

15/12/05
BMcN/JMC

Dear Parent/Guardian

Groupcall – what it means to parents

In the near future we intend to install a new facility in school which will allow us to contact you more quickly and efficiently. The system is called Groupcall. This letter provides more information on how the system will be used. Groupcall gives us the ability to send text messages to your mobile phones or make automated telephone calls to you. We will be able to use this facility to get a message to one parent or the whole school very quickly.

We may use the Groupcall system to advise you of the following:

- Advise/ acknowledge that your child is absent from school
- Test and exam date reminders
- Unauthorised absence reminder notices
- Parents evenings
- Expected time of arrival when returning from a school trip
- School events
- School closures
- Invitations to a meeting
- When report cards have gone home

Depending on the reason for contacting you, we will either send a text message to your mobile phone or an automated voice message to your landline number, mobile phone or work numbers (if appropriate).

TEXT MESSAGES – all text messages sent from school will have “GROUPCALL” displayed at the top of the message and then our school name. We will be able to see from school when the message has arrived in your phone and so we will know you have received it (you cannot reply via text to these messages). If we are asking for information, please provide that information in the normal way (i.e. by telephone or by letter to the school).

AUTOMATED VOICE CALLS – these messages can be received by your mobile phone, home landline or work number (if appropriate). Groupcall will tell you that it has a message for you from the school and ask you to listen to it. You simply follow the instructions by pushing “1”s and “2”s on your telephone keypad and you will get the message. You can also leave messages for us when Groupcall calls you, which we can hear immediately on our school Groupcall system. If the message is about your child not being at school, you need to respond and let us know why.

Groupcall will be a major method of reaching parents, so it is important that your contact information is kept up to date. Please ensure that the school office has all your current contact details, especially your current mobile phone number. Please use the attached form for this purpose or email your contact details to contactus@garnock.n-ayrshire.sch.uk

If you have any queries, please get in touch with the school office.

I will inform you in a future letter of the date Groupcall will become active.

Yours sincerely

Mr B McNaught
Rector

Please return to school either by post or to pupil's register teacher

Pupil's Name: _____ **Class** _____

**Daytime contact
Number for messages** _____

Evening Number _____

**Parent (father)
Mobile Number** _____

**Parent (Mother)
Mobile Number** _____

***Emergency Contact Number
if above unavailable** _____

Some/all of the above should be provided.

*** is essential.**