



Independent Schools
Examinations Board

9 November 2009

Dear Head

Communication between ISEB and Schools

A worrying number of schools have reported that they have not received ISEB correspondence and documentation sent electronically. This is a great concern, particularly since good communication is of paramount importance to ISEB. All ISEB emails are addressed to the Head and often to the Director of Studies or to a specific Head of Department.

ISEB thought that whoever opened emails in schools would direct them to the addressee(s). It seems that this is not always happening. Perhaps the ISEB logo is not recognised. In some cases, emails from ISEB might be going into the junk email box. Certainly, sensitive filters might be blocking incoming emails. In this case, it is suggested that 'iseb.co.uk' is added to your white list.

There is also the possibility that some email addresses in the ISEB database are out of date. It is not possible to maintain a database of named individuals, but all schools can have two generic addresses, one of which should be the Head's. The other could be the Director of Studies', or the Registrar's, or the office address, or any other of your choice. It is clearly vital that ISEB is informed of changes of address. In order to ensure that the ISEB database is up to date, would you please log into Your Account on the ISEB website (www.iseb.co.uk/benson_web) and ensure that two correct email addresses are there.

One final thought: ISEB letters and other information are posted on the ISEB website. It would be extremely helpful if you could remind all your members of staff to check the website at regular intervals in case any news has been missed.

With many thanks for all your help and valued support

Yours sincerely

Jennie Williams (Mrs)
General Secretary