



Communications Policy

INTRODUCTION

UKCE recognises that a real dialogue between the UK College of Business and Computing (UKCBC), UKCE managers and staff, students, group leaders and associated persons in every area is vital, and achieving this goal presents challenges. It is the College's aim to implement, maintain and monitor the following communication channels to ensure that information is reached in a timely manner.

COMMUNICATION CHANNELS

Communication is characterised by (1) primary and (2) secondary channels.

1) Primary Channels

Face-to-face Communication

UKCE considers face-to-face communication to be the most beneficial method of ensuring information and knowledge is shared. All staff, students, visitors, and associated persons may informally communicate with management on a daily basis to immediately address issues of concern. The conversational nature allows for direct understanding, questioning and feedback. The Academic Team share the same office. The Sales and Marketing team also share an office. As a result, this allows the above mentioned to communicate with management to ensure concerns are dealt with in a timely manner.

Weekly Staff Meetings

Weekly Senior Staff meetings are held every Friday at 15:00. Operation meetings with management are held on Thursdays at 13:00. Sales meetings with sales staff are held every Wednesday at 12:00, and Teacher meetings with the Academic Team are held every Friday at 13:45. Meetings are held to share information, discuss future arrangements and pool ideas for improving the way in which the college operates. The minutes of all meetings are recorded, filed and distributed via email to all staff.

Management Board Meetings

The Chief Executive visits the head office, UKCBC, and has meetings with the Management Board once a quarter. In addition, Management Board meetings are held at UKCBC on an annual basis where minutes of meetings are recorded, signed and distributed via email to all those involved.



Email

Email is one of the most common methods of communicating within the College. Every full-time staff member has a UKCE email account. This account is used as the primary source for communication amongst staff and between staff, students and associated persons.

Phone

Each staff member that occupies an office will have their own phone and extension number. In the event a staff member needs to speak to someone internally in another office they can ring them on their extension number. The UKCBC extension numbers are also available to call if staff need to contact another department within UKCBC.

UKCE Website

The UKCE website contains news items, events and links to useful information for students both current and prospective and any associated persons.

2) Secondary Channels

Notice Boards

There are notice boards located on the 2nd, 3rd, 4th and 5th floors for displaying information for staff and students. In addition, there is a display on the 1st floor identifying all UKCE staff with each staff member's name and photo should students or associated persons require assistance from a specific employee.

Social media and external websites

UKCE has accounts on Facebook, Twitter, Instagram and a YouTube channel which supplements the preferred list of networks with which to communicate with staff, students and any interested persons. UKCE social media contains news items, past and upcoming events as well as links to useful information about the College.



Committee Structure (meetings):

- **UKCBC Management Board Meeting** – UKCE will be represented by the Chief Executive.
- **Operations Meeting** – Chaired every Thursday by the Operations Manager to discuss upcoming courses, new procedures, students, events, etc.
- **Sales Meeting** – Chaired every Wednesday by the Chief Executive to discuss new business opportunities, sales etc.
- **Direct Sales Meeting** – Chaired once a week by the Chief Executive focusing on direct sales only.
- **Senior Staff Meeting** – Chaired every Friday by the Chief Executive to discuss operational and academic matters.
- **Teachers Meeting** – Held every other Friday to discuss classes, courses, and any other academic issues.
- **Safeguarding & Welfare Meeting** – Chaired by the Operations Manager once a month to discuss safeguarding and welfare issues and policy updates.
- **Annual Strategic Meeting** – Chaired once a year by the Chief Executive to discuss and review the strategy for UKCE for the following year.
- **General Staff Meeting** – Held once every 3 months involving teachers and all staff members from every department, to discuss any issues about new courses, students and any other matters that arise.
- **Academic Action Group:** From the end of January 2020 Chief Executive meets with Head of Studies, Academic Registrar and Commercial Operations Manager – Young Learners every Friday to discuss new ideas for courses.

Minutes and/or action points should be taken and circulated for all the meetings. These committees will deal with respective areas, discussing related issues and concerns and prepare action plans, as a part of the formal minutes taken.

Review date: 20th November 2019

Reviewed annually or more often as required.