

## SCHOOL of HEALTH SCIENCES

### COMMUNICATION POLICY

The University of Liverpool Student Charter promotes the commitment of both staff and students to work in partnership to create a positive, constructive interaction to enhance the whole of the University. To achieve this, the Charter establishes clear expectations of both the University and students. One aspect of ensuring this is achieved is through effective communication between staff and students. As a result the School of Health Sciences has created a Communication Policy which sets out expected standards of written and verbal communication for all staff and students. Commitment to this policy will help to facilitate prompt, efficient, effective and courteous communication.

It is intended that this policy will include any communication between staff and students, between staff members and between students.

#### Email

Reference should be made to the University of Liverpool – Computing Services Guidance on effective use of email available at <http://www.liv.ac.uk/csd/email/effectiveuseofemail/>

All email correspondence **will only** be through the staff and student university allocated email address ). Only e-mail correspondence through the university allocated email address will be dealt with, there will be no response to other accounts (i.e. hotmail.com etc).

Email accounts should be checked (by staff and students) at least once daily (Monday – Friday) and for Part-Time staff this will be on their specified day/s of work.

For both fulltime staff and students if a response is required, it should normally be within 48 hours (Monday – Friday) of receipt of an email (this can take the form of acknowledgement of receipt of the email with an indication when a full response can be expected, or a full response). For part-time staff members this will be dependent on their days of work, but should normally be within 48 hours of their next working day.

Staff are not normally expected to respond outside office hours (9am – 5pm, Monday – Friday).

Emails should include an indication of the email content in the subject box and at the end of the email should include details of message sender. Part time staff members should also include in their email signature their days of work. Language used within the email should be professional,

use the appropriate form of address to the staff member and there should be no use of 'text speak' (Hiya, lol, x at the end of the email).

Staff members (both fulltime and part time) are to ensure that an out of office message is evident when on annual leave or when unable to access emails daily. The out of office message for internal messages should include details of an alternative contact for example the Directorate Secretary and when return to the University is expected.

If a student does not respond to an email within the specified time this should be reported to the Director of Studies or the Head of Directorate.

If a staff member does not respond to an email within the specified time this should be reported to the Director of Studies or the Head of Directorate.

## **VITAL**

Students should check VITAL for new information on a daily basis (Monday – Friday)

When any new information is placed on VITAL, staff members are to ensure that the Announcement system/email is used to highlight this. This may also include any room changes.

## **Outlook**

For Directorates that use this system for timetabling, it should be checked by staff and students on a daily basis (Monday – Friday) for any timetabling changes.

## **Directorate Text messaging**

This will be used to inform students of any urgent changes to timetables (room change, cancellations etc).

## **Voicemail**

Staff should check their voicemail on a daily basis (full time) or when in work (part time). As with emails, response to voicemail messages will normally be within 48 hours of receiving the message.

Staff voicemail message should be informative and alternative contact details (Directorate Secretary) should be made available. If a staff member is going to be away from their office for more than a week they should divert their calls to someone else (Directorate Secretary or their nominee).

**Attendance**

If a student is going to be absent from the University or Clinical setting they must inform the Directorate Secretary before 9am. This can be by telephone, text message or email. Professional language must be used at all times and should include the message sender and reason for absence.

**Meeting with academic staff**

If a student wishes to meet with a member of staff they should contact them directly either via email or telephone with an indication of the reason for the meeting request. If they are unable to make contact with the staff member then it is recommended that they contact the Directorate Secretary.