

NTIC COMMUNICATION POLICY

1.1 Purpose of the Policy

The purpose of this Communication Policy is to establish clear and consistent standards for internal and external communication within the Nigerian Tulip International College (NTIC) community.

It ensures that all communication - whether verbal, written, or digital — upholds the school's values, and reputation for excellence, professionalism, and integrity.

1.2 Scope

This policy applies to all NTIC staff, students, management, parents, contractors, and any third parties engaged in communication on behalf of NTIC.

It covers all forms of communication, including: Letters and memos, Emails and digital platforms, social media and websites, Meetings and phone conversations, press statements and public relations activities.

2. POLICY STATEMENT

NTIC is committed to maintaining open, respectful, accurate, and timely communication.

All communication must:

- Reflect the school's values of respect, integrity, and excellence.
- Promote a positive, consistent, and unified image of the school.
- Foster trust and collaboration among all stakeholders.
- Ensure confidentiality, accuracy, and professionalism in every message shared.

4. COMMUNICATION STRUCTURE

4.1 Internal Communication

Internal communication includes all exchanges within NTIC - among management, staff, and students.

Key Channels

- Official emails (@ntic.edu.ng)
- Circulars and memos
- Staff meetings and briefings
- Internal messaging platforms (where authorized)
- Notice boards and newsletters

Responsibilities

- **Principals:** Communicate policy decisions, updates, and key announcements.
- **Heads of Departments:** Disseminate relevant academic and administrative information.
- **Teachers:** Maintain effective communication with students and parents on academic progress.
- **Administrative Units:** Ensure proper record-keeping of official correspondence.

4.2 External Communication

External communication covers interactions with parents, alumni, government agencies, the media, and the public.

Responsibilities

- Only authorized representatives (e.g., Managing Director, Principals, or Public Relations Officer) may issue official statements or respond to media inquiries.
- All public communication must align with NTIC's values.
- Press releases, interviews, and social media campaigns must be reviewed and cleared by the Managing Director.
- External correspondence must be printed on NTIC's official letterhead and approved by designated authorities before release.

5. PARENT AND COMMUNITY COMMUNICATION

5.1 Parent Communication

NTIC values parents as key partners in the educational process. Communication with parents should be respectful, informative, and collaborative.

Channels

- Parent-Teacher Association

- Progress Reports and Newsletters
- School Portals, WhatsApp and SMS messages
- Scheduled Visits and Meetings

Parent communications should focus more on the student's academic progress, behaviour, and welfare in a constructive manner.

5.2 Community Relations

The school shall maintain open channels of communication with local authorities, community leaders, and organizations to promote good relations and social responsibility.

6. DIGITAL AND SOCIAL MEDIA COMMUNICATION

6.1 Social Media Usage

- Official NTIC social media accounts are managed by authorized personnel only.
- Staff and students must not post confidential, misleading, or inappropriate content related to NTIC.
- Personal social media use must not damage the image or integrity of the school.
- All media posts must reflect NTIC's mission, values, and cultural sensitivity.

6.2 Email and Online Conduct

- Use official NTIC email accounts for all work-related communication.
- Emails must be polite, concise, and professional.
- Respect digital etiquette - no harassment, offensive language, or unauthorized messages.

7. CONFIDENTIALITY AND DATA PROTECTION

- All staff must protect confidential information regarding students, parents, and colleagues.
- Personal data should only be used for authorized school purposes.
- Breaches of confidentiality will result in disciplinary action.
- Sensitive documents must be stored securely and shared only on a need-to-know basis.

8. COMMUNICATION ETIQUETTE AND STANDARDS

All members of the NTIC community must:

- Communicate clearly, respectfully, and with cultural sensitivity.
- Listen actively and respond constructively.
- Avoid gossip, misinformation, or unverified claims.
- Promote collaboration rather than conflict.

9. POLICY COMPLIANCE AND REVIEW

- Breach of this policy may result in disciplinary action, including verbal or written warnings, suspension, or termination of employment.
- The policy shall be reviewed as required to reflect current communication trends and best practices.

10. Approval – Signature & Date

Managing Director