Internal Communication Policy

UKPRN: 10090350
Legal Name: Africa Health Research Organization
Trading Name: AHRO University

Internal communication is a key criterion in determining the ability of an organisation to develop. The purpose of the internal Communications Policy is to improve internal communications by providing a framework which:

 Encourages individuals to connect with others at different levels

 Invites qualitative two-way communication.

 Enables staff to be easily able to access key information and be able to talk to Program Coordinators, Directors and the Registrar.

The policy relies on the visibility of managers who are responsible for ensuring that staffs and learners have access to specific information, and have the ability to engage and motivate when talking to staff.

Communication Framework

a. All staff will be notified of how to access a copy of the (Student and Academic Services) SAS Mission Statement, (Including Vision and Values), Equal Opportunities Policy and a summary of the Institute's and Learners Strategic Plan, as these documents are issued and updated.

b. All staff will receive, or have access to, their Departmental Annual Plan or a summary of it.

c. All staff will have a clear job description and undertake an annual Professional Development and Review meeting.

d. All staff will have access to regular information about the Staff Development Programme.

e. All staff will have access to either text or website based information which will include the following:

* Overall profile of the University.

* Organisational structure of the University and SAS with information about its operational framework.

* Terms and Conditions of Service.

* Institutional policies applicable to staff.

f. All staff will have access to the Academic Regulations and Procedures of the University via the University website.

g. All staff will have access to the University's published Annual Report and Accounts via the University website.

h. The Registrar will provide an update about progress on the SAS Strategic Plan and key objectives/developments at intervals, no less than twice a year.

i. A networking day for all SAS staff will be held on an annual basis. This event will provide an opportunity for staff to gain a better understanding of the areas of work in different departments, build stronger working relationships and share good practice.

j. Heads of Department will lead development sessions with all staff at least once a year. At these meetings, staff will have the opportunity to discuss departmental strategy and local operational plans. It is important that these meetings are opportunities for discussion and feedback.

k. Line Managers will hold team meetings (or similar) on a regular basis, not less than once per month, the purpose of which is to clarify priorities, give individuals the opportunity to comment on any developmental activity they have been involved in, celebrate team successes and resolve issues.

l. Line Managers will talk informally with staff in their teams, either individually or in groups, on at least, a monthly basis to discuss how things are going, solicit feedback and respond to it.

Training and Guidance

The Staff Development Programme provides training on internal communications, including the use of clear English, Committee Chairing and Personal Communication Skills (listening, speaking, questioning, sharing feedback) and ITS offer training opportunities on email and use of the Web. These opportunities should be accessed, as necessary, in order to improve communication skills and better utilise electronic resources/software.

The above described policies will be reviewed every 3 years at the instigation of Director of Courses. There will be annual review to evaluate if amendments to any of the policies are

required due to changing legislation.

The Director of Courses may at anytime request stakeholders to submit report on their compliance with any of the policies

All queries related to any of the policies should be directed to the Records Manager while issues related to non-compliance should be directed to the Office of the Inspector General

These policies has been approved & authorized by office of the Director-General on 26/01/2021