 NEW LINKS TRAINING SOLUTIONS <small>Linking People. Inspiring Success.</small>	New Links Training Solutions	Policy Document
	Section 9A - Communications Policy	Version 2 – January 2019

It is the policy of New Links Training Solutions to ensure that all communication between staff, tutors, learners and other stakeholders in relation to training programmes and services is open, clear and effective at all times. An updated version of this policy has been prepared in compliance with the Qualifications and Quality Assurance (Education and Training) Act 2012.

In order to achieve the objectives and create a thorough, consistent and transparent communications pathway the following areas of communication must be observed at all times:

S9:1 Communications with Learners.

Learner Handbooks: Each tutor has a copy of the learner handbook available if required by any learner. An online copy of the learner handbook is provided to all learners who utilise our electronic LMS and if requested learners may receive an email copy of the learner handbook also.

Pre-Course consultation: Pre-consultation in advance of training is completed via telephone, email, and face to face meetings; this eliminates the risk of ambiguity in relation to the desired goals/outcomes of a given programme. There are a number of automated instructional correspondences which are issued through the CRM system. This activity is carried out with due regard to the privacy of learners under the terms and conditions of General Data Protection Regulation 2018 (GDPR).

Course Booking Form: NLTS 066 outlines the terms and conditions for booking a place on a course. There is a separate form for (a) individual bookings and (B) group or company bookings. This is not a mandatory form and is used at the discretion of the operations manager or as requested by an individual or a company.


Enrolment Forms: NLTS 003: all learners who sign up for a programme of learning must complete an enrolment form which outlines the terms and conditions for course delivery in addition to advising learners about their right to privacy. The enrolment form also registers the learner's consent to register their personal information in our system. This is inclusive of a 'right to be forgotten' clause.

Evaluation Forms: (NLTS 0023) In order to achieve this objective all learners will be asked to complete end of course evaluation forms. In the interest of gaining open and honest feedback, the requirement for the learner's name is optional. Tutors must ensure that all learners complete their evaluation forms & a method (and allocated time) for achieving this must be embedded in the lesson plan. Evaluation forms contain a Likert assessment scale to allow for both quantitative (satisfaction rating) and qualitative data to be reviewed. Collective data from the course evaluation forms will be used at the end of course reports (NLTS 0074) for selected clients.

Payment Plan: NLTS 043 outlines the terms of agreement for stage payments to be made for courses (individual learners). Reference to this is also included on the enrolment course form (NLTS 003).

Online Payment instructions: LP003 outlines instructions for learners regarding online payments.

Post-course random phone calls to clients/learners: It is the policy of NLTS to carry out random checks to clients and learners once a course has been completed. Tutors are made aware of this and it is included in the training contractor contract of association. The purpose of this activity is to monitor the service on a regular basis. Notes of this communication will be stored with course evaluations and reviewed at the monthly team meeting. This activity is carried out with due regard

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to the privacy of learners under the terms and conditions of General Data Protection Regulation 2018 (GDPR).

Surveys: Electronically generated surveys will be carried out if required and the information generated from this will be used in our self-evaluation process.

During course delivery: learners are encouraged to communicate regularly throughout their course by using a dedicated email tutorinfo@newlinkstraining.com.

Feedback to learners: A separate policy is outlined in section 6 relating to ongoing formative feedback on assignments. In summary, learners may submit their draft assignments through this email and they will receive feedback either electronically or at their next class session.

S9.2 Communications with Staff/Tutors/:

The **NLTS Tutor Handbook**, **Learner Handbook** and **SOP 5** outline all details of day to day communications with staff, tutors and learners. A copy of all three is included in all tutor course folders.

S9.3 Communications with internal and external Stakeholders:

Website: NLTS operates and manages its own website. The NLTS website address is www.newlinkstraining.com. The website provides information on the organization, staff, trainers, associates as well as feedback from former participants on our courses. There is also a section which describes current and upcoming courses including details of the course content. There is a links section on the website which allows us to point clients to other sites of interest or towards resources that may be useful to supplement their learning experience. The website also provides the opportunity for potential clients, current clients, and current learners to contact us with queries or comments via an online contact form. The emails and contact forms are checked daily and the website is updated regularly as required. The website provides a Pay pal feature added for ease of payment/refunds to our clients.

Promotional material: NLTS provides extensive information to learners in advance of programmes. This includes course outlines, promotional leaflets, posters, flyers, and email correspondence. Any information related to course content etc must be approved by the QA manager before publishing.

Social Media: NLTS uses the following social media platforms for advertising and information sharing: Facebook, Twitter, LinkedIn, Instagram & YouTube. **NLTS LP009** outlines our policy in relation to social media. Any information related to course content etc must be approved by the QA manager before publishing (see public information policy NLTS P103).