

BALLOCH SCHOOL
TELEPHONE INFORMATION SERVICE

GUIDANCE FOR PARENTS

Schools now have a dial-in service if there is a risk of closure due to adverse weather. This allows parents to listen to a recorded message from the Head Teacher.

When severe weather warnings are received your school will endeavour to keep the system updated. It is an enhancement to the present service and does **not** replace existing methods of giving out information, such as radio broadcasts, described in the schools Adverse Weather Guidelines.

There are other features of this service which may be available for your school. These are described below. (Note that this is an 0870 service and charges are slightly higher than normal. Currently (Dec. 2001) BT rates are approximately 8p per minute peak and 5p per minute cheap rate. However there is no queuing and an adverse weather call should last less than 1 minute.)

How to use the service.

- Dial Highland Council's access number - 0870 054 6999
- Now enter your own school's pin number 04 1500
You have two attempts to enter the pin number and you will be disconnected after a second failed attempt. If this happens, check the number and redial. If you still have a problem check with your school.
- You will now hear the school's name. Ensure that this is correct before going on.
- You will now be taken to the MAIN MENU where you will be given 4 options:

Press 1 to hear your school's message about the adverse weather for example whether or not the school is to close or if transport arrangements have been affected.

Press 4 to enter the pin number for another school within the authority. Parents may have children who attend different schools. This option allows you to move from one school's messaging service to another without having to dial in again.

USING OTHER FEATURES

Press 2 to send the school a NON-URGENT message e.g. that you cannot attend a PTA meeting. **Do not** leave an urgent message as the school cannot guarantee to pick up the message soon enough for action. For urgent messages, speak to someone directly. **This service may not be available initially - your school will inform you on this.**

Press 3 to hear general information messages

The school may use this as an additional way of informing parents about school events. Parents may hear up to ten messages with the most recent played first.