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Flintshire  
CH5 3DN

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Yr Highway  
Penarlag  
Sir y Fflint  
CH5 3DN

23 September 2015

Dear Parent/Carer

### Improving Communication with Parents and Carers

As part of our drive to improve communication with parents, we are implementing a new electronic communication system which will allow us to communicate with you via text message or email. There are lots of things we inform you about throughout the course of the year, most of which would be better served through electronic communications rather than you waiting for a letter or needing to be available to answer a telephone call.

**Parents** - we recognise that mobile technology has opened up opportunities for communication at the fingertips! At Hawarden High we want to maximise this to ensure effective two way communication between the school and our parent and student community. Using the new system we will be able to share with you information about your child's achievements and behaviour, examination timetables, reminders such as parent events as well as continuing to alert you if your child is not in school or if the school is suddenly closed e.g. adverse weather closure days. You will also be able to respond to the message by replying to the text, email or by telephoning the school.

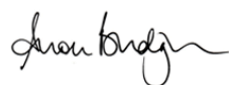
**Students** - we can also send alerts and messages to our students via their dedicated school email address. This will be expanded to communicating other information such as timetables and examination updates in future.

The school will use the email address and mobile number that we hold in our database for the main contact. If you are not certain that we have your correct details or you need to update them, please ensure you review and amend the attached data sheet. It is important that we hold up to date information at all times. If you change your contact details at any time please let the school know immediately, or you can update details through the Learning Gateway accessible from the school homepage.

I would also like to take this opportunity to remind parents about our Learning Gateway portal. This secure extension to the school website allows registered parents to log-in and view information about their child, such as real-time attendance information, student timetables, reports and achievements. The service which is accessible from the school website or the following link <http://tinyurl.com/hawardenportal> is being used effectively by some parents although we would like this to be more widely utilised. I have attached the Learning Gateway acceptable use policy to this letter and a flyer for those not familiar with it. Should you wish to begin using this service please sign and return the registration form to the school office. If you have previously used the service and have misplaced your username and/or password please email [slg@hawardenhigh.flintshire.sch.uk](mailto:slg@hawardenhigh.flintshire.sch.uk) to request a reset.

The details you provide will be kept private and used for school business purposes only. If you have any queries in relation to the contents of this letter, please do not hesitate to contact us at the school.

Yours sincerely



Mr. S. Budgen  
Deputy Headteacher

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## **Hawarden High School Learning Gateway (hereafter referred to as SLG)**

### **Acceptable Usage Policy**

This Policy applies wherever access to the Hawarden High School SLG management system interface is provided. This policy applies whenever information is accessed through the Hawarden High School SLG, (whether the computer equipment used is owned by Hawarden High School or not) and applies to all those who make use of the School's SLG Service.

### **Ownership and Administration of this Policy**

Hawarden High School owns and administers the policy.

Flintshire County Council and CAPITA Education Services are responsible for managing Internet technologies required for delivering the SLG Service for Hawarden High School.

### **Objectives of Hawarden High School Learning Gateway Acceptable Usage Policy**

#### ***Security***

This Policy is intended to minimise security risks which might affect the integrity of Hawarden High School's data, the Authorised SLG User and the individuals to which the SLG data pertains.

In particular, these risks arise from:

- The intentional or unintentional disclosure of login credentials to the Hawarden High School SLG system, by authorised users.
- The wrongful disclosure of private, sensitive, and confidential information.
- Exposure of Hawarden High School to vicarious liability for information wrongfully disclosed by authorised users.

#### ***Data Access***

This Policy aims to ensure all relevant aspects of the Data Protection Act (1998) and Fair Processing Policy are adhered to. This Policy aims to promote best use of the SLG system to further the communication and freedom of information between Hawarden High School and Parents\Carers.

### **SLG Acceptable Usage Policy Rules**

#### ***Authorised SLG Users***

Hawarden High School's SLG system is provided for use only by persons who are legally responsible for pupil(s) currently attending the school. Access is granted only on condition that the individual formally agrees to the terms of this Policy.

#### ***Personal Use***

Information made available through the SLG system is confidential and protected by law under the Data Protection Act 1998. To that aim:

- Users must not distribute or disclose any information obtained from the SLG system to any person(s) with the exception of the pupil to which the information relates or to other adults with parental responsibility
- Users should not attempt to access the SLG system in any environment where the security of the information contained in the SLG system may be placed at risk for example a cybercafé or a mobile device used in a public place.

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Users must not transfer information from the SLG system to any form of portable media such as pen drives without the express permission of the school.

### **Password Policy**

You must assume personal responsibility for your individual user name and password and **always** keep it confidential. Never use anyone else's username or password.

These usernames and passwords should **never** be disclosed to anyone. Passwords and user names should never be shared.

In some instances, users may be given the right to change the SLG password from the one originally issued by the school. If this is the case, the following rules must be followed:

- Passwords must be at least 6 characters in length
- Passwords must contain characters from each of the following categories:
  - English uppercase characters (A to Z)
  - English lowercase characters (a to z)
  - Base 10 digits (0 to 9)
  - Non-alphabetic characters (for example, !, \$, #, %)
- Passwords must not be similar to your own name or username.

### **Questions, Complaints and Appeals**

SLG users should address any complaints and enquiries about the SLG system to Hawarden High School by email: [slg@hawardenhigh.flintshire.sch.uk](mailto:slg@hawardenhigh.flintshire.sch.uk) or telephone: 01244 526400.

Hawarden High School reserves the right to revoke or deny access to the SLG system of any individual under the following circumstances:

- The validity of parental responsibility is questioned
- Court ruling preventing access to child or family members is issued
- Users found to be in breach of this SLG acceptable usage policy
- If any child protection concerns are raised or disputes occur, the school will revoke access for all parties concerned, pending investigation

**Please note:** Where SLG access is not available, Hawarden High School will still make information available according to Data Protection Act (1998) law.

*Users are liable for any potential misuse of the system and/or breach of the data protection act that may occur as a result of failing to adhere to any of the rules/guidelines listed in this document.*

Please sign the attached registration form to formally agree to the terms of the Hawarden High School Learning Gateway (SLG) Acceptable Usage Policy and to gain access to the system.



**Hawarden High School**  
Ysgol Uwchradd Penarlâg

# Learning Gateway

<http://tinyurl.com/hawardenportal>

Easy access to real-time SIMS data

## Parent screen view

1. Keeping up with school events and announcements is easy.
2. Just moments after registration, parents can check that their child has arrived at school.
3. Parents can fill in their contact details as and when they need to with the online data collection form.
4. Parents can access data on their child's achievement and behaviour, and click through to the assessment graphs for more detail.



Accessible via tablet and mobile browser

Compatible with tablets and smartphones so even the busiest parents can access information, including attendance, behaviour/achievement points, homework and timetables.

Remote access to key information

## Parent and pupil mobile view

1. Parents can see their child's timetable including room location, lesson times and teachers.
2. Pupils can view their data and access their timetable, reducing the need to print extra copies.
3. Instant information is available for parents on their child's attendance, behaviour, homework and achievement.



Online data collection from parents

Parents can update information online, ensuring the school is alerted to changes in personal or contact details.



**Hawarden High School**  
**Ysgol Uwchradd Penarlâg**

## Learning Gateway Registration Form

*I have read and formally agree to the terms of the Hawarden High School Learning Gateway (SLG) Acceptable Usage Policy and wish to begin using the service:*

**Pupil(s) name(s)** \_\_\_\_\_  
**and Tutor Group :** \_\_\_\_\_  
\_\_\_\_\_

**Parent/Carer name (PRINT) :** \_\_\_\_\_

**Parent/Carer name (SIGN) :** \_\_\_\_\_

**Date :** \_\_\_\_\_

**Current e-mail address :** \_\_\_\_\_

*This completed registration form should be returned to the school office. Upon receipt you will be emailed your unique username and password and instructions on how to access the service.*