

Purpose

Leisure Active (LA) training LTD. regards communication within the organisation and with external agencies as integral for the effective functioning of the organisation and growth. LA Training is committed to promoting and opening different channels of communication to the members of staff and students for the smooth functioning of the business. Communication takes on many forms and is not only fundamental to the success of any organisation, but critical in engaging our staff in the development of LA training.

This Policy outlines the responsibilities of all staff within LA training in maintaining good communication practice, the main communication channels available to staff and how and when they might be effectively used.

Principles

The guiding principles of this Policy are:

- To ensure staff and students are fully informed of all relevant activity, to enable them to be as effective as possible in their role and to support the strategic direction of the organisation.
- To ensure all staff and students are aware of their responsibility for maintaining good communication practice.
- To provide easy access to essential, useful and engaging information for staff and students.
- To provide effective methods of communicating during a serious incident.
- To provide opportunities for staff and students to provide feedback and engage in discussions related to learning and development

Responsibilities

This section details the responsibilities of all staff within the organisation in communicating effectively.

Senior management team

- To ensure information is made available to all staff in a timely manner and via appropriate channels

- To ensure managers have the relevant information and resources available to communicate with their staff effectively
- To maintain open channels of two-way communication and to listen to feedback and comments from all staff.
- To ensure all staff are maintaining good communication practice in accordance with this Policy.
- To maintain open channels of two-way communication, to listen to feedback and comment and to keep all relevant parties informed.

All staff

- To ensure all staff are informed and have access to information in order to be as effective as possible in their role.
- To ensure all staff are maintaining good communication practice in accordance with this Policy.
- To use open channels of two-way communication to keep managers and colleagues informed.
- To communicate with colleagues across the business where necessary.
- To communicate with students providing them with up to date information and changes to any previously related information.

Students

- To keep LA Training informed about their qualification related needs.
- To keep LA Training informed about any absences and providing reasons so that the LA Training can ensure all students attend the required training day.
- To keep LA Training aware of any changes in their circumstances which would have some impact on their programme of study or their stay in the country

Categories of information

General Information

This is information that all staff /students will benefit from and can be generated by LA Training management team. Such information may be news items, useful advice or information on qualifications.

Serious Incidents

During a serious incident, the LA Training management will be responsible for all communication and will advise relevant people should assistance in communicating be required.

Communication channels

Here is a summary of the channels available to staff/students when communicating information in the above categories:

- **Face-to-face communication**

Communicating in person with staff/students is considered to be the most beneficial method of ensuring information and knowledge are shared. The conversational nature allows for greater understanding of the context of the message and encourages reflection, questioning and feedback.

- **Email**

Email is one of the most common methods of communicating within LA Training (enquiries@la-training.co.uk). LA Training will have a business e-mail address and we will encourage all students to use e-mail as a form of communication, however, To communicate with students using email will be used based on the student's preference.

- **LA Training Website**

The LA training website contains news, links to useful information for staff and students and information on all qualifications.

Staff and students are encouraged to use the website, in order to keep up-to-date with staff/ student-related information.

- **Social media and external websites**

LA Training has accounts on Facebook and Twitter which supplements the preferred list of channels with which to communicate with staff and students.

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