

**Approval Date & Version:** July 2019, Ver. 0.4  
**Approved by:** Academic Board (AB)  
**Next Review Date:** January 2020

**External Reference Points:**

External Source	Reference Points
UKQC- Core Practices	N/A
UKQC- Advice and Guidance	N/A
Awarding Body Reference	N/A
Other reference Points	N/A

**1. Aims of the Policy:**

- 1.1. The College is committed to promoting a culture of mutual trust and collaboration.
- 1.2. The aim of this policy is to encourage open communication and discussion between team members, students and managers about any matter.

**2. Policy Elements:**

- 2.1. Managers and employees should normally have their office door open in order to make co-workers and students feel comfortable in approaching them.

**3. Responsibilities of Managers:**

- 3.1. Managers should:
  - 3.1.1. Encourage employees and students to share their thoughts and ideas
  - 3.1.2. Resolve employee and student concerns in time
  - 3.1.3. Resolve disputes in a timely and orderly fashion
  - 3.1.4. Seize opportunities to improve processes

**4. Responsibilities of Employees and Students:**

- 4.1. Employees and Students should:
  - 4.1.1. Whenever possible, make an appointment with the relevant person in advance should they wish to discuss a significant matter.
  - 4.1.2. Try to resolve disputes with the relevant person prior to reaching out to the manager.
  - 4.1.3. Communicate with their immediate supervisor. Employees can bypass their manager for urgent matters if their manager is unavailable.

**5. Monitoring and Evaluation:**

- 5.1. The effectiveness of this policy will be monitored by Academic Board.