

Ysgol Pentrehafod

Pentrehafod School



Telephone Acceptable Use Policy

Polisi Defnydd Derbyniol Ffôn

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Created by:

Mr M Goulding, Acting Headteacher

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Policy Statement

The purpose of this Policy is to describe the service standards to be applied and the operational procedures to be followed by all employees of the School, when using landline or mobile telephones for internal and external calls.

Any queries arising from this Policy or its implementation can be taken up directly with:

Mr Andrew Barrett
School Finance and Business Director

The School is the Owner of this document and has approved management responsibility for its development, review and evaluation.

- This Policy is intended to be read by all staff for general information and awareness.
- The Policy is relevant to the use of all School owned mobile telephones and landline telephone systems throughout the School, whether as part of a corporate telephone system or a stand-alone system within a School establishment.



Introduction

This Policy provides guidance on when to use telephones, making and responding to calls in a way which reflects positively on both the individual employee and the School.

Any incoming (or outgoing) telephone call is potentially the first point of contact with members of the public or students (parents / carers) of the School. The first impression given when making, and in particular when answering, a call goes a long way towards influencing the perception of the Schools level of performance and quality of service. It is therefore important that all employees are aware of and follow these guidelines.

The School recognises that the use of mobile telephones is an essential part of many employees' working lives and access to a mobile telephone is necessary for certain roles. The advantages of mobile telephones to key areas is recognised. Landlines and, where there is a business need, mobile telephones are provided for business use, and this Telephone Acceptable Use Policy includes guidance on how they should be used and managed.

Responsibilities

In making use of School landline and mobile telephones all users are expected to act responsibly and keep costs to a minimum. Wherever possible, School receptionist staff should be requested for directory enquiry numbers and premium directory enquiry services such as 118 118 should not be used in any circumstances.

The School Finance and Business Director is responsible for ensuring that existing and new members of staff are made aware of the contents of this Policy and for monitoring compliance with it.



The School expects value for money (VfM) in its telephony provision and therefore employees will not be able to select specific mobile telephone handsets or types and may not be given a choice. Unless there is a specific business reason for a specific type of telephone, which must first be approved by the School Finance and Business Director.

Where a member of staff wishes to use their personal mobile telephone for a School related call, then they must enter 141 before inserting the desired number

Learning Leaders must not be contacted via the telephony system whilst teaching, under any circumstances.

When making or receiving any calls, internal or external, employees should aim to be pleasant, informative, helpful and brief.

Employees are responsible for all calls made on a School mobile telephone, and for the safe-keeping of the telephone.

Users are responsible for any fine or other penalty incurred for breach of legislation if using a mobile telephone or 'hands free' device whilst driving.

It is illegal to make or receive a call using a mobile telephone whilst driving if the telephone is held in the hand during any part of the operation. Users should also be aware that they can be prosecuted for using 'hands free' devices if they fail to properly control their vehicle.

School mobile telephones remain the property of the School and must be returned if the user leaves the School's employment. Failure to do so may result in the employee being charged an amount equivalent to the rental of the telephone and any other charges made against the account. The School may also apply an administrative charge to cover costs incurred in recovering the telephone and terminating the contract.



If a School mobile telephone is lost it must be reported to a Line Manager as soon as possible. If a School mobile telephone with (work emails synchronised to the device, such as iPhone, Windows Mobile, etc.) is lost, then it must be reported to Mr Andrew Barrett, School Finance and Business Director, immediately.

School mobile telephones are provided for School related use only. While the School recognises that occasional personal use may be necessary, this should be kept to a minimum. Apps should not be purchased for personal use at the School's expense and may not be replaced or refunded if bought from personal funds and downloaded to the School handset.

Breach of Policy

All employees are responsible for their compliance with the Policy, and for reporting any Policy violation or other abuse of the telephone system. Any breach of this Policy will be dealt with in accordance with the School's Disciplinary Procedure. If abuse of a mobile telephone is suspected, in addition to any other sanctions imposed, the telephone will be withdrawn.

Service Standards: Making Calls

Employees should attempt to contact the landline of any Student in the first instance. Employees should be aware that calls to mobile telephones are expensive and therefore any calls should be clear, succinct and as brief as possible.

International Roaming is not enabled by default on all School mobile telephones. Any telephone call that is made, whereby an international dial tone is detected, must be terminated immediately. An email should be sent to the intended recipient.



The use of chargeable mobile services such as premium rate text messages, directory enquiries, etc., is not permitted on School mobile telephones without prior and specific written permission from Mr Andrew Barrett, School Finance and Business Director.

Text of picture messages (SMS or MMS) must not contain, or have attachments that contain:

- defamatory,
- offensive or harassing language,
- fraudulent material,
- sexually explicit images or language,
- material that infringes copyright or other intellectual property rights or third parties, or
- offensive cartoons or jokes or otherwise involve lawful or wrongful conduct.

Nor should they contain any remarks that might be potentially embarrassing to the School, its employees or the general public.

Picture messages must not be sent via SMS under any circumstances.

Confidential Data and Information Security

Information must never be given out over the telephone unless:

- it is absolutely clear who it is being given to, and
- that they are entitled to the information, and
- are ready and able to accept it.

Care must be taken to ensure that conversations involving confidential and/or personal information cannot be overheard.



Voicemail messages containing personal information should only be left after due consideration has been given to any security and confidentiality risks involved.

Mobile telephones must be kept secure at all times, and out-of-sight whenever possible.

All School and personal smartphones setup with School email accounts and/or internet based access to School data must be protected with a four digit passcode. This is to protect your information and School data. After enabling the passcode on your device, each time you turn on or wake up the device, it will prompt for the passcode, before you can access application or information on the device. Please contact Mr Andrew Barrett, School Finance and Business Director or Mr Alistair Jenkins, Network Manager.

Personal Use

The School's telephones are provided primarily for business use in order to assist staff in carrying out official School business. School landline and mobile telephones must not be used for any ancillary business purpose.

It is accepted that there are occasions when making personal calls at work cannot be avoided. However, it should be remembered that calls are logged and abuse of the telephone system or mobile telephone may result in disciplinary action.

Such monitoring of telephone use will comply with the Telecommunications (Lawful Business Practice), (Interception of Communications) Regulations 2000 and the Data Protection Act 2018.

It will be used to:

- establish facts,



- confirm legitimate business use and compliance with this Policy,
- monitor standards of service and training,
- maintain effective operation of systems, and
- identify unauthorised use.

Call logs are kept for a period of 3 years so that they are available for inspection by Auditors.

In-class telephone use should be kept to an absolute minimum. Learning Leaders and Area Leaders should ensure appropriate use within their area.

The school reception team will use the telephone system to inform of issues relating to fire, lockdown, break and lunch arrangement. The intercom system must not be used by any other member of staff.

Where a register is not completed by the class teacher, the PAWB Team will contact the member of staff via telephone, no sooner than 25 minutes into the lesson.

It is the responsibility of all members of staff to ensure that students do not use the telephone.

It is the responsibility of each members of staff to not reveal the PIN code to the students. Failure to comply with this may lead to the system being disabled.

The telephone directory is not to be printed off and left in a class room.

Examples of Acceptable Personal use may Include:

- Emergency calls to deal with domestic situations. For example, making alternative arrangements for childcare or checking on an unwell family member.



- Where there is evidence of a high level of personal usage which is not compliant with this Policy, the individual responsible will be liable to pay any excess call charges and may be subject to disciplinary procedures.

Explicitly forbidden Uses of School Landline and Mobile Telephones

Include:

- Providing a School telephone number as a contact point in personal advertisements in the press, on the internet, etc.
- Premium rate telephone numbers such as those associated with competition lines, racing line, chat rooms, etc.
- Transmission of any offensive material in either voice, text or image format from School supplied mobile telephones.

Document Ratification

This Policy was presented to Governors on **3rd March 2021**.

It will be reviewed in **March 2024** or if National and Local Policy or Guideline is updated.

Signed.....

Mrs M Hughes

Chair of Governors