



Mobile Phone Protocols

September 2025

Introduction

The purpose of this protocol is to inform employees of the expectations of mobile phone use during their working hours. It is intended to give staff some broad guidelines regarding the appropriate use of mobile phones, in the workplace or in the course of carrying out your duties.

Schools are legally responsible for their own data and therefore have a duty to protect employees in relation to the use of mobile phones provided for the purposes of work.

Principles

This protocol applies to all school managed employees and centrally employed teachers. This protocol should be used in conjunction where necessary with the:

- Social Networking policy
- Guidance for Safer working practices for adults who work with children and young people
- School staff handbook
- Disciplinary Policy / code of conduct
- Lone working policy

Where the principal discusses mobile phone use with an employee, a record of the discussion should be kept.

Use of Mobile Phones during the working day

The use of mobile phones by employees to make/receive personal calls and/or texts during the working day is discouraged for the following reasons (this list is not exhaustive):

- It does not set a professional and positive example to pupils, it is disruptive and interrupts lessons
- It is a nuisance/discourteous to colleagues (eg during meetings)
- It is a misuse of the school/authority's time and has the potential to impact on children's learning.

In some circumstances, agreed with the principal, staff may need to be given express permission to make or receive such calls. Any personal calls should be directed to the school's landline number so that a message can be relayed to the member of staff when the member of staff is available, unless there is an emergency situation, when the message must be relayed to the employee immediately.

Mobile phones should be switched to silent for those teaching in classrooms, unless it is during a break or at lunchtime. Employees using personal mobile phones during their breaks should be respectful of their colleagues and mobile phones should not be used in front of pupils.

Employees should not take or transmit images of pupils and colleagues on their personal mobile phone.

Security

Employees accessing emails using their personal phones should have the appropriate secure systems in place to ensure that should their phone be lost or stolen the data cannot be accessed.

Social Networking

Employees should not access social networking sites via their mobile phones (business or personal phones) during working hours.

Protection of Employees

Employees should not provide parents or pupils with their personal mobile phone number. Employees should refer to the CLF protocol for the use of texting/phoning parents where one exists.

Health and safety considerations

In circumstances where employees are lone-working in remote areas of the school, or out of hours, a mobile can be used if there is no land-line in the room. Employees are reminded that using hand held mobile phones whilst driving is a criminal offence. A mobile phone can be used in a real lockdown or fire

Mobile phones and pupils

Mobile phones should not be used in the presence of pupils unless it is an emergency such as lock down, fire or on a school trip.

Use of the camera on a phone

iPads should be used to take pictures of children, not personal mobile devices. If, in the case of an incident that requires recording, a mobile is used, then the picture must be deleted after uploading. This should be done in the presence of another adult.