

Procedure on Staff Communication

Policy Procedure Protocol Guideline

Office of the Nursing and Midwifery Services Director (ONMSD): Consortium of Centres of Nursing and Midwifery Education (CCNME)

Title of PPPG Development Group:	Consortium of Centres of Nursing and Midwifery Education (CCNME)		
Approved by:	Academic Council: 04/11/2022		
Reference Number:	CCNME04(2)/2022		
Version Number:	1		
Publication Date:	2022		
Date for revision:	2025		
Online Location:	https://healthservice.hse.ie/filelibrary/onmsd/procedure-on-staff-communication.pdf		
Version	Date Approved	List section numbers changed	Author

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1.0 Purpose

The purpose of this procedure is to set out the processes in place in the CCNME to facilitate transparent and effective communication regarding QQI validated programmes and ensure information provided by the CCNME is clear, accurate, objective and readily accessible.

2.0 Procedure

The following measures are in place to support staff communication.

- 2.1 Mechanisms are in place to facilitate timely and effective communication using a variety of methods including print, technological and communication tools.
- 2.2 The CCNME Programme teams participate at relevant meetings locally, and the nominated Programme Coordinator of each programme participates at relevant Programme Committee meetings and other Committee meetings as required and disseminate salient information to respective teams. Arrangements are in place to facilitate effective communication across the team. Staff may be involved in meetings where appropriate for e.g.:
 - CCNME Academic Council and Committees;
 - Board of Examiners;
 - Programme Board;
 - Programme Committees;
 - CCNME Programme Teams;
 - Communities of Practice.
- 2.3 The relevant Chairperson of Programme Committee together with relevant Programme Coordinator of CCNME Programme teams plan a schedule for programme delivery for each semester or for the academic year.
- 2.4 Relevant Chairperson(s) of Programme Committees schedule meetings with CCNME Programme Teams, plan dates for Board of Examiners meetings to coincide with QQI certification periods and communicate dates to relevant stakeholders.
- 2.5 The relevant Programme Coordinator ensures that all programme-specific information is available in hard copy and digital format in advance of each semester/academic year. To ensure consistency and clarity of information within Programme Teams this includes:
 - programme timetables;
 - academic calendar;
 - assessment schedule;
 - marking guidelines;
 - practice placement requirements, if applicable;
 - Learner programme handbook.
- 2.6 The Programme Coordinator maintains contact with all teaching staff and key stakeholders for the duration of the programme.
- 2.7 Mechanisms are in place to seek feedback from learners, teaching staff and key stakeholders and to involve them in the ongoing monitoring and evaluation of programmes.
- 2.8 Relevant Chairperson of the Programme Committees communicate and oversee the implementation of agreed recommendations from programme monitoring, review and evaluation reports to Programme Teams.

- 2.9 A centralised repository for the storage and management of policies, procedures and related resources will be available for access by CCNME staff. This will include a quality assurance software tool designed to assist with the automatic notification to users on when a document is created, edited and published. This will ensure that staff of the CCNME will be able to access the most updated version of policies and procedures promoting consistency and compliance.
- 2.10 Staff will be able to access resources and support on the ONMSD website and online platform. Information on the quality assurance standards will be accessible on the ONMSD website.

3.0 CCNME Communication Process for QQI Programme of Education

The Organisational structures supporting the communication processes of the CCNME QQI Programmes of Education are identified in *Figure 1*. These processes will facilitate transparent and effective communication within the CCNME and with other internal and external stakeholders.

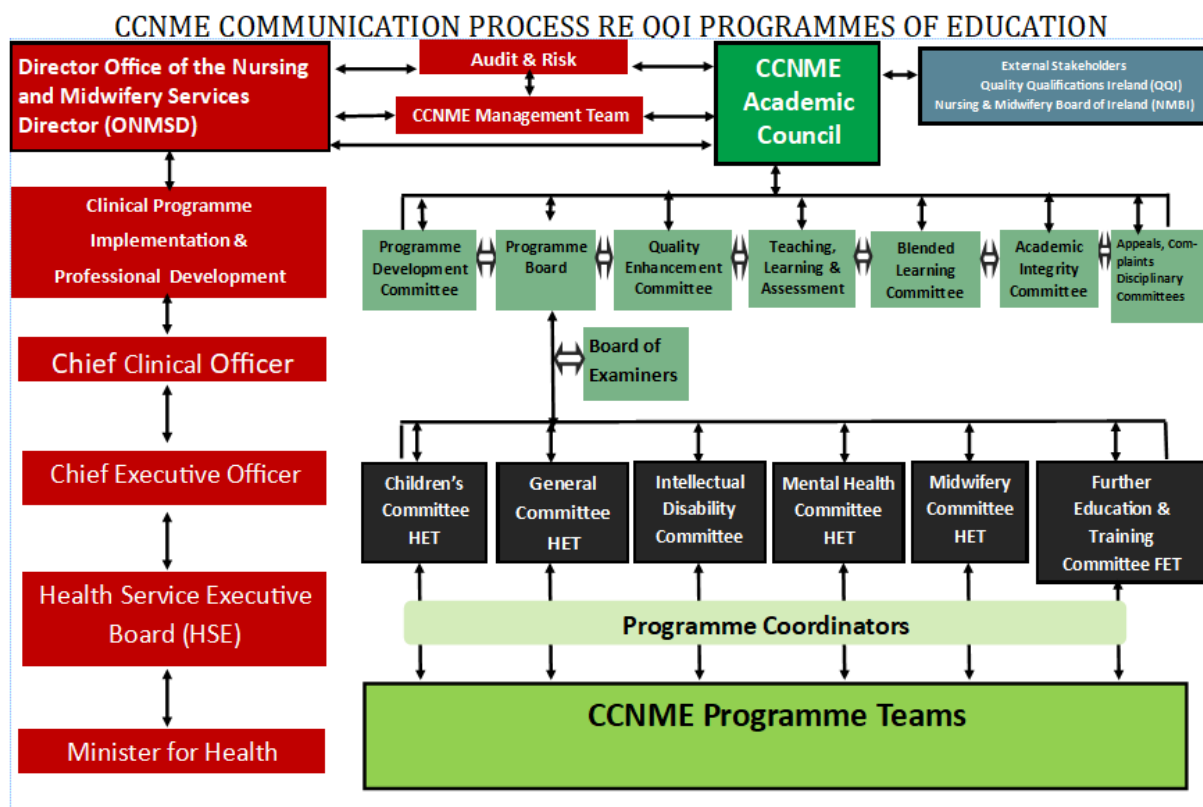


Figure 1: CCNME Communication Process for QQI Programmes of Education

4.0 Document Control

Document Title	Procedure on Staff Communication	
Author	Consortium of Centres of Nursing and Midwifery Education (CCNME)	
	Version	Date of Approval

Version Control	V.1.0	04/11/2022
Policy Review	November 2025	
Supporting Documentation	<ul style="list-style-type: none"> • <i>Data Protection Act 2018</i>. No. 7/2018 [online]. Available from: https://www.irishstatutebook.ie/eli/2018/act/7/enacted/en/html [accessed 31 January 2022]. • Data Protection Commission. (2018). <i>Data Protection Legislation</i> [online]. Available from: https://www.dataprotection.ie/who-we-are/data-protection-legislation [accessed 16 July 2021]. • European Association for Quality Assurance in Higher Education (ENQA). (2015). <i>Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)</i> [online]. Available from: https://www.engq.eu/wp-content/uploads/2015/11/ESG_2015.pdf [accessed 22 April 2022]. • <i>Freedom of Information Act 2014</i>. No. 30/2014 [online]. Available from: https://www.irishstatutebook.ie/eli/2014/act/30/enacted/en/html [accessed 31 January 2022]. • Nursing and Midwifery Board of Ireland (NMBI). (2013). <i>Guidance to Nurses and Midwives on Social Media and Social Networking</i> [online]. Available from: https://www.nmbi.ie/nmbi/media/NMBI/Publications/Guidance-to-Nurses-Midwives-on-Social-Media-Social-Networking.pdf?ext=.pdf [accessed 13 February 2022]. • <i>Qualifications and Quality Assurance (Education and Training) Act 2012</i>. No. 28/2012, s.57 [online]. Available from: https://www.irishstatutebook.ie/eli/2012/act/28/enacted/en/html [accessed 31 January 2022]. • Quality and Qualifications Ireland (QQI). (2016). <i>Core Statutory Quality Assurance Guidelines developed by QQI for use by all Providers</i> [online]. Available from: https://www.qqi.ie/sites/default/files/media/file-uploads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf [accessed 30 January 2022]. 	
Related Policies & Procedures	<ul style="list-style-type: none"> • Policy on Staff Communication [PDF, 4 Pages] • Policy on Public Information and Communication [PDF, 3 Pages] • Procedure on Staff Communication (PDF, 4 Pages] • Procedure on Public Information and Communication [PDF, 3 Pages] 	