Effective Guidelines for Check-ins

How to best use Komodo's intelligent check-in system

Requested Check-ins

Who?

Requested check-ins allow a student to request a specific staff member to speak with. The options available are limited to a few key individuals with pastoral responsibility for that student. Typically, this includes:

- Classroom teacher or tutor teacher (depending on the age group)
- Year level leader
- Head of pastoral support
- School counsellor (if the school chooses to make them accessible via Komodo)

Providing students with these options ensures they can select the person they feel most comfortable speaking with about sensitive topics.

When?

We recommend completing requested check-ins within 24-48 hours of the request (working days). This ensures students feel seen and supported promptly, and wellbeing leaders can avoid additional follow-ups to ensure completion. Ultimately, this is up to each school's discretion and this is our recommendation from examples we've seen at other schools globally.

What?

Komodo provides conversation prompts and guidance to support effective check-ins and follow-up notes. Refer to the 'Writing Effective Check-in Notes' guide and accompanying video by Psychotherapist Hannah for further support.

Where?

Conduct check-ins in a private and appropriate space to ensure the student can speak freely without fear of being overheard. This discretion is crucial for fostering a comfortable and judgment-free environment.

Recommended Check-ins

Who?

Recommended check-ins are triggered by Komodo to alert staff to students whose wellbeing has dropped significantly compared to their usual levels, or whose wellbeing has been consistently low in specific areas (e.g., coping with schoolwork). To keep the process straightforward, we recommend:

- The class teacher as the first point of contact.

This approach establishes clear expectations while strengthening the teacher-student relationship.

When?

Complete recommended check-ins within 7 days of being generated. Timely check-ins ensure students feel noticed and reassured that their wellbeing is being actively monitored and supported. It also reinforces student engagement with Komodo.

What?

The class teacher initiates immediate support strategies, such as:

- Active listening
- Offering a safe space for expression
- Validation and emotional reassurance

Komodo provides prompts to guide these conversations and support follow-up notes. Refer to the "Writing Effective Check-in Notes" document for detailed guidance.

Where?

As with requested check-ins, ensure the conversation occurs in a private and appropriate space to foster trust and open communication.

Escalation Decision

If pastoral concerns persist or intensify despite the implementation of support strategies, the following steps should be taken:

1. The Year Group Lead and class teacher collaboratively assess the situation.
2. Determine whether a referral to the Pastoral Lead or specialist support is appropriate.

This escalation process ensures the right level of care is provided and that no student's concerns are overlooked.

If the check-in is a safeguarding concern, the staff member should follow the school's existing safeguarding protocols.

