

Learn with Confidence

5 Kings Court, Harwood Road, Horsham, RH13 5UR **Tel:** 01403 586029

Email: kat.perry@learnwithconfidence.co.uk

[Learnwithconfidence.co.uk](https://www.learnwithconfidence.co.uk)

LwC Communications Policy

Version 1.1

1. Purpose

Communication with students and their families is a key part of supporting all learners at Learn with Confidence (LwC). This policy outlines how communication should be carried out safely, professionally, and in accordance with safeguarding and GDPR requirements. It should be read in conjunction with our Safeguarding Policy and Staff Code of Conduct Policy.

2. Scope

This policy applies to all LwC staff, including employed and self-employed teachers, administrative personnel, and contractors engaged in communication with students, families, or external parties on behalf of LwC.

3. General Communication Principles

- All communication with students and families must be **professional, respectful, and appropriate** at all times.
- **Safeguarding** and **data protection** are central to all communication methods.
- Communication should occur through **approved LwC channels** and not through personal contact methods.
- Teachers and staff must not share personal contact details with students or families.

4. Organisational Communication

LwC will communicate directly with students and families regarding:

- General administration
- Feedback requests
- Student absences
- Staff absences
- Day-to-day operational updates

These communications will be sent through official LwC channels using communication methods outlined below.

5. Teacher and Subject-Specific Communication

Teachers may communicate directly with families or students only when necessary for:

- Subject-specific learning matters
- Subject-related administrative issues

Such communications must be made through approved and secure platforms as outlined below.

6. Communication Platforms

6.1 ChatPro

- **ChatPro** is the approved communication app for teachers, learners, and parents.
- It provides a **secure platform** that removes the need for sharing personal contact details.
- ChatPro complies fully with **safeguarding** and **GDPR** standards.
- ChatPro is time-limited and will only deliver messages in working hours, between 8am and 4pm. This is to support the need for boundaries with communication as any workplace should have.
- Access and setup instructions are provided via email, during staff induction and with signing up QR codes in the centre.
- All staff are expected to use ChatPro for direct communication with students and families where appropriate.

6.2 Email

- Staff who are part of the LwC administration team must use their **@learnwithconfidence.co.uk** email address for all communications.
- Self-employed staff must use a **professional email address** (not a personal one) for LwC communications.
 - Example: a separate Gmail account used exclusively for professional purposes.
- LwC will support any staff who need assistance setting up a suitable professional email account.
- Personal email accounts must **not** be used for any LwC-related communication.

6.3 Phone Communication

- Families should use the **main LwC phone numbers** for all day-to-day contact.
- Staff with an assigned **LwC phone number** must use it for all work-related calls.
- Self-employed staff must **not** use personal phone numbers to contact students or families.
- Calls to parents or carers can be made using the **staff phone at reception** or the phones of any of our admin and lead team. The following staff have LwC phones:
 - Kat Perry – director
 - Heather Jones – assistant manager
 - Gayle Voller – student support and administrator
 - Elektra Robinson – SENCo
 - Joann Epps – SENCo
- From **November 2025**, the introduction of **ChatPro** will further ensure safe and secure phone-based communication.

7. Safeguarding and Data Protection

- All communication must comply with **LwC's Safeguarding Policy** and **GDPR requirements**.
- Personal data must never be shared via unapproved platforms or personal devices.
- Staff must immediately report any safeguarding or data security concerns to the Designated Safeguarding Lead (DSL).

8. Guidance and Support

If staff are uncertain about any aspect of communication or which method to use, they should speak with **Kat Perry** for advice and clarification.

9. Review

This policy will be reviewed annually or earlier if communication platforms or safeguarding requirements change.

Version Control			
Version No.	Date	Author	Notes
1.0	1/11/25	K Perry	Initial Draft
1.1	5.9.26	KP	Updates made

