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## SEQTA USE AND ETIQUETTE STATEMENT FOR FAMILIES

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### SEQTA Use and Etiquette Statement for Families

Thank you to all families for your support in joining SEQTA Engage. I continue to be pleased by the use of this portal, which enables parents and guardians to have greater involvement in their child's day-to-day schooling and a clearer understanding of the educative process.

It is important to remember that the SEQTA portal is an educational tool that can be viewed by staff (SEQTA Teach), students (SEQTA Learn) and parents/guardians (SEQTA Engage). The volume of correspondence generated by our school community over a 24-hour period is considerable. Since the portal's implementation, we have spent time explaining to students and staff the etiquette to be observed when using SEQTA; that is, all communication must be formal in style, courteous and timely. It is appropriate that parents/guardians also observe this etiquette so that as a school community we have a shared understanding and expectation of our communication with each other. To that end, I request that you observe the following protocols when using Direct Messages on SEQTA Engage:

- It is an expectation of the School that all users of SEQTA Engage access the portal throughout the week to review their child's progress and respond to staff communications.
- When emailing or messaging staff please write your message in a formal style. Please open your message with the correct salutation such as 'Dear Mr Smith'. Please close your email using the phrase 'Kind regards' or 'Yours sincerely'.
- The content of the message should be as brief as possible and written in a courteous and respectful tone.
- If a parent/guardian sends a Direct Message to a staff member, up to 48 hours should be allowed for a response. If an answer is required sooner than this timeframe, please contact the School on (08) 9495 8100 or [mail@jwacs.wa.edu.au](mailto:mail@jwacs.wa.edu.au)
- Staff are not expected to check the SEQTA portal in the evening, on weekends or during school holidays. Therefore, you may not receive a reply to your Direct Message during this time.
- Staff may use Direct Messages to communicate with parents/guardians. Staff will observe the protocol of allowing up to 48 hours for a response from parents/guardians.
- The preferred email contact for the Principal is [principal@jwacs.wa.edu.au](mailto:principal@jwacs.wa.edu.au) Please allow 48 hours for a response.
- Secondary students who are absent from school for any reason, are expected to access their course outline and lesson program on SEQTA Learn to check for missed work.
- Holiday absence notifications to the Principal and staff are to be communicated through SEQTA Direct Messages or in the case of the Principal via email to [principal@jwacs.wa.edu.au](mailto:principal@jwacs.wa.edu.au) as per the *Attendance Policy*.
- A full list of contact names and email addresses can be found at the John Wollaston Anglican Community School webpage at <http://www.jwacs.wa.edu.au/contact-us> as well as the SEQTA Engage 'Portals' tab: Contact Us JWACS.