



Parent and Carer Communications Policy

The Actor's Training Academy (hereby referred to as TATA) is committed to clear, professional, and appropriate communication with parents and carers. Our communication is structured, purposeful, and focused on the safe and effective delivery of our services.

We do not provide ongoing progress updates or regular developmental feedback. Our focus is on delivering high-quality training sessions where participants are supported in the moment through guidance, encouragement, and positive participation.

When We Will Communicate

We will contact parents and carers only when necessary. This may include:

- Booking confirmations and essential administrative information (including invoices)
- Changes to session times, venues, or arrangements
- Important updates relating to participation or delivery of sessions
- Accidents or incidents occurring during sessions
- Behaviour concerns that require parental awareness or involvement
- Safeguarding or welfare matters
- Exam readiness and assessment information (where applicable)
- Deadlines or key requirements relating to performance preparation (e.g. script learning deadlines)
- Sharing of relevant learning materials where appropriate (e.g. scripts or workshop resources)
- Any other essential information relating to safety, attendance, or delivery of sessions
- Newsletters

Newsletters and General Updates

We may send regular newsletters or general updates to parents and carers to share important information about TATA.

These may include:

- Academy news and announcements
- Information about upcoming performances, masterclasses, workshops, events, or opportunities
- Achievements
- Term dates or key scheduling information
- General reminders or operational updates

Newsletters are for communication purposes only and do not include individual feedback or progress updates about participants. Parents and carers can unsubscribe from newsletters at any time, although they may still receive essential service-related communications where necessary.

How We Communicate

We use the following methods of communication:

- Email (primary method)
- Booking platforms such as ClassForKids
- Telephone (where urgent or appropriate)
- Written notices or updates where required
- Communication via partner schools (for school-based sessions)
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We will always use the most appropriate and professional method depending on the nature of the communication.

Response Times

We aim to respond to enquiries within five working days during normal working periods.

Response times may vary depending on priority and operational demands. The following will always take precedence over general enquiries:

- Safeguarding or urgent welfare matters
- Active session delivery and in-person teaching commitments
- Scheduled events, workshops, or performances
- Liaison with external organisations such as schools or other professionals
- Staff working patterns and availability

Where we are communicating with external partners (e.g. schools or teachers) to support participation, safeguarding, or session delivery, response times may also be affected.

We do not operate an immediate response service and may not be able to reply outside of working hours or during busy delivery periods.

We appreciate your patience and will respond as soon as reasonably possible.

Boundaries of Communication

To ensure communication remains effective and manageable:

- We do not use social media messaging for official communication or enquiries
- We do not communicate through personal staff phone numbers or private accounts
- All communication must be made through official channels
- Communication should be kept within reasonable working hours, where possible

Respectful Communication

We expect all communication from parents and carers to be respectful and constructive. We are committed to treating all families with professionalism and respect, and we ask for the same in return. Any communication that is abusive, aggressive, or inappropriate may be escalated internally and managed in line with our policies.

Working in Partnership

We believe the best experience for participants comes from clear boundaries and positive collaboration between families and TATA.

We encourage parents and carers to:

- Inform us of any relevant wellbeing or attendance matters
- Ensure contact details are up to date
- Engage with communication in a timely manner when required
- Support our approach to behaviour and participation
- Support preparation expectations where relevant (e.g. script learning or deadlines)

Liaising With Schools and Other Professionals

Where appropriate, and when it is relevant to a participant's safe and effective participation, we may communicate with schools, teachers, or other professionals involved in their care or education.

This may include seeking or sharing information that supports:

- Session planning and delivery
- Behavioural or participation support
- Safeguarding and wellbeing considerations
- Accessibility or additional needs

We will only share or request information that is necessary and proportionate, and in line with our Privacy Policy and UK GDPR requirements.

Where possible, we will inform parents or carers when such communication takes place, unless doing so would not be appropriate for safeguarding reasons.

Data Protection

All communication and personal information is handled in accordance with our Privacy and GDPR Policy and UK GDPR regulations. We only collect, use, and share personal data where necessary to deliver our services, meet safeguarding obligations, or comply with legal requirements.

This policy was adopted by: The Actor's Training Academy	Date: 1 st July 2026
To be reviewed: 1 st July 2027	Signed: GWELFARE