Policy 1.3: Communication Policy

Version Control

Version	Date	Description	Author
1.0	January 2024	Initial Policy Development	C-TAC
2.0	November 2024	Updated to include TAQA system integration	C-TAC

1.3.1 Purpose
This policy ensures that clear and effective communication is maintained across all levels of C-TAC, supporting compliance with PHECC standards and fostering collaboration with stakeholders. The policy aligns with TAQA principles to promote transparency and accountability.

1.3.2 Scope
This policy applies to all C-TAC faculty, staff, learners, and external stakeholders, including affiliate faculty and partner organisations.

1.3.3 Communication Principles

- **Clarity:** Information is presented in a clear, concise, and accessible manner.
- **Transparency:** Governance processes and responsibilities are communicated openly.
- **Consistency:** Communication aligns with C-TAC's mission, values, and regulatory requirements.
- **Timeliness:** Information is shared promptly to ensure stakeholders are informed.
- **Accessibility:** Communication channels are designed to be inclusive and accessible.

1.3.4 Process

1. **Internal Communication:**
   - Governance processes, roles, and responsibilities are communicated during induction and through regular staff meetings.
   - Faculty receive updates on policy changes through email bulletins and the internal portal.
2. **External Communication:**
   - The C-TAC website provides information on governance processes, key policies, and contact details.
   - Public announcements regarding accreditation, external verification outcomes, and compliance updates are published annually.

3. **Learner Communication:**
   - Learners receive clear guidance on course requirements, assessments, and support services through handbooks and induction sessions.
   - Feedback channels, including surveys and suggestion forms, are available to capture learner input.
4. **Affiliate Faculty Communication:**
   - Affiliate faculty are provided with contractual agreements that outline their responsibilities, including adherence to C-TAC's governance standards.
   - Regular briefings and training sessions are conducted to ensure compliance with PHECC and TAQA requirements.

1.3.5 Responsibilities

- **Board of Directors:** Oversees the overall communication strategy, ensuring alignment with governance objectives.
- **Management Team:** Ensures that communication processes are implemented consistently across all departments.
- **Faculty and Staff:** Responsible for communicating clearly with learners and reporting any issues that may impact governance.

1.3.6 Monitoring and Review

- Communication processes are reviewed annually to ensure effectiveness and compliance with regulatory standards.
- Stakeholder feedback is collected through surveys and reviewed during quarterly governance meetings.
- Any identified gaps or areas for improvement are addressed through action plans and training.

1.3.7 Approval and Compliance Monitoring

- **Approved by:** Adrian Coffey, Director of Training
- **Date:** October 2024
- Compliance with this policy is monitored through internal audits, stakeholder feedback.