

General Guidelines

- All communication must adhere to the VIT Professional Standards, Child Safety Code of Conduct and IT Acceptable Usage Policy.

General Email Etiquette

- **Professional Tone:** Use a respectful and professional tone and language in all communications. Begin with a proper greeting and end with a courteous closing.
- **Clear Subject Lines:** Ensure the subject line accurately reflects the content of the email. For time critical emails - start the subject with URGENT.
- **Concise and Relevant Content:** Keep emails concise and to the point. Avoid unnecessary information, focus on the main message and consider the audience.
- **Proper Grammar and Spelling:** Use correct grammar, punctuation, and spelling. Avoid Capitals. This reflects professionalism and respect for the recipient.
- **Reply Promptly:** Aim to respond to emails within 24 hours during business days. If a full response will take longer, acknowledge receipt and provide an estimated timeframe for a detailed reply.
- **Confidentiality:** Ensure that all confidential and sensitive information is handled in accordance with the agreement and school policies.
- **Out of Office:** Staff are expected to enact an out of office reply when taking known leave for a period of 2 or more consecutive working days.

Further considerations

- **Schedule send feature:** Staff are encouraged to use this feature so recipients receive emails during normal working hours.
- **Use of CC/BCC:** Use CC (carbon copy) and BCC (blind carbon copy) sparingly. CC should be used to keep relevant parties informed, while BCC should be used to maintain confidentiality when necessary, eg, emailing a group of parents.
 - A staff member who is cc'd or bcc'd into an email is not required to respond.
- **Attachments:** Ensure attachments are relevant and appropriately sized. Use cloud links for large files to avoid email overload.



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- **Signature:** Include a professional email signature (as set by the College) that reflects your position.
- **Other communication methods:** Consider other methods of communication, eg. briefing, Insight newsletter, Xuno noticeboard, etc.
- **Part time Staff:** please consider adding days of work to email signature.
- **Privacy:** Emails sent or received through the College email system are not private.
- **Pop up banners:** Should be disabled when teaching.
- **Use of All Staff email address:** should generally be used only to convey important information that is relevant to all staff.

Expectation of checking and responding to Emails

- The College holds an expectation that staff engage and reply to email communications from the College, students, parents/carers, colleagues or others.
- Where contact is made by the employer, students, parents/carers, colleagues or others outside a staff members designated working hours, staff are encouraged to respond on the staff members next designated working day, where reasonable. All staff are expected to respond within 48 hours.
- Emails are to be checked regularly on scheduled work days.

Concerns

- Concerns in relation to the implementation of these Guidelines in the first instance can be raised with Human Resources.

Related Documents

- Child Safety Code of Conduct
- MACS Code of Conduct
- Parent/Carer Code of Conduct
- Right to Disconnect Protocol
- [ICT Acceptable Usage Policy](#)
- [Fair Work Commission Fact Sheet - Right to Disconnect](#)
- [The Victorian Teaching Profession Code of Conduct issued by the Victorian Institute of Teaching.](#)

Location of Protocol

- The Hub
- Website
- Policy Connect



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Document Control

Version	Reviewed by	Approved by & Date	Review due	Person Responsible
1.0	Executive & School Advisory Council	16/9/2024 24/10/2024	August 2027	Principal

Consultation

DATE	WHO	NOTES
16/9/2024	Executive	
20/6/2024	Consultative Committee	Presented at various meetings
8/10/2024	Staff	Via email
24/10/2024	School Advisory Council	Presented at meeting