Barnwell School Sixth Form
Email Etiquette

Email communication between staff and students. In order to promote professionalism, effective and efficient working practice a code of conduct is vital. This will also prepare you for the world of work.

These guidelines are intended to assist students in the attainment and maintenance of the high standards of professionalism for which our School is known.

Electronic communication should be:
- ✓ Respectful
- ✓ Appropriate
- ✓ Understandable
- ✓ Precise
- ✓ Accurate

There should be no scope for misunderstanding. Email correspondence can be viewed by others and can become the basis of an inquiry when complaints are received.

The bullet points below form the basic principles to which you should adhere:

When and why to send an email
- Is email the most appropriate form of communication?
- Is the email necessary?
- Are you sending the email to the most appropriate group or individual?
- Can the information be found elsewhere, e.g. School website?

Sending an email and email content
- Use proper spelling, grammar and punctuation.
- Avoid the use of 'text speak'.
- Use an appropriate greeting: Hi, Hello, Good morning/afternoon, and use the recipient's name.
- End the email in an appropriate manner, e.g. Regards. Do not use less formal and more personal associations, e.g. kisses and smiley faces.
- Consider the tone of the email especially if you are requesting help.
- Attach files where necessary.
- Use proper structure and layout and include the message subject.
- Be concise and to the point.

- Do not write in CAPITALS.
- Do not send an email when annoyed.
- Do not use sarcasm, jokes, insulting or offensive remarks.
- Read the email before you send it and reconsider the tone, length and content.
- Do not use circulation lists if all recipients do not need to receive the email.

Replying to an email
- Use the following functions carefully:
- Reply to all
- Delivery and read receipts
- Urgent' and 'important'
- Is it appropriate to use cc.
- Do not copy a message or attachment without permission. (GDPR Implications)
- Answer all questions and pre-empt further questions.
- Do not use email to discuss confidential information.
- Be careful when forwarding emails with a long thread - they may have inappropriate text further down which was not intended for the final recipient.
- Do not expect a response immediately or out of working hours.
- Consider carefully whether an email requires a response, i.e. is only 'thanks' required?

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- ✓ **Accurate**