



## 1. Introduction

C-TAC recognises the importance of clear, consistent, and timely communication in achieving our organisational goals and maintaining strong relationships with stakeholders. This Communication Policy establishes the framework for all internal and external communications.

## 2. Purpose

The purpose of this policy is to:

- Ensure effective, efficient, and consistent communication practices.
- Define the methods and timelines for communication.
- Promote transparency and engagement with all stakeholders.

## 3. Scope

This policy applies to all forms of communication at C-TAC, including digital, verbal, and written communications.

## 4. Principles of Communication

- **Clarity and Consistency:** Communication should be clear, concise, and consistent.
- **Timeliness:** Timely dissemination of information is crucial for effective decision-making and operations.
- **Responsibility and Accountability:** Individuals responsible for communicating specific information are accountable for its accuracy and timeliness.



## 5. Communication Methods

- **Email:** For formal and official communications.
- **Internal Messaging Systems:** For quick, informal communication among staff.
- **Social Media and Website:** For public announcements, news, and updates.
- **Meetings and Briefings:** For in-depth discussion and information sharing.

## 6. Communication Timelines

- **Regular Updates:** Scheduled updates (e.g., weekly or monthly) on ongoing projects and organisational news.
- **Immediate Communication:** Urgent information (e.g., policy changes, emergency notifications) to be disseminated immediately upon confirmation.
- **Periodic Reviews:** Quarterly and annual reports to stakeholders.

## 7. Responsibilities

### 7.1 Management

- Oversee the implementation of the communication policy.
- Ensure timely communication of critical information to all stakeholders.

### 7.2 Communication Officer/Team

- Coordinate and manage regular internal and external communications.
- Maintain communication channels and ensure they are effective and accessible.



### **7.3 Staff**

- Adhere to the communication guidelines.
- Report any issues or barriers to effective communication.

## **8. Training Language**

- English is the language in which training is delivered and participants must have a good command of the English language.
- We may, if necessary, provide courses through alternative languages or sign language, this will be carried out following a training needs analysis and on a case by case basis. Training hours may be extended to accommodate this.
- Additional training time may be added on if translation services are required. Courses of this nature will be reviewed by faculty members in advance.

## **9. Confidentiality and Privacy**

- Respect confidentiality and privacy in all communications, particularly those involving sensitive information.

## **10. Policy Review and Update**

- This policy will be reviewed annually or as necessary.
- Updates will be communicated to all staff and relevant stakeholders promptly.