

# SOCIAL MEDIA AND COMMUNICATION WITH JUNIORS

Quick Guide: managing online interactions with children and young people



Method	18+	16-17	Under 16	Comments
Email	Yes	Yes - parents to be copied in	Yes - parents to be copied in	Always ensure there is parental oversight of emails to under 18s
Phone calls	Yes	Yes - with parental consent	Yes - with parental consent	Use calls to deliver information. Where possible, ensure calls are pre-arranged and agreed by parents. All staff can make a phone call in an emergency
Text	Yes	No	No	Only use with under 18s in an emergency, and inform parents of the reason for texting
Online video call or session (i.e. microsoft teams, zoom etc)	Yes	Yes - with consent of parents and with 2 adults on the call, including at least 1 golf club employee	Yes - with consent of parents and with 2 adults on the call, including at least 1 golf club employee	Parents may choose not to take part, but are aware and give their consent
Closed Facebook group	Yes	Yes - with parental consent	Yes – with parental consent. The golf club must administer the page	Golf club staff administration on group. Minimum age to have an account is 13
Direct Messaging (i.e whatsapp, X, facebook, instagrm etc)	Yes	No	No	Not suitable for under 18s in any circumstances
WhatsApp group chat	Yes	Yes - with parental consent	Yes - with parent included in the group and the golf club to administer the chat	The minimum age of use for WhatsApp is 13. Set up administration rights for the golf club and use for sending key information only. Consider restricting group chat so that only administrators can post.
Spond	Yes	Yes - with consent of parent and the golf club administer the page. Minimum 2 staff, additionally include CWO in group (optional)	Yes – with consent of parent and the golf club administer the page. Minimum 2 staff, additionally include CWO in group (optional)	Use for specific information for player development. The minimum age of use for Spond is 13

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