

1.9 Public Information 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

1.9.1 Purpose

This policy ensures that all public information provided by C-TAC is accurate, transparent, and aligned with PHECC standards and TAQA quality assurance principles. This includes information shared through the C-TAC website, promotional materials, and communications with learners, stakeholders, and the public.

1.9.2 Scope

This policy applies to all public-facing information, including course descriptions, policies, marketing materials, social media, and external verification reports.

1.9.3 Public Information Principles

- **Accuracy:** All information must be factually accurate and up-to-date.
- **Transparency:** Clear communication of C-TAC's governance processes, compliance status, and performance.
- **Accessibility:** Information is presented in clear, concise language that is accessible to all stakeholders.
- **Accountability:** C-TAC is accountable for the information it publishes.

1.9.4 Process

1. Information Development:

- Information is developed collaboratively by the relevant departments, with input from faculty and management.
- Content is aligned with PHECC requirements and TAQA quality assurance standards.

2. Review and Approval:

- All public information is reviewed and approved by the Director of Training to ensure accuracy, clarity, and compliance.
- External verification reports are reviewed before publication to ensure confidentiality and compliance with PHECC guidelines.

3. **Publication:**

- Approved information is published on the C-TAC website, in learner handbooks, and in marketing materials.
- Core policies, including complaints, appeals, and safeguarding, are accessible on the website.

4. **Monitoring and Updates:**

- Public information is reviewed annually to ensure it remains accurate and relevant.
- Changes in PHECC regulations or C-TAC policies are communicated through website updates and email notifications.

5. **Stakeholder Communication:**

- Learners and stakeholders are informed of key governance processes and their roles in maintaining compliance.
- Requests for additional information are processed within five working days.

1.9.5 Responsibilities

- **Board of Directors:** Provides oversight of public information to ensure alignment with strategic objectives.
- **Director of Training:** Approves all public-facing information and ensures compliance with regulatory requirements.
- **Marketing Team:** Develops promotional materials that accurately represent C-TAC's services and achievements.
- **All Staff and Faculty:** Responsible for ensuring that any information shared with the public aligns with C-TAC policies.

1.9.6 Monitoring and Review

- Public information is reviewed annually to ensure compliance with PHECC standards and TAQA principles.
- Internal audits verify the accuracy and accessibility of published information.
- Stakeholder feedback is collected to assess the clarity and usefulness of public information.



1.9.7 Approval and Compliance Monitoring

- **Approved by:** Adrian Coffey, Director of Training
- **Date:** October 2024
- Compliance with this policy is monitored through regular audits, feedback, and external verification

