



Communication Procedure with Third Party

1. Introduction

Effective communication with third parties is essential to the reputation and success of TQTI. The institute recognizes that maintaining professionalism and adherence to its third-party communication policy is critical for fostering trust, protecting its image, and supporting its long-term objectives.

2. Categories of Third Parties

Third parties engaging with TQTI include the following:

2.1 Government Departments

- Communication with government entities is fundamental for ensuring operational continuity.
- Only the Manager of TQTI Institute or his appointed representatives are authorized to initiate or respond to communications with government departments.
- All communication must be conducted in formal Arabic, utilizing approved channels such as official emails, meetings, or formal letters or "ASAS Website" on TQTI letterheads.
- Minutes of meeting must be documented and retained.

2.2 Accreditation Bodies

- Communication with accreditation bodies will be managed by the Manager of TQTI institute or the relevant Department Manager responsible for the accredited program.
- Routine day-to-day interactions may be delegated to the Coordinator Personal.



- English is the primary language for these communications, which may be conducted via emails, face-to-face meetings, or online sessions.
- Minutes of meetings held at TQTI must be recorded. For external meetings, discussion details must be shared with the Manager via email within three working days.

2.3 Contractors

- Contractors include any organization or individual not employed directly by TQTI but operating under a written agreement.
- All contracts or agreements must be clearly worded to avoid uncertainties.
- Contracted trainers or consultants must enter into formal agreements specifying service-level expectations, standards, financial terms, and technical obligations.
- Manager of TQTI is the only individuals permitted to finalize agreements with contractors.

2.4 Learners

- TQTI values its clients and learners as key stakeholders in its operations.
- General promotion of TQTI's services is permitted by all staff; however, specific inquiries regarding services or training programs must be referred to the appropriate department or Manager of TQTI institute.
- Responses to complaints are the sole responsibility of the relevant Department Responsible.
- Formal systems will be established to handle learners complaints and feedback. Learners will receive clear instructions on submitting concerns or feedback as part of their induction program.



3. Implementation

TQTI is committed to upholding this communication policy to ensure professional engagement and effective collaboration with third parties. All staff are required to familiarize themselves with and adhere to these guidelines in their interactions with external entities.

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Manager of Institute

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