Document Title/Reference	4.2: Staff Communication
Purpose	To ensure that information relating to their programme area is shared with staff and the views of staff, collected through internal self-monitoring and programme review processes, are collected and used on a periodic and on-going basis.
Scope	This policy applies to all LMETB's Further Education and Training provision. It is relevant to all staff, in particular, teaching staff.

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Contextual Guidelines	QQI Core Guidelines 4.2 'Staff Communication'
Related Policy	• Overarching QA Governance • Policy 4 Staff Recruitment, Management and Development
Audience & Communication	Applicable to all LMETB staff. LMETB's policy on Staff Communication will be available on LMETB's website.
Policy Owner & Implementation	The Chief Executive of LMETB has overall responsibility to ensure that the policy on staff communication is embedded within LMETB's structures. Each FET Centre/Programme manager has local responsibility for staff communication related to their own area. Recommendations for any changes to this policy will be endorsed by the Communications sub-committee and approved by the QA Governance Management Committee (QAGMC) Governance Management Group.

Key Implementation Actions	The Staff Communication policy will ensure that systems are in place so that all staff will be able to obtain, receive, share and exchange information as appropriate to their needs.
Monitoring, Review and Continuous Improvement	Details provided in the area of Staff Communication will be reviewed and updated as needed by FET Coordinators and Programme Managers. The policy will be evaluated every 3 years by the QA Governance Management Group.
Revision History & Commencement Date & Date of Next Review	Commencement Date: 2019. Revision Date: 25/04/2024 Date of next review: 25/04/2026

Document Name	Staff Communications Policy	
Version Reference	VS 1	
Document Owner	Communications Sub Committee	
Approved by	QAGMC	
Date	7th November 2018	
Ratified by	LMETB Board	
Date	28th March 2019	

1 Policy Statement

LMETB believes that open, effective communication is essential to producing an efficient and motivating work environment of mutual understanding and confidence. In order to facilitate accurate public knowledge of programmes, resources and facilities, staff are updated on initiatives, developments and plans. LMETB encourages employees to participate in the communication process, thus ensuring that communication is a two-way process, with important information cascading correctly throughout the organisation. LMETB believes that every employee has a responsibility to ensure they play their part in developing effective communications practice. In that regard LMETB encourages feedback from staff on all aspects of its activities as part of its commitment to continuous quality enhancement. As part of LMETB's quality processes, staff must be informed of LMETB's policies and procedures and the roles and responsibilities associated with them.

2 Policy Implementation

To facilitate good communication practice, appropriate communications systems exist on both a formal and informal basis.

2.1 : Formal Internal Staff Communications may include:

- All staff offices are equipped with computers, linked via a local area network, which facilitates the provision of email, intranet and telephone systems.
- Meetings at various and multi-levels throughout LMETB (e.g. staff meetings, Coordinator meetings) have their minutes recorded, circulated and filed.
- Printed/written material, e.g. letters, reports, forms, manual/handbooks, brochures, flyers, newsletters
- Staff consultation through the Quality Assurance System
- Programme monitoring and module review processes. Annual programme team meeting, which is a collegial forum for all staff on a programme to input with their peers into programme planning and enhancement.

2.2 : Informal Internal Staff Communication may include:

- Informal meetings

- Direct verbal communication between staff

- Telephone conversations

- Email communications

- Notice boards, pigeon holes

- Texting/messaging

3   Responsibilities and Communications

LMETB will prepare a communications platform on the internal staff intranet facility for a range of information including:

- Reports from the meetings of Governance Groups including recommendations from Results Approval Panels, External Authentication Reports

- Programme Self-Evaluation Reports and Improvement Plans

- Feedback from external stakeholder engagement (with consultation with employers explicitly included) within the programme development process

- Feedback from internal learner engagement via analysis of data from Learner Surveys on the Learner Experience in LMETB

- Examples of good practice will be disseminated, discussions will take place and a range of teaching and learning resources will be made available.