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Communication Policy in the E-Learning and Training Environment

v1.0

ICE Arabia for Training (Saudi Arabia)

Table of Contents

1. Overview	2
2. Company's Commitment	2
3. Aims of the Policy	2
4. Communication Tools and Channels	3
5. Communication Etiquette	3
6. Action in Case of Violations	4
7. Records	4
8. Communication	5
9. Breach of Policy	5
Summary	5

1. Overview

ICE Arabia for Training ("ICE") is committed to creating and maintaining a professional, respectful, and inclusive communication environment within its e-learning and training platforms. This policy sets out the tools available for communication, expected standards of conduct, and the actions ICE will take to address any breaches of these standards.

All learners, trainers, and stakeholders are expected to communicate in a manner that supports a safe, collaborative, and educationally focused online environment.

2. Company's Commitment

ICE is dedicated to:

- Providing a structured and secure environment for communication.
- Ensuring respect, dignity, and professionalism are upheld in all communications.
- Preventing misconduct, abuse, and inappropriate discussions on political or religious matters within its platforms.
- Taking prompt action when violations occur to maintain a positive learning atmosphere.

3. Aims of the Policy

The aims of this policy are to:

- Clarify the approved communication tools and channels available to trainers and learners.
- Set clear expectations for respectful and appropriate communication.

- Outline procedures for addressing and resolving breaches of communication standards.

4. Communication Tools and Channels

Communication between trainers and learners, and among learners, must occur through the following approved tools:

- **Email:** Official institutional email accounts.
- **Discussion Boards:** Course-specific discussions within the Learning Management System (LMS).
- **Virtual Classrooms:** Video conferencing sessions conducted via approved platforms such as Zoom or Microsoft Teams.

Use of unofficial or external communication tools for course-related matters is discouraged to ensure security and oversight.

5. Communication Etiquette

All participants must adhere to the following communication standards:

- **Respect:** Engage courteously, valuing diverse opinions and experiences.
- **Non-abuse:** Avoid offensive, discriminatory, or harassing language or behaviour.
- **Relevance:** Keep all communications focused on course topics and objectives.
- **Neutrality:** Refrain from initiating or participating in political or religious discussions.
- **Privacy:** Respect the confidentiality of personal and sensitive information.

ICE expects all communications to promote a positive and supportive learning environment.

6. Action in Case of Violations

ICE will respond to breaches of communication etiquette with the following steps:

- **Investigation:** Reports of violations will be investigated promptly and confidentially.
- **Corrective Measures:** Actions may include:
 - Formal warnings.
 - Temporary or permanent suspension of communication privileges.
 - Removal from the course or platform.

7. Records

ICE will:

- Keep records of any reported violations, investigations, and resulting actions.
- Store these records securely and ensure they are only accessible to authorised personnel.

8. Communication

This policy will be:

- Published on ICE's official website and learning management platforms.
- Shared with all trainers and learners during onboarding.
- Highlighted during periodic training sessions.

9. Breach of Policy

Breaches of this policy may result in disciplinary measures, including removal from the training environment or termination of agreements.

Summary

ICE is committed to fostering a professional, respectful, and supportive communication environment within its e-learning and training platforms. Adhering to this policy ensures that all participants contribute to a positive, engaging, and effective learning experience.

This policy can be changed by Management from time to time.