## Information to Stakeholders

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| Procedure code and title: | 2.1.7 Information to Stakeholders |
| Policy area: | 2.1 Communications |
| Version Number: | 1 |
| Reviewed by: | Quality Assurance Sub-Group |
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| Review Date: |  |

**Purpose**

The purpose of this procedure is to detail how KWETB staff promote a culture of quality when communicating formally and informally with all stakeholders.

**Scope**

This procedure applies to all FET Provision and FET Provision-Second Providers. There is an integrated single policy, with integrated procedures for FET Provision and FET Provision- Second Providers.

**Preamble**

KWETB services have working relationships with a wide range of stakeholders. Examples of stakeholders include:

* SOLAS, ETBI, QQI, other awarding bodies
* Funding bodies of different programmes i.e. ESF and Leargas
* Project Partners
* Government departments such as Dept of Education, Dept of Social Protection, Dept of Enterprise, Trade and Employment
* Industry and professional bodies, Local Enterprise Centre
* The Teaching Council, CAO
* Higher Education Institutions
* Local communities, Childcare Committee, Youth groups, Community groups and agencies
* Employers and entrepreneurs
* Work experience employers
* Suppliers
* Learners, parents, carers and families of learners
* All staff in all departments of KWETB
* Employee Unions

Second provider is the flexible tool for provision across FET to meet industry and leanrer need.

Appropriate communication of information to Stakeholders is key to giving structure, context and visibility to our processes. Communication with stakeholders should be open and transparent, unless information is governed by GDPR.  An understanding of the FET environment and of the quality within that environment promotes our provision and increases the standing of our FET Centres and colleges at all levels.  This shared understanding enables us to build partnerships and to collaborate with external agencies and community members.

**Procedure – 2.1.7 Information to Stakeholders**

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| 1 | The Co-ordinator/Recruitment Officer should engage stakeholders such as learners, local employers or professional representative bodies in planning and consultation processes. |
| 2 | The Chair of governance groups and working groups should ensure that external representatives are included in the group. |
| 3 | The person responsible for a specific advertising campaign, should ensure that available programmes are promoted throughout the year.  |
| 4 | The relevant Programme Co-ordinator should share publication of data regarding KWETB FET to relevant stakeholders. |
| 5 | The relevant Programme Co-ordinator should share information with local partnerships through promotional material and invitations to events such as Open Days and Graduation Ceremonies. |
| 6 | The relevant Programme Co-ordinator should celebrate achievements and the day-to-day activities through social media posts, notice boards, newsletters and newspaper articles.   |
| 7 | The relevant Programme Co-ordinator should collaborate with local agencies, employers and community groups where appropriate and practical.   |
| 8 | The relevant Programme Co-ordinator should encourage and promote constructive engagement between staff, students and stakeholders within and outside centres and colleges.   |



**Link to other Policies/Procedures**

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| 2.1.2 | Promoting and Marketing Programmes |
| 3.4.4 | GDPR Policy |

