



Midlands

Study-Call for Schools and Colleges

Top-of-the-class communications solutions
for schools and colleges



Study-Call overview

Safety and communications solutions for schools and colleges

What is Study-Call?

Study-Call, for schools and colleges, delivers a family of communications solutions that are tailored specifically for educational establishments. Study-Call satisfies the needs of office and academic staff, parents, and other primary stakeholders.

The phone remains a primary method of communication for a school and parents. With the need for extended working, through breakfast and after-school clubs, and with many schools amalgamating through academies and school trusts, the phone system can be a burden or a blessing.

Study-Call delivers a range of voice solutions that either enhance or if necessary, replace your current phone system, enabling you to deliver the services you need, exactly as you wish to, with ease.

As well as offering a range of deployment options including on-premises, Cloud or hybrid, Study-Call provides the technology to support a school's lockdown process.

Read on to learn more about the Study-Call lockdown features

Technology solutions for schools

When choosing new technology solutions for schools, it's important to consider the educational value, ease of use, cost-effectiveness, security and privacy, compatibility, integration and accessibility, as well as reliability and durability of the technology.

At SCG, we offer a range of industry-leading education technology solutions, backed up by service and support that is second to none.

Safeguarding students

The importance of student safeguarding, threat management and content filtering cannot be overstated. By providing a safe and secure learning environment, schools can promote the well-being and academic success of their students, while also protecting them from potential harm.

Safeguard your students whilst on the campus and manage the content they have access to, with our cybersecurity solutions for schools.

Why SCG?

With specific expertise in the education sector, SCG provides end-to-end solutions including internet connectivity, cybersecurity and Cloud voice. Our specialist team helps you find the right mix of products and services for your needs and optimises them with ongoing, expert support.



Key features of Study-Call



Study-Call anonymity line

Student welfare line with 'disguised' voice recording and CLI translation/encryption.



Study-Call emergency outdial

Emergency call facility for senior leadership team members, wherever they might be.



Study-Call emergency tannoy

Use desk phones or integration with third-party tannoy/paging systems.



Internal calling

Maintains internal communications in the event of trunk line/internet connectivity outage.



Staff room voicemail notification panel

Shows number of new/outstanding voicemails for teaching staff.



Study-Call system integration

SIMS and WCBS.



Microsoft integration

Works with Outlook and Skype for Business.



Unified device support

Desk phones, smartphones, softphones, and wireless phones.



Wireless phones

DECT or WiFi for staff mobility.



Virtual users – teaching staff

Voicemail and call forwarding facilities for users without a desk phone.



Study-Call management

Call reporting, call recording, live wallboard/dashboard.



Study-Call admin portal

Browser-based system admin tool.



Study-Call attendant

Single or multi-level auto attendant.



In-Queue announcements

Simple announcements, position in queue, and callbacks.



Flexible call distribution

Unlimited call flows, unlimited groups, time of day routing, multi-site inter/overflow.



Call forwarding

Still take calls when you're not in school.



Remote working

Multi-site deployment or hunt groups.



Voice Conference Bridge (VCB)

Brings diverse teams together.



Single school deployment

A phone system physically residing in your school.



Single school Cloud deployment

A phone system remotely located in the Cloud.



Academy / campus / multiple schools deployment

A single on-premise phone system. Works across all schools. Each school or campus can operate independently.



Academy / campus / multiple schools Cloud deployment

A single phone system, remotely located in the Cloud. Works across all schools. Each school or campus can operate independently.



Finance

CAPEX or OPEX or a blend of both to meet budgetary requirements.

Study-Call lockdown features



Technology to support a school's lockdown process

Safety as a priority

At any school, the safety and well-being of students, staff and visitors is a top priority. We understand that in today's world, it's essential to be prepared for any emergency situation. That's why we recommend the Study-Call platform is deployed as part of a robust lockdown process, to ensure everyone's safety in case of a threat within or near your school premises.

What is a lockdown?

A lockdown is a precautionary measure taken to protect a school community from potential dangers such as intruders, natural disasters, or other emergencies. During a lockdown, all students and staff are typically secured inside the building and normal activities are temporarily suspended.

When is a lockdown initiated?

A lockdown procedure is usually initiated in response to specific situations, including:

Security threats: If there is a perceived threat inside or near the school.

Criminal activity nearby: If there is criminal activity in close proximity to the school.

Natural disasters: In the event of severe weather or other natural disasters.

What happens during a lockdown?

During a lockdown, staff and students follow a well-defined procedure:

Immediate alert: Using the Study-Call Emergency Tannoy feature, the school's administration or security team can announce the lockdown over the public address system. A message be sent out using the Study-Call Emergency Outdial feature to all senior leadership team members, wherever they might be.

Securing the premises: Teachers are advised to lock classroom doors, close blinds or curtains, and gather students away from windows and doors. Lights are typically turned off to create a less visible environment.

Silence and communication: Students and staff are asked to remain quiet to ensure that any potential threats outside the building are not attracted to the location. Communication is maintained through silent means, such as WhatsApp messages or hand signals.

Accountability: Each classroom typically maintains a list of students, and teachers ensure that all students are accounted for and safe.

Police and emergency services: Schools are advised to contact local law enforcement and emergency services to address the situation.

Once the emergency has passed, schools can carefully assess the situation and determine when it is safe to end the lockdown.



For help and advice with any
technology for schools, please
call 0330 333 0001 or visit
www.scgmidlands.co.uk

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