

Communication Plan

The Bradford Learning Network strives to communicate with its customers in a clear and concise manner using the most appropriate format - newsletter, BSO, email, text or letter. The table below outlines the communications which will be received by BLN customers.

Communication	Description	Recipient	Method	Time
Bi-Annual Report	Report to show support school has had from BLN for period:- <ul style="list-style-type: none"> - Number of calls logged - Bandwidth usage - Bandwidth recommendations 	Contract Signatory Business Manager Network Manager (where applicable)	Email	February (for period Sep – Jan) September (for period Feb - Jun)
Invoice Notification	Breakdown of BLN invoice for upcoming year to include:- <ul style="list-style-type: none"> - BLN Lump Sum - Per pupil fee - EducationCity, eSafe and E-ICT costs where applicable 	Business Manager	Email	February
Advertisement of Training Courses	BLN related training courses:- <ul style="list-style-type: none"> - A minimum of 3 Smoothwall administration courses - Further courses as identified by BLN team and Network Managers 	Contract Signatory Business Manager Network Manager (where applicable)	Email BSO Curriculum Innovation Newsletter	3 times per year Ad hoc
BLN Contact Request	Request for contact details to be verified for BLN communications	Contract Signatory	Email	September
Notification of BLN Changes	Advance notice of planned whole network or individual technical changes to include:- <ul style="list-style-type: none"> - Outline of change - Reason for change - Dates for change window 	Contract Signatory Business Manager Network Manager (where applicable)	Email Text (where number provided)	Ad hoc
Notification of BLN Issues	Notice of issues adversely affecting the network. Additional updates until resolution and communication of reason for issue	Contract Signatory Business Manager Network Manager (where applicable)	Email Text (where number provided) E-ICT Centrastage	Ad hoc

In addition the BLN team will publish relevant articles on Bradford Schools Online, the Curriculum Innovation Newsletter and the BLN section of the Curriculum Innovation website <http://ticbradford.com/bln>.

If you would like to contact the Bradford Learning Network to update your school contact details, to provide a text number or to be included in the Curriculum Innovation Newsletter distribution list please email tina.housley@bradford.gov.uk or to discuss the communication plan please call a member of the team on 01274 434835.

General contact details

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