Staff Headlines

ea Education Authority

5th August 2021

EA's Summer Family Food Appeal 2021 Success

Giving Back

EA's Health and Wellbeing Champions Committee recently invited all staff to get involved in supporting EA's Summer Family Food Appeal from Monday 21st June to Thursday 8th July 2021.

Visit our HealthWell Hub to read a message of thanks and to find out how your support helped make a difference following our Summer Family Food Appeal.

EA's Health and Wellbeing Team

PBSP Health & Wellbeing Fundraising Challenge

Well done to the 22 Primary Behaviour and Support Provisions (PBSP) staff who set themselves a Health and Wellbeing Challenge to walk, run and cycle the length of the coastline of the island of Ireland, which equates to a total distance of 6227km (3869 miles), in the month of June 2021.

The PBSP Team took part in the challenge to raise money for their chosen charity, K9 Search and Rescue NI, which is a not-for-profit K9 Search and Rescue Team based in Northern Ireland. The Team exceeded their target and raised a total of £435 for the charity.

Well done to everyone that took part!

Customer Service Charter

We are pleased to announce that EA Customer Service Charter training will resume in September for corporate staff. Training for schools will be rolled out later this year.

The Customer Service Charter aims to help staff continue to provide the very best customer service regardless of who the customer is and to let our customers know what level of service they can expect from our people.

We would encourage you to watch the Customer Service Charter video and familiarise yourself with the Charter and the requirements of good customer service.

We are launching our Customer Service Charter in September 2021, the Charter says that...

We will answer calls

Our customers can expect the highest level of service from us all

We will acknowledge all correspondence in two days and respond within ten days

We will provide clear, timely and accurate information

Please view the full charter here

ea Education Authority

Read&Write Software Training available to services

Following on from the purchase of a renewed EA organisation-wide licence of the Read&Write software (free-to-use assistive technology software for all EA employees, pupils and schools), we are pleased to announce that Texthelp (the company that make the software) are able to offer training as part of the purchase for interested groups.

In the first seven months of this licence, we have reached nearly 72,000 unique users (this is measured by the number of users downloading the application via their C2K accounts). Texthelp are flexible and eager to make the training work for the needs of each group. This is an excellent opportunity to avail of this high-quality training for your team, if you feel it would be of benefit to the work of your service and the stakeholders/pupils you support. Staff can go on to complete certificates 1 and 2 for the software if they are interested (details will be shared at training events).

What is Read&Write software?
It is a literacy support toolbar, proven to improve students' reading and writing. It can benefit users from Key Stage 2 and throughout their education and beyond. Its features support a diverse range of learners in class, at home, during revision and in exams, including GCSE and A level. It works seamlessly with virtually any kind of educational content – such as websites, Microsoft Word files, PDF's and Google Docs.

Read&Write helps ensure that every student can access content and build their confidence, understanding and engagement in learning. The software also supports users in a wide range of languages, including Irish. Texthelp have built a bespoke Literacy support for students in Northern Ireland landing page on their website to support all pupils, teachers, and schools.

The landing page contains information on how students and teachers can download the software for free on up to five personal devices at home and in school (standalone devices). The new version of the software is also available on the C2k network in all schools throughout Northern Ireland. This supports the smooth transition of use of the software, in school and at home.

EA staff can request to have the software on their EA devices (for personal use, or to develop more experience with the software, or for demo purposes) by logging a call to the IT Helpdesk. Staff can also download it for free on to personal devices by following the instructions on the landing page per their device and then at the sign in point, they click 'sign-in with Take Home Code'. If any staff are interested in doing this, they can email ciarna.wilkinson@eani.org.uk and we can pass on the Take Home Code.

How to express interest in training?
If you are interested in availing of this training opportunity for your team, please contact ciarna.wilkinson@eani.org.uk and outline of the number of staff that you would like trained, the timeframe you have available and what type of content you would like covered so we can arrange.

Lunch & Learn

August Menu

5th August: EA School Meals Applications
12th August: Bring 2: Days out in NI
(All attendees bring 2 ideas to share)
19th August: Having Difficult Conversations
26th August: An introduction to the new EA Induction

Please see below to:
- **Access the menu**
- **Book your place**

As part of our delivery of Lunch and Learn we have recorded a number of the sessions, if you have missed one or would just like to see what's on offer please access the Lunch and Learn Channel, or alternatively join the Lunch and Learn Team Site (only available to those with EA login).

Please enjoy these bite sized learning opportunities and if you want to contribute please get in touch at: LunchandLearn@eani.org.uk

We want to hear from you

If you have any news or stories that you would like to be considered for inclusion in an upcoming edition of Staff Headlines, email *comms@eani.org.uk*

Staff Headlines