STAKEHOLDER COMMUNICATIONS AND PUBLIC INFORMATION POLICY

Policy Status: Governance, Transparency and Regulatory Assurance Policy
Applies to: All internal and external communications and public information issued by or on behalf of I-PATH
Audience: Staff, examiners, Teacher Members, centres, learners (via centres), parents/carers, awarding organisations, regulators and the public
Policy Owner: Head Office
Governance Oversight: Examinations & Standards Committee (ESC) and Grand Council
Review Cycle: Annual or following significant organisational, regulatory or reputational change
Last Reviewed: 15th February 2026

1. Purpose of the Policy

This policy sets out how I-PATH ensures that communications and public information are:

- accurate, clear and up to date
- transparent and not misleading
- consistent with approved policies and governance decisions
- proportionate and appropriate to audience
- supportive of public confidence in qualifications and assessment

Effective communication is essential to protecting learners, maintaining standards and supporting awarding-organisation and regulatory confidence.

2. Scope

This policy applies to:

- public information published by I-PATH
- communications with Teacher Members and centres
- communications with examiners and contractors
- information provided to learners (via centres)
- engagement with awarding organisations and regulators
- responses to enquiries, complaints and incidents
- marketing, promotional and informational materials

It applies to regulated and unregulated provision.

3. Core Principles

All stakeholder communications and public information are guided by the following principles:

- **Accuracy** - information must be factually correct and verifiable

Copyright © 2026 – International Performing Arts & Theatre Limited

- **Clarity** - language must be clear and unambiguous
- **Transparency** - processes, roles and limitations are explained openly
- **Consistency** - messaging aligns across platforms and audiences
- **Proportionality** - information shared is appropriate to purpose
- **Accountability** - ownership and approval are clear
- **Learner protection** - communications must not disadvantage learners

4. Stakeholder Groups

I-PATH recognises a range of stakeholders, including:

- learners (via centres)
- parents and carers
- Teacher Members and approved centres
- examiners and senior examiners
- staff and committee members
- awarding organisations
- regulators and sector bodies
- partners, suppliers and contractors
- the wider public

Communications are tailored appropriately for each group.

5. Public Information

5.1 Published Information

Public information includes (but is not limited to):

- website content
- qualification and exam information
- policies and procedures
- fee and purchaser information
- marketing and promotional materials

All public information must:

- be authorised through internal processes
- clearly distinguish regulated and unregulated provision
- accurately describe I-PATH's role and the role of the awarding organisation
- avoid misleading claims or implications

5.2 Regulatory and Awarding-Organisation References

I-PATH must not:

- imply regulatory status it does not hold

Copyright © 2026 – International Performing Arts & Theatre Limited

- use the Ofqual logo
- make claims that overstate recognition or endorsement

Guidance is provided to centres on how qualifications may be described accurately.

6. Communications with Teacher Members and Centres

Communications with Teacher Members and centres must:

- be issued via official I-PATH channels
- reflect approved policies and procedures
- provide clear instructions, deadlines and expectations
- avoid informal or preferential communication

Material changes to qualifications, assessments or requirements are communicated with appropriate notice.

7. Learner and Parent Information

Information for learners and parents is typically provided via centres and must:

- be accurate and current
- reflect approved assessment and results processes
- avoid guarantees or unrealistic assurances
- respect confidentiality and safeguarding boundaries

8. Communications with Examiners

Examiner communications must:

- support consistency, independence and integrity
- avoid informal discussion of results or standards
- reinforce confidentiality and professional boundaries
- be auditable and recorded where appropriate

9. Incident, Risk and Adverse Effects Communications

Where incidents arise that may affect stakeholders:

- communications are coordinated centrally by Head Office
- information shared is factual and proportionate
- escalation follows the Adverse Effects, Incident Reporting and Regulatory Escalation Policy
- communications must not compromise investigations or regulatory engagement

Copyright © 2026 – International Performing Arts & Theatre Limited

10. Social Media and Informal Channels

Social media and informal platforms must not be used to:

- discuss individual learners, centres or examiners
- share confidential or assessment-related information
- provide unofficial guidance or assurances

Use is governed by the Social Media Policy and Communications Policy.

11. Approval and Control of Communications

11.1 Authorisation

Public-facing communications must be:

- approved by Head Office
- consistent with governance decisions
- reviewed for regulatory and reputational risk

High-risk or sensitive communications may require ESC or Grand Council oversight.

11.2 Staff and Third-Party Responsibilities

Staff, examiners and third parties must not:

- issue public statements on behalf of I-PATH without authorisation
- contradict published information
- communicate in a way that could undermine confidence or fairness

12. Records and Audit

I-PATH retains records of:

- key stakeholder communications
- published information and revisions
- incident-related communications
- regulatory and awarding-organisation correspondence

Records are:

- factual
- securely stored
- auditable

13. Training and Awareness

Copyright © 2026 – International Performing Arts & Theatre Limited

I-PATH ensures that:

- staff understand communication expectations
- examiners and centres receive clear guidance
- learning from complaints and enquiries informs improvement

14. Relationship to Other Policies

This policy must be read alongside:

- Communications Policy
- Customer Service Policy
- Enquiries Handling Policy
- Complaints Policy
- Appeals Policy
- Branding and Marketing Guidance
- Fees, Features and Purchaser Information Policy
- Data Protection and Privacy Policies

15. Policy Review

This policy will be reviewed:

- annually
- following significant incidents or public concern
- following regulatory or organisational change

Final Statement

Clear, accurate and transparent communication underpins trust.

This policy ensures that I-PATH communicates with all stakeholders responsibly, consistently and confidently, supporting learner protection, public confidence and regulatory assurance.

Copyright © 2026 – International Performing Arts & Theatre Limited