



ELADA
INSTITUTE

COMMUNICATION REGULATORY & LEGISLATION POLICY
POLICY
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1. BACKGROUND

This Policy is to provide guidelines on communication and decision making with external regulatory, statutory and legislation bodies and association in South Africa, including but not limited to Government Departments and Professional accreditation associations. This Policy aims to eliminate miscommunication between the regulatory departments and Elada Institute and its Brands as well as to streamline the efforts in ensuring delivery on the findings/gaps/information required. The Policy further aims to ensure that responses are valid, relevant, accurate and appropriately authorised by the relevant role and authority.

2. PURPOSE

The purpose of this Policy is to ensure that all departments will encompass within Elada Institute Holdings and its brands, such as Sales, Marketing, Academics, Finance, Quality Management, Human Resources, and Information Technology. These departments may enter into communication with the Groups identified and may affect, influence or impact the organisation's sites academic accreditation and brand credibility in the market.

The scope shall further address the procedure that is to be followed when communication is received from an external regulatory, statutory and legislation department and the decision-making protocol that shall be adhered to prior to entering into communication with such departments.

3. POLICY STATEMENT

Elada Institute commits to complying with all higher education quality assurance requirements for the programmes we offer, and qualifications awarded as prescribed in legislation.

4. DEFINITIONS / ABBREVIATIONS / ACRONYMS / GLOSSARY

“External bodies” – refers to external regulatory, statutory and legislation bodies and association in South Africa, including but not limited to Government Departments and Professional accreditation associations, National Consumer Council, Legalwise etc.

“Elada Institute” – refers to all Brands, Departments and Sites that fall under the Elada Institute Holdings umbrella.

“DoE” – Department of Education

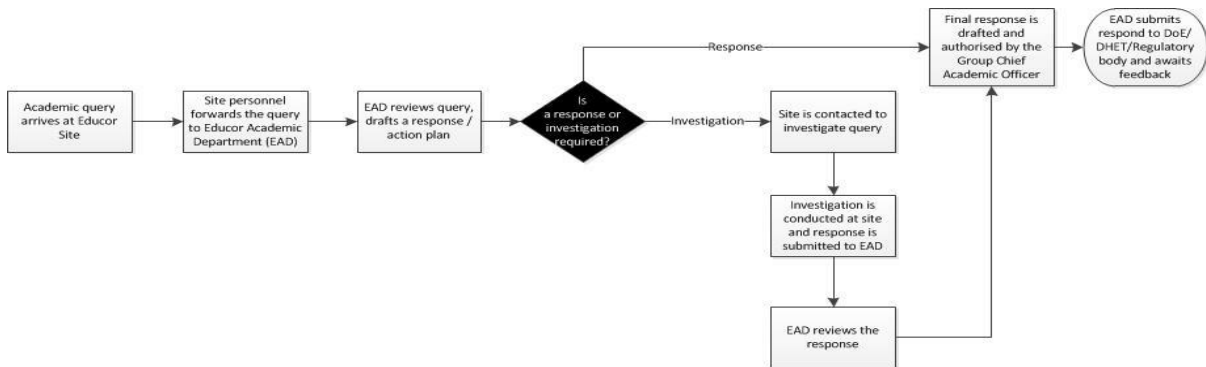
“DHET” – Department of Higher Education and Training

5. POLICY PRINCIPLES

Department/ Business Area	Role	Responsibility and Authority
Finance	Group Chief Financial Officer Group Chief Executive Officer	Review, approve and sign-off on all financial concerns related to Elada Institute.
Legal	Group Manager: Legal & Risk	Review, draft and correspond with legal practitioners to address legal queries that concern Elada Institute.
Academic and Academic Quality Assurance	Group Chief Academic Officer Group Academic Manager	Review, approve and sign-off on all academic regulatory concerns and accreditations for Elada Institute.
Public Relations, Communication and Complaints	Group Chief Executive Officer or Group Chief Operating Officer General Manager (where applicable) Group Communications Head Customer Services Manager	Review, approve and sign-off on all concerns that impact Elada Institute's credibility and brand image.
Sales and Marketing Sites [face to face and distance learning]	Group Chief Commercial Officer Group Chief Operations Officer Marketing Manager Group Communications Head	Review, approve and sign-off on the operational concerns impacting Brand image, productivity and profitability at Elada Institute's sites.

5.1 Procedure

- When contacted by an external body, **all** correspondence must be escalated as per the respective line management and authority of that department/business area for review, appraisal, decision making and sign-off on action to be taken.
- All correspondence concerning Academic Regulations and Accreditation must be conducted as illustrated below:



- No site personnel, Manager or staff member shall correspond directly or independently of the Elada Institute Group Academic Department with any external Ministerial regulatory body, unless directed by Executive Management.
- No site personnel, Manager or staff member shall correspond directly or independently of the Elada Institute Group Communications Department or the Central Customer Services Department, if the latter is not available, unless directed by Executive Management.
- Should Academic queries require further decision making and executive authorisation the Chief Academic Officer shall escalate the query to Elada Institute's Executive Committee for rerouting, approval and authorisation.
- For customer queries and complaints, all queries with respect to insurance companies, National Consumer Council, Legal wise and related as well as media bodies, queries shall be forwarded to the Head of Communications and the Customer Services Manager and the Customer Care Management Policy [QSP0002_OPS_ED] must be followed.

- All lawyers and legal councils correspondence shall be forwarded to the Group Manager: Legal and Risk.

6. SUPPORTING DOCUMENTS

Policies and procedures are designed to influence and determine all major decisions and actions, and all activities take place within the boundaries set by them. Procedures are the specific methods used, or to be used to express policies in action in day-to-day operations of the college.

The following documents (resources) support the operational implementation of this policy and serve to direct the implementation of the Policy.

Document No:	Document Name:
Reference Docs	Customer Care Management Policy

7. POLICY LIFE CYCLE

Policies are reviewed as and when required.

8. REFERENCES

- [Elada Institute Communication Regulatory and Legislation Bodies](#)