

LANCASTER TRAINING SERVICES LTD



COMMUNICATIONS POLICY STATEMENT

Lancaster Training Services is committed to developing a two way flow of information between all staff and managers at every level.

The 'my door is always open' policy adopted by managers, not only actively seeks the views and opinions of all staff, but encourages feedback and self expression.

IMPLEMENTATION

Induction

During induction new employees will be given an understanding of the Company's purpose as a whole and not just their role within it.

All employees will be given feedback on their communication skills during their annual performance review with any training needs highlighted accommodated.

Senior Management Team Meetings

Will take place monthly and will inform actions to be addressed within each department.

Business Progress Meetings – All Staff Meetings

All staff will attend and be encouraged to participate in these open forum quarterly meetings. Access to a copy of the minutes and action points will be available to all employees.

IHT Team Briefings – Weekly

The IHT team will meet weekly to report on actions carried out, progress, learner welfare, Health & Safety, Safeguarding etc.

Driving Instruction/ Administration

As most driving instructor/administration issues are covered within the 'All Staff' meetings it is considered that impromptu driving instructor/administrator meetings will only take place as and when necessary.

Company Committee meetings

Staff will be updated on the outcomes of the bi annual committee meetings during the All Staff meetings

Annual Performance reviews

A further opportunity on a one to one basis to discuss issues with the training manager.

Approachable Management

Due to the size of the company all staff members are in regular contact with each other and there are always opportunities to communicate with managers on a daily basis. The Training Manager will regularly 'walk the job' speaking directly to all employees in their working environment.

Communication Review

Communications procedures will be reviewed quarterly, which will ensure continuous communications improvement.

All meetings will be minuted with specific actions for each member of staff. All actions will be followed up to their conclusion.

A handwritten signature in black ink, appearing to read 'Richard W Little'.

Richard W Little – Chairman

Document Control

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