



Education & Skills
Funding Agency



European Union
European Social Fund
Investing in jobs and skills

COMMUNICATION POLICY



Issued: November 2017

Communication Policy

Terminology

The Term	Will hereinafter refer to...
Directors	The directors of PAAH.
Company Directors	The directors of PAAH Funded Organisations
Personnel	Any employees of PAAH and/or the subcontractors and partner organisations who are responsible for the delivery or support of PAAH Funded Learners.
Partner Organisations	Employers and work placement providers of PAAH Funded Learners.

Statement of Intent

PAAH recognises that communication takes on many forms and is fundamental to the success of any organisation, PAAH being no exception. Effective communication is essential to the achievement of our aim to ‘collaborate and improve to progress for success’. Clear communication is also critical when dealing with all associate bodies (employers, parents, awarding and governmental regulatory bodies etc.)

Purpose

It is the purpose of PAAH to ensure that...

- All PAAH funded staff are fully informed to enable them to be as effective as possible when undertaking their duties as outlined in their individual job role.
- All PAAH funded staff will communicate in a clear, professional and supportive way to all that they have contact with.
- All PAAH funded staff will encourage and support learners to communicate in a professional, clear and concise manner
- There are clear communication channels available to all who work/learn and contact PAAH
- PAAH will uphold the fundamental rights for freedom of speech and expression, as far as it is reasonably practical within the rules of the law. We will uphold our duty to maintain safety and good order on our premises and ensure that the voicing of beliefs, points of view and opinion do not lead to a breach in rules or laws or otherwise give rise to the potential to constitute incitement to riot or incitement to racial or religious hatred.

PAAH Responsibilities are...

- To ensure all necessary information is available to PAAH funded staff, learners and associates in a timely manner via the appropriate channels.
- To ensure all communication methods are available to all who contact and correspond with PAAH to uphold our commitment to equality and diversity (see our Equality and Diversity Policy)
- To maintain a two-way channel of discourse and listen to feedback and comments from PAAH funded staff, learners and associates

Professionalism in Communication

In all communications, PAAH funded staff and learners are reminded of their responsibility to serve the interests of PAAH and ensure appropriate content at all times, whatever method of communication is chosen (face to face, email, telephone, fax, text, written communication and use of body language.) Communication is undertaken on behalf of PAAH, therefore is subject to PAAH's Code of Conduct, the principles being respect and dignity in all correspondence.

Lines of communication

All forms of communication should be addressed to the Registered Office at Scunthorpe in the first instance, either by letter, phone, email, fax, or via the website. This will be then passed on to the relevant person/s and contact will be made within 5 working days. If contact with a Director of a specific company within PAAH is needed, then contact the Director via the company.

Staff meetings

All companies operating within PAAH undertake monthly staff meetings (as a minimum) to give out and share all information necessary to ensure quality of service and that teaching and development is consistently of a high standard. The Quality Improvement Team (QIT) will have monthly meetings to develop all areas of teaching, learning, development and business.

Monthly Directors meetings are held, ensuring PAAH's continuing improvement and development are at the core of the business.

Four Monthly - sub-contractors meetings are held ensuring dissemination of PAAH's data, developments and sharing of good practice and are available to all PAAH funded companies.

Minutes of meetings are circulated to all PAAH funded staff if they cannot attend the staff/sub-contractors meetings.

Communication Contacts

Positive Approach – Scunthorpe, North Lincolnshire (Lead Organisation)



Delivers: Courses in Hairdressing.

Location: Scunthorpe and Sheffield

Contact: Graham, Christine or Gemma

Phone: 01724 865048

Email: positiveapproach@tiscali.co.uk

Website: <http://www.positiveapproachhair.co.uk>

Social: [Facebook](#)

Maplink: [Google map link](#)

As part of our updating of information on our website and those of all PAAH funded companies, we ensure that no images of learners or their work are published without their permission.

We actively undertake and promote regular contact with our learners and employers (monthly action plans, quarterly reviews with employers, parents, carers and guardians evenings) and tutors and management from each company are available to discuss any issues that may arise with employers and parents, carers/guardians if necessary. If contact is needed, contact each company directly.

All information received from communications with any other party will be covered by our data protection policy. Information will not be shared with other companies within PAAH unless all parties agree and information will only be used for purposes intended.

Monitoring, Review and Evaluation

Monitoring of Process and Information

The PAAH Directors and the Quality Team will monitor the Communication Policy implementation.

PAAH Funded Organisations are formally monitored for any issues relating to communication during monitoring visits.

Questionnaires will also be used to monitor learner satisfaction with communication. The outcomes from these are fed back to PAAH and included in the self-assessment process. Any necessary action relating to this policy will be identified and is included in the subsequent development plan. Issues relating to communication will be used by organisations to identify areas for improvement and this will be actioned and implemented to prevent further concerns or incidents wherever possible.

Any member of a PAAH Funded organisation, its personnel, learners or partner organisations found to not complying with this policy will be dealt with in line with the Disciplinary Policy.

Monitoring of Documentation and Policy

The Quality Team reviews the policy and documentation as a minimum bi-annually. The updated policy will be submitted to the PAAH directors for approval/ratification. The completed policy will then be distributed to all relevant parties, displayed or easily accessible in training centres and partner organisations or placed on a VLE. PAAH funded organisations, its personnel, learners and partner organisations will be asked to sign an acceptance of the policy.

Communications, either paper or electronic, will also notify all relevant parties of all reviews and any outcomes from the reviews.

Impact Assessment

This policy will be impact assessed for equality and diversity and records will be maintained. **Safeguarding**

This policy will be reviewed to ensure it fully safeguards learners, PAAH funded personnel and other partners in relation to their levels of safety, health, achievement, enjoyment, contribution and wellbeing.

Grievances/Complaints Re: Communication

PAAH funded organisations, its personnel, learners or employers have the right to lodge a complaint or grievance about any of the areas covered under the Communication Policy. If a complaint or grievance is made it will be dealt with under the Grievances or Complaints Policy.

An organisation, its personnel, learners or partner organisations who are not satisfied with the action taken by PAAH and feels it is right to question the matter further; s/he may consider the following possible contact points:

- Skills Funding Agency
- ACAS
- The Equality and Human Rights Commission
- The employee's Trade Union
- The Citizens Advice Bureau and/or law centre/firm
- Relevant professional bodies or regulatory organisations

Approved by the Directors of PAAH on 1st November 2017

Signed:  G. Daniels