



Communications Procedure

Introduction	This procedure refers to communications either verbal or written in the context of club licensing.
Scope	The Quality Management system for National Club Licensing
Objectives	To promote the work and values of the club licensing system. To ensure that information is available and shared between relevant personnel.
Responsibility	Club Licensing Manager (LM) and Head of Communications Dept.
Issue Number	One season 2005/6
Approved by	LM

Step	Description	Responsibility
	External	
1.	There is a Communications Strategy for the Scottish FA in place that includes the Club Licensing system. This includes the following -	Comm. Dept./LM
2.	All written and verbal communications with media representatives shall be conducted via the Communications Department or the LM.	Comm. Dept./LM
3.	The Communications Department will be responsible for all media briefings on club licensing. Consultation will be undertaken with the LM in this regard.	Comm. Dept./LM
4.	All written media statements will be released from a member of the Communications Department.	Comm. Dept.
5.	The Communications Department will clarify the accuracy of any media releases with the LM prior to their release.	Comm. Dept./LM
6.	The National Club Licensing Manual will be available to the public via the Scottish FA's Internet site.	LM
	Internal	



7.	The Quality Manual shall be available to all staff via the Intranet. Confidential club information will be removed where appropriate.	LM
8.	The National Club Licensing Manual will be available to staff via the Intranet.	LM
9.	Staff with club licensing responsibilities will have access to the following information via the G Drive – The National Club Licensing Manual including an up to date list of amendments. The Quality Manual including all confidential information that is unavailable on the Intranet. The UEFA Club Licensing Manual with an up to date list of amendments. Status Reports, general correspondence and accreditation information from UEFA. The Club files for all clubs including all relevant information. Any other information that the LM believes will assist in the overall management of club licensing.	LM
10.	The LM will communicate with staff with club licensing responsibilities verbally and by e-mail.	LM
11.	In relation to assessing clubs, the LM will e-mail staff to identify that a Contact Report has been prepared in relation to a club. This report will be filed in the shared G drive folder. Staff with club licensing responsibility will review the folder and identify any relevant issues. Issues will be raised with the LM either by means of the Review Document (a controlled document) or verbally.	LM/Experts