



AKADEMIA • ACADEMY TEMPULLI

Communication is the first proper step of carrying out the activity in the Academy, and for this the Temple Academy, the implementation of the Law on Higher Education in Kosovo, the Statute and the internal regulation of the Academy, brought this:

1. COMMUNICATION REGULATIONS IN THE TEMPLE ACADEMY

Article 1

Object of regulation

In addition to communication regulations, goals are set for all communication at the Temple Academy, as well as the roles and skills associated with communication activities.

The legal and regulatory effect covers all the staff of the Academy and applies to both international and foreign communication.

Article 2

Purpose

The main purpose and regulation of this regulation is the regulation and realization of positive, quality and accessible communication for all entities and in communication. Separately for communication with the student and making information easy and usable for the realization of his direction, which provides the status of a student in the Academy

Communication is presented in order to pretend to work at the Tempulli Academy and is the pillar previously made in interaction with the community.

Tempulli Academy is committed to the fundamental values of academia, as well as academic autonomy and freedom.

Integrity and equality should characterize the Academy's operations in both research and education, as well as in the exercise of authority and administrative activity.

Knowledge, enlightenment and the search for certification are the ideals that have characterized the Tempulli Academy.

General communication

No:

- We will communicate with respect, courtesy, integrity and professionalism at all times;
- We will make sure that we treat all colleagues and students equally and fairly at all times;
- We will provide clear, helpful explanations and tips at all times.
- will offer to find anything that is not known and respond within the agreed timeframe;
- We will maintain proper confidentiality in accordance with the law and policies of the Academy at all times;
- We will respond in one of the three languages used at the Academy level, as required at any time;
- We will provide information that is accurate, authorized and accessible to all appropriate persons in a timely manner and / or according to published deadlines;
- We will respond promptly in a complete, accurate, verified, up-to-date and relevant information, within one working day for the basic requirements, two working days for the more complex requirements, or within the agreed deadline according to the work required;
- We will meet all the deadlines set and agreed 95% of the time;
- We will report and explain immediately by phone / email any delays and agree on a revised deadline.

Phone calls

No:

- We will answer the phone call within three bells, in 95% of cases;
- We will identify ourselves, the department and the service in order to confirm that the caller has reached the correct number for each call;
- We will refer the caller to the correct output, as required;
- provide all relevant information or receive a message and follow this up at all times;
- We will respond to issued calls / orders within one business day

E-mail

No:

- We will ensure that the emails are concise and factual, with the required actions / deadlines clearly stated for each email;
- We will confirm receipts of all emails within one business day;
- We will respond to basic email communication that requires simple information within a business day;

- We will respond to the most complex requests within two working days, or confirm an acceptable deadline with the sender and meet this deadline;
- We will forward the email immediately to the third party to facilitate efficient response and notify the original sender within one business day;
- We will activate the automatic response to the e-mail before the start of the vacation and give the date of return to work.

Written communication

No:

- Ensure that the content is accurate, relevant and adequate at all times with clear action as required;
- We will write clearly, concisely, always in a way that is understandable and accessible to the reader;
- We will provide all official documents and documents in a corporate style;
- We will respond to the client in writing within three working days or according to the required deadline;
- We will ensure that all documents that are authorized, signed, dated and stamped with the seal of the Academy, as required.

Meetings

No:

- We will be punctual for all other meetings and events;
- Provide notice of all details of the formal meeting, agenda and materials at least three days prior to the meeting or in accordance with relevant regulations;
- We will keep notes of all meetings and circulate the draft minutes in standard formats and accessible languages within three working days;
- We will meet with you within five minutes of the appointment time;
- We will advise within ten minutes of time or as soon as possible for an appointment if you have arrived, without prior agreement;
- provide immediate assistance and advice to callers seeking redirection;
- We will arrive at the time allotted for each meeting;
- We will call you at least 15 minutes before the appointment time and inform you of any imminent delays and agree on a revised appointment time;

Problems and complaints

No:

- We will listen to the issue of the complaint carefully and respectfully and will evaluate it objectively at all times;

- Provide assistance and assistance to resolve any issues within the authorized capacity;
- We will respond to written complaints within our authority and capacity within 24 hours for basic issues or within 3 working days for more complex issues;
- We will record the details and inform the complainant what can be done immediately and what should be passed on to the third party;
- We will always specify who will respond to the complainant and provide a reasonable deadline;
- We will ensure that feedback on the complaint is always provided in a timely manner and without delay, with relevant clarifications.

- Monitoring and feedback

- Annual customer survey
- Student evaluation

Article 7

External communication

Speaking on behalf of Tempulli Academy:

Regarding speaking about the Academy, on behalf of the Academy or the representation of the Academy in the media, the following applies:

The right to speak on behalf of the Academy is dictated depending on the function of the staff member as well as the responsibility in the Academy.

In matters relating to research conducted at the Academy, the matter will be referred to the researcher or scholars who have expertise in the topics.

Article 9

Tempulli Academy aims to give priority to data digitization and digital communication, therefore this regulation and other regulations will be amended, processed and improved in accordance with the requirements for various and applicable applications in the field of communication.