

Communication Policy

Introduction

The Academy considers communication within staff, as well as between employee and learners, essential. This policy outlines the rules and responsibilities of staff and learners to maintain appropriate and sufficient communication at all times.

Aims and Objectives

The Centre will use this policy to ensure communication is effective within our organization and ensure that all services are delivered with high quality standards and with consistency. This policy aims to make all staff and students aware of their responsibility to maintain sufficient communication at all times. One of the most important aims of this policy is to provide appropriate methods of communication during serious incidents.

Rules & Responsibilities

This part of the policy explains the rules and responsibilities of all staff and students.

- **Management team:** The management team is responsible to make all relevant information available to staff and learners. These will be made in a timely manner and using an appropriate method of communication. The management will also listen to feedback and comments from staff and learners, aiming to maintaining a two-way communication with them.

- **Employees & Sub-contractors:** Staff and sub-contractors are responsible to inform the management team about anything that they feel is relevant, especially anything that goes against the rules and regulations of the company, example: health and safety infringements. The staff and sub-contractors are responsible to maintain efficient communication, appropriate to each role that they are doing. Staff will be expected to use a two-way communication system to keep managers, other staff and students informed of any relevant information.

- **Students:** All students are expected to keep their tutors and managers informed about their individual needs. Students are also expected to inform their tutors when they cannot attend any session and any changes in circumstances, as this could impact their program, this will also include informing tutors about not being able to attend assessment days.

Types of information

- **General Information:** This type of information is normally generated by the management team and it relates to informing managers, staff and students - general advices, example: notice of planned maintenance work, sent by e-mail to all staff managers and students.

- Serious incidents

When a serious incident occurs, the Health and Safety Manager will be responsible to communicate all staff and students accordingly, staff and/or students may be required to assist in communicating such information.

Ways of communications

There are various ways to provide effective communication to staff and students, this policy will outline the main ways of communication used by our centre.

- **Face-to-face communication:** Face-to-face communication is the most commonly used form of communication and it is one of the most effective ways to provide information to managers, staff and students. This type of communication is normally used to announce important and/or urgent information. This form of communication has an advantage to offer a two-ways communication and so students and/or staff can ask questions if necessary.

- **Email:** Communication by e-mail is an effective way of ensuring that everyone is provided with necessary information. This type of communication offers the advantage of providing a record of the communication. All the students/sub-contractors/staff/managers are required to provide their e-mail address prior to joining our academy. This form of providing information has a disadvantage to only provide a one-way communication.

- **Website:** The Academy will use the website to provide essential information to students and all staff. We require our staff and students to check our website regularly, as we will keep them up to date with events, maintenance work and/or any other relevant information.

- **Notice boards:** We will display any relevant information to our venues using their notice boards. Information will be up to date and available in a timely manner. Out of date information will be removed.

- **Social media and external websites:** The Academy may supply additional information in other ways including accounts on social media for example: facebook and twitter. The Centre may also use external websites to promote our activities; in this case the Centre will keep these external websites up to date with current information