

## **Communication Policy**

### **a. Purpose**

The purpose of this document is to define and implement processes for the communication of quality requirement, objectives and requirement, whether internally or externally to **KTRC**.

### **b. Scope**

The scope of this policy covers internal and external communications and in particular between the various levels and functions regarding the processes of the quality management system and their effectiveness.

### **c. References**

None

### **d. Definitions**

None

### **e. Policy-Internal & External communication**

Requirements are met when there is evidence (appropriate to the size of the organization) of reliable, up-to-date communication and dissemination of information within the organization, especially when change is planned.

There is an appropriate structure of staff terms with clear remits and regular staff meetings where information is gathered and given, analyzed and interpreted, and at which necessary action is identified clearly, with responsibilities and deadlines decided. Meetings act as a focus for reviews and provide opportunities for staff at all levels to participate in decision making.

There are effective systems for conveying information accurately from clients, external bodies, and management to all requirements to all appropriate people and for routine communication between staff.

There organization have procedures for establishing and maintaining all contacts appropriate to the organization's training services (e.g. schools, universities, parents, careers service, adult and community education, SETAs, ETQs. SAQA, individual employers and employer organizations, professional and awarding bodies). Awarding bodies may require there to be a named contact to ensure effective liaison with the body.

The organization uses appropriate and up-to-date technology to support its communication and administration.

Promotion materials provide evidence of the effectiveness of the organization's communication about itself to the outside world.

Signed at: \_\_\_\_\_ on this \_\_\_\_ day of \_\_\_\_\_ 2025

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Management signature  
signature

\_\_\_\_\_  
Board of Directors' representative