



February 2026

Dear Parents and Carers,

At Heronsbridge we use Class Dojo as our primary channel of communication. We use Class Dojo to:

- provide you with school information, dates and reminders
- send letters out
- provide daily contact log
- celebrate pupil achievements
- send photographs/videos of evidence of learning



## What is Class Dojo

Class Dojo is a communication platform that links families and school together. It contains several features, which will be included in our trial including:

- **School newsfeed** - The "School Story" is a wall of announcements and photos for all parents across school. This might be a reminder about a family event, information about a non-uniform day or celebrating a special event that has happened in school. General letters can also be sent out to the whole school.
- **Calendar and reminders** – these appear as part of the school story
- **Home/School communication** – The chat function will create a communication log between school and home, replacing a physical home/school book. This will be used at the beginning and end of the day. Letters can also be attached to the chat. See below for more information on how this feature will be used.
- **Receiving information in your first language** - Class Dojo allows parents to automatically translate messages and school stories into their first language.
- **Personalised avatar** - Every child has their own Dojo Monster avatar which, when you connect your parent account, the pupils can personalise (the monsters are assigned at random when your child's account is created)
- **Photo evidence** – photos can be attached in the communication log for families to see some of what their children have been doing during the week.
- **Class Story** – Your child's teacher can send out information and photos to all the parents in one class using the Class Story

Class Dojo also has additional features which we currently do not use. These are:

- **Dojo Points** – Once in use, our Dojo points will reflect our 4 values and Heron Squad.
- **Pupil Portfolio** - Once connected to your child's account, they will have a personal Pupil Profile- a place to celebrate work and achievement

## What do you need to do?

1. You will need to either download the Class Dojo app from your device's app store or go to the [classdojo.com](https://classdojo.com) website.
2. You will need to setup a parent account using your personal email address. We'll send you an invite so that you can connect your account to your child.

## Is there a cost?

No, Class Dojo parent app is free. However, there is an optional parent upgrade which is chargeable and may pop up on your screen to ask if you would like to upgrade. We will **not** be using any features of Class Dojo which require you to have the upgrade.

## Home/School Communication Log

This will be used in the same way as our current home/school book system.

- Throughout the day, your child's teacher will be teaching so you will receive a messaging informing you about their day towards the end of the school day.
- School staff will be using a class device to log on to Class Dojo and will only have access to the platform during school hours (8.30am-3.30pm)
- You can reply to these messages before the end of the school day but they may not be read until the following morning, if sent after school hours
- Messages will be checked before the start of the school day, so an update of how your child's previous evening or start to their day has been, would be very helpful
- Teachers are unlikely to be able to check Dojo for messages until they write their end of day messages so please do not use it to communicate urgent information
- Dojo doesn't replace the usual methods of reporting pupil absence – you'll still need to contact reception directly – but, if your child has had a poor night's sleep, or anything else has happened that might mean that they might be feeling anxious or upset, you can give your child's teacher the heads-up.

Further information on Class Dojo is available at: <https://classdojo.zendesk.com/>

Best wishes



Jeremy Evans

*Head Teacher*



## Class Dojo Acceptable Use

### Parents/Carers:

- Parents will receive an introductory email with letter to demonstrate the benefits of Class Dojo and how it will work within the school
- Only parents or legal guardians will be given access codes to Class Dojo. Up to 2 parents or carers will be linked to a child's account; any additional adults will only be accepted in special circumstances.
- Within the app or website, parent accounts also have access to the whole- school newsfeed where you will find important school information
- The successful use of Dojo is reliant on family engagement and should be used where possible.
- Parents should be aware of school working hours (Mon-Fri 8.30am - 3.30pm) highlighted for use of Class Dojo. Staff are unlikely to check or respond to messages outside of highlighted hours and to enable a healthy work/home balance

Parents/carers will access messaging services with staff, therefore the following acceptable use terms apply:

- Parents may message staff at any time, however there is no expectation for teachers to reply outside the hours of 8.30am-3.30pm. This is essential to safeguard the wellbeing and work-life balance of our staff.
- Absence, sickness, school dinner enquiries and concerns should always go through to our Main Office and are not the responsibility of teachers to be passed on
- Parents should not use the messaging tool to enquire about the progress of their child on any level, but can use it to arrange a meeting with teachers to discuss any questions they may have.
- Parents who do not use the messaging system correctly will be given a warning should the service continue to be misused, they will be removed from the platform.
- Parents should look at the newsfeed regularly to keep up to date with messages, school events and information.
- Wherever possible, appropriate notifications should be switched on to ensure parents have all the most up-to-date information and communications
- Parents must make sure that children cannot access their parent account and are not able to send messages under their name.

### Pupils and Class Dojo

- Children do not have access to messaging services through their student accounts.
- Children must not access their parent's account or use it to send messages to their teachers.



## Working in Partnership With Families

At Heronsbridge School, we are proud of the strong and supportive relationships we share with our parents and carers. Positive communication between home and school helps us provide the very best for each pupil, and we are committed to working openly, respectfully and collaboratively with families. In line with expectations seen across Bridgend schools, we kindly ask that all communication—whether through Class Dojo, email, telephone or in person—remains courteous, measured and constructive, helping us maintain a safe and respectful environment for pupils, staff and families alike.

Teachers' primary responsibility during the school day is to the pupils in their care, so they are **not available to respond immediately to messages or demands**. We ask that parents and carers allow reasonable time for staff to respond.

While we welcome questions, feedback and appropriate raising of concerns, **behaviour or communication that is disrespectful, aggressive, open to allegation of passive-aggressiveness, or places unreasonable pressure on staff will not be tolerated**. Where needed, the school may limit communication channels or frequency to safeguard staff wellbeing and maintain fairness for all families.

This applies to verbal, all communication platforms and social media.