At The National College, our WakeUpWednesday guides empower and equip parents, carers and educators with the confidence and practical skills to be able to have informed and age-appropriate conversations with children about online safety, mental health and wellbeing, and climate change. Formerly delivered by National Online Safety, these guides now address wider topics and themes. For further guides, hints and tips, please visit nationalcollege.com.

What Parents & Educators Need to Know about WHATSAPP

AGE RESTRICTION 13+

WhatsApp is a free messaging service owned by Meta which allows users to send text and voice messages, make video calls, share multimedia – such as images, videos, documents and polls – and have group chats. WhatsApp messages are encrypted, meaning only you and the recipient can view what is sent. While this privacy may sound attractive on paper, this app unfortunately comes with several risks that must be considered – especially for younger users.

WHAT ARE THE RISKS?

EVOLVING SCAMS

WhatsApp's popularity makes it a lucrative hunting ground for scammers. Recent examples include posing as the target's child, requesting a money transfer because of a spurious 'emergency' and even cons where fraudsters trigger a verification message by attempting to log in to your account, then, posing as WhatsApp, call or text to ask you to repeat the code back to them, giving them access to your private messages and personal information.

CHANNELS

Channels let users follow interests without sharing their phone numbers or sending direct messages, allowing only votes on polls and reacting to posts with emojis. However, fraudulent channels can impersonate legitimate organizations, tricking people into sharing personal data and even spreading misinformation or hate speech. Additionally, WhatsApp may collect details about followed channels and sell this information to third parties, raising data privacy concerns.

FAKE NEWS

WhatsApp's connectivity and ease of use allows news to be shared rapidly – whether it's true or not. To combat the spread of misinformation, messages forwarded more than five times on the app now display a "Forwarded many times" label and a double arrow icon. This makes users aware that the message they've just received is far from an original – and might not be entirely factual, either.

CHAT LOCK

Another new feature named 'Chat Lock' allows users to store certain messages or chats in a separate 'locked chats' folder, saved behind a passcode, fingerprint or face ID authentication. While this usually functions as intended, it can potentially be exploited by younger users to hide conversions and content that they suspect their parents wouldn't approve of – such as the sharing of age-inappropriate material.

DISAPPEARING MESSAGES

Disappearing messages are useful for sharing personal or sensitive information, but young people may have a false sense of privacy regarding the content they share. These messages disappear after anywhere from 24 hours to 90 days – depending on the user's preference – or can even be set to be viewed one time only. However, the recipient can 'keep' the message by bookmarking or screenshotting it, making them not as private as they may first appear.

VISIBLE LOCATION

WhatsApp's 'live location' feature lets users share their current whereabouts, which can be helpful for friends meeting up or parents checking that their child's safely on the way home, for example. However, children are able to share their location with anyone in their contacts list or a mutual group - potentially letting strangers identify their live location.

Advice for Parents & Educators

EMPHASISE CAUTION

Encourage children to treat unexpected messages with caution. Get them to consider, for example, whether it sounds like something a friend or relative would really send them. Make sure they know *never* to share personal details over WhatsApp, and to be wary of clicking on any links in messages. Setting up two-step verification adds a further layer of protection to their WhatsApp account.

THINK BEFORE SHARING

Help children understand why it's important to stop and think before posting or forwarding something on WhatsApp. It's easy – and all too common – for content sent to one user to then be shared more widely, and even publicly on social media. Encourage them to consider how an ill-judged message might damage their reputation or upset a friend who sent something to them in confidence. Real-life friendships are far more important than likes, after all.

ADJUST THE SETTINGS

It's wise to change a child's WhatsApp settings to specify which of their contacts can add them to group chats without needing approval. To do this, go to Privacy, then Groups. You can give permission to My Contacts or My Contacts Except ... . Additionally, if the child needs to use Live Location, emphasise that they should enable this function for only as long as they need – and then turn it off.

CHAT ABOUT PRIVACY

Have a conversation with youngsters about how they're using WhatsApp, emphasising that it's for their own safety. If you spot a 'Locked Chats' folder, you might want to talk about the sort of messages that are in there, who they're with and why a child might want to hide them. Also, if a young user has sent any 'view once' content, discuss their reasons for using this feature.

Meet Our Expert



Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian Government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.

Source: See full reference list on guide page at: https://nationalcollege.com/guides/whatsapp-2025

#WakeUpWednesday®

The National College®

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 13.03.2025