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Professional Accreditation Body

COMMUNICATION POLICY

PURPOSE

The PAB recognizes that appropriate and sufficient communication is fundamental to a good working relationship between facilitators, assessors, moderators, employees, employers, subject matter experts, learners, providers, ETQAs, SAQA and any other body or organization that has a need for communication with the PAB. PAB acknowledges that such communication can play a significant role in assisting all role players with guidance through the NQF especially pertaining to the fields within the PAB scope of accreditation.

The purpose of this guideline is to encourage open, direct and accurate communication between PAB and all role players that require communication from PAB and to facilitate consultation and participation in the learning arena and NQF.

SCOPE

All stakeholders are encouraged to offer ideas and suggestions and shall be entitled to be listened to with respect and be given constructive feedback

All PAB staff and decision makers are encouraged to listen to stakeholders and learners in order to gain information and support and understand their needs, desires, fears and obstacles to performance. PAB should solicit negative as well as positive feedback from stakeholders and should communicate verbally and directly as often as possible.

The PAB favours regular and frequent internal staff, governance and advisory body meetings in order to share information, allocate and distribute the work, raise issues and facilitate participation

The PAB favours direct, regular and frequent contact with stakeholders in order to keep all informed, especially when problems arise that could impact negatively on services provided by PAB.

Written and electronic communications shall be communicated in English, which is the acceptable and preferred business language and should be openly declared, especially when they indicate problems that need to be resolved

Stakeholders are encouraged to inform the PAB timeously if problems arise or could arise that could negatively impact on the strategic objectives of the PAB or that as envisaged by the NQF and Skills Development Act.

Stakeholders have the right to say what they really think and express themselves without fear of victimization, therefore our feedback forms as well as appeals forms, which should be completed honestly.

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Reviewed by	Marlie Spencer	Approved by	Madeleine Gericke
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This does not however allow persons or stakeholders to deviate from acceptable communication ethics, which include uncontrolled anger and the use of foul language.

Stakeholders have the duty and the right to raise problems, report concerns and/or report actual and potential violations of laws, ethical standards and any deviation from this policy

PAB shall disclose relevant information in accordance with the terms of the Labour Relations Act and the National Information Disclosure Policy.

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