Document Name and Version	**8.4 Staff Communication Policy**
Policy Number	8.4
Policies that Interact with Policy 8.4	Policy 8.1 Quality Assurance of Teaching Staff Policy 8.4 Staff Communication Policy Policy 8.6 Core Staff Development Dialogues 10.1 Data Protection Policy 10.2 Data Protection Processing Principles
Approval Body	Academic Council and Board
Date of Approval	February 2020
Date Policy Comes into Force	25th January 2021
Date of Review	2025
Revisions	

1. **Preamble**

   1.1. IICP College staff have available to them different channels of communication. This Policy outlines the responsibilities of all staff in maintaining good communication practice.

2. **Scope.**

   2.1. This policy applies to all IICP College Teaching and Teaching Support Staff, when using IICP College channels of communication, formal or informal, from within or outside the College.

3. **Purpose.**

   3.1. The purposes of this policy are:

      3.1.1. To identify the various channels of communication within IICP College and their intended use;

      3.1.2. To identify the policies associated with different communications channels used by IICP College.

4. **Policy.**

   4.1. Staff are encouraged to share information in a professional manner and through appropriate channels.

   4.2. Staff communication must occur in compliance with this and other relevant policies and procedures.

   4.3. IICP College communication channels are expected to be used for IICP College purposes only.

   4.4. All IICP College staff are required to:

      4.4.1. Ensure they are informed and have access to information in order to be as effective as possible in their role;

      4.4.2. Ensure they are maintaining good communication practice in accordance with this Policy and related policies;

4.4.3. Use open channels of communication to keep colleagues, managers and administrators appropriately informed.

4.5. Staff members must be aware of, understand and comply with IICP College's HR Policies, in particular:

- IICP College Data Protection Policy;
- IICP College Policy on Use of Office and Mobile Telephones;
- IICP College Policy on Internet Usage;
- IICP College Policy on E-mail Usage;
- IICP College Policy on Use of Company I.T. Systems and Equipment Email, Internet and Social Media use.

5. Procedure

5.1. The College has a number of existing internal communication channels available, including primarily:

5.1.1. IICP College website, which contains information about the College, its programmes and its practices.

5.1.2. Moodle, which is a main channel of communication with learners.

5.1.3. The Quality Assurance Manual [QAM]. The QAM is available on the College Website and is the main repository of College policies and procedures, including supporting documentation (diagrammatic representation of procedures; forms to be used with procedures, etc).

5.1.4. IICP College Moodle, which is used for communication between the College, teaching staff and learners about programme and college related activities and developments.

5.1.5. Email communication (which may include IICP College staff email accounts as well as personal email used for College business). This is used for important messages from IICP College management and administration teams. Staff are required to read all these email communications.

5.1.6. Staff meetings, including meetings of faculty, Academic Council and its subcommittees and Programme Boards. It should be noted that many procedures require formal and informal face-to face meetings.

5.1.7. Face to face communication, where staff meet with colleagues to discuss issues verbally rather than relying on text.

5.1.8. Telephone communication.

5.2. Each form of communication has its uses and its limitations, and staff are required to familiarise themselves with the most appropriate methods for different circumstances. In addition, staff are required to inform themselves of policies and procedures relating to these communication channels (section 4.5).

5.3. Different forms of information require different channels of communication and are the responsibility of different people to disseminate. The main categories of information provision / sharing and their uses are as follows:

5.3.1. *Policy, management and strategic direction.*

5.3.1.1. This includes information from senior management and committees regarding the overall management of the College and its strategic direction. This may be new information and requirements that need to be communicated to staff in a timely and appropriate manner.

5.3.1.2. The principle forms of communication used to inform staff of organisational or policy change and development is *staff email*. The main source of information about policy, procedures and forms is the *QAM*, available on the College website.

5.3.2. *Day-to-day work-related information.*

5.3.2.1. This is the information required to carry out day-to-day work. Most usual forms of communication are by email or face-to-face. Staff meetings, telephone conversations and conference calls can also be used. However, it is the responsibility of staff members to ensure that they use the most effective forms of communication for the particular circumstance.