

PP
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P1
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Name PP: Vaslui County School Inspectorate
Name P1: Galati County School Inspectorate
Project code: PN2018
Number and date of financing contract: 1/30.10.2020/N
Implementation period: 30.10.2020-30.04.2023

COMMUNICATION PROCEDURE

1.PROMOTER-VASLUI COUNTY SCHOOL INSPECTORATE

Crt. no.	Operation	Name and surname	Position in the project team/PP	Signature
1.	Elaboration	Flueraş Gheorghe	Project manager assistant	
2.	Verification	Nicoară Mihaela	Project financial responsible	
3.	Approval	Mihnevici Landiana	Project manager	

2.PARTNER-GALATI COUNTY SCHOOL INSPECTORATE

Crt. no.	Operation	Name and surname	Position in the project team/P1	Signature
1.	Verification	Ghetau Florin	Project county coordinator assistant	
2.	Notification	Chirac Maria Alis	Project county coordinator	



1. PURPOSE :

This procedure describes the communication methods, flows and channels, the frequency and evaluation of the communication method, the communication rules, as well as the method of issuing, identifying and disseminating the documents within the PN2018 project "A school for everyone and for everyone!", Contract no. . 1 / 30.10.2020 / N.

2. APPLICATION DOMAIN :

The procedure will be used by all persons who are involved in the management and implementation teams of the PP and P1 Project and is mandatory. The procedure will be operational and applicable from the date of approval by P1 and its approval by PP, respectively, the project manager.

3. COMMUNICATION FLOWS :

In the description of this communication procedure, the following information flows are taken into account:

- internal information flow: within the project team, between its members, for:
- achieving an optimal circulation of information within the project team;
- operationalization of the positions occupied in the Project;
- monitoring, evaluation and motivation of team members;
- developing and maintaining a competitive team;
- external information flow: in the relationship of the PP project team with P1, with the authorities responsible for the management of Norwegian Grants (FRDS), suppliers of goods and services, other institutions relevant to the project.

4. COMMUNICATION METHODS:

- oral** (meetings, telephone conversations, via internet). The most important forms of oral communication that will be used in the project are:
 - presentation: to be concise, clear, convincing, reasoned; the information must be organized in such a way that it can be followed and understood;
 - briefing: summary of information for the purpose of up-to-date information on activities carried out or in progress, proposals or procedures;
 - stage report: analysis of the situation of an activity / activities; consists in presenting information relevant to a certain phase of them or projections on their completion;
 - final report: presentation and analysis of a final result of the work within an activity or the whole project.
- written** (e-mails, faxes). To be effective, the written messages developed within the project must:
 - to be correctly drawn up (high quality standard: background and shape);
 - be appropriate to the direction of transmission (to be transmitted directly to the expert (s) who has / have specific responsibilities in the field covered by the message in question, not necessarily to the whole team);
 - to be well thought out, systematized.

5. COMMUNICATION CHANNELS:

The project will use the following communication channels:

- formal (official)**: meetings, evaluations, analyzes, documents (reports, minutes, agendas, etc.);

-Meeting: with a role in providing or gathering information, making decisions, planning resources, operations and procedures, resolving conflicts and issues, monitoring and evaluation, motivation, development or maintenance of team membership, effective communication, participation and involvement, access to decision making and so on

Agenda: Provides information related to the objectives of the meeting, the estimated period, place and duration, the time limits allocated to each topic, the responsibilities of each participant (for preparing materials needed to discuss agenda topics), and their role in the meeting. It must be correlated with the minutes of the previous meeting.

Minute: summarizes the conclusions of the meeting, regarding its objectives. The role of one minute is that of an operational tool, through which, on the one hand, the degree of fulfillment of the work tasks established at the previous meeting is monitored, and on the other hand, future work tasks are established.

Report: the presentation of the objectives, a short history to show what were the steps taken to reach the current situation, possible alternatives for evolution, makes general recommendations for improving the courses of action.

informal (personal level): free, unplanned discussions, internally or externally.

6. COMMUNICATION FREQUENCY:

The frequency of information communication is correlated with the type of activity carried out, the type of decision for which it is intended and the hierarchical level to which it is addressed. Operational information is transmitted immediately, at least daily, and synthetic information is transmitted monthly and quarterly.

7. COMMUNICATION EVALUATION:

The evaluation of the internal communication mode is done during the working meetings. Depending on the conclusions, if necessary, the project manager orders the application of corrective actions or proposes preventive actions in order to improve internal communication.

8. COMMUNICATION RULES:

In the table below, a set of communication rules is presented, which will be modified as a result of any updates / completions of the communication procedure proposed here and depending on the needs arising from the implementation of the project.

Crt. no.	Description of communication rules
1.	The 2 official ways of communication within the project team are e-mail and written communication on paper; all members of the project team have the obligation to check their e-mail daily.
2.	All initial messages (not replay type) to which the reader is in the "TO" field request a response. The same rule applies to messages in which a response is specifically requested (eg please notify / provide response / feedback, etc.).
3.	All messages in which the reader is in the "TO" field or an answer is explicitly requested, must be answered, as the case may be, either within the requested time or within a maximum of 48 hours (even if only to indicate the time limit for sending a more elaborate answer). Exception: the addressee is away in the interest of this project. For urgent messages, the email will be doubled by phone. Urgent messages will have in the subject the specification "urgent".
4.	The messages in which the reader is in the "CC" field do not request a response from him, but it is very important for him to be aware of the content of the message.

5.	For informative messages for all readers, the topic will start with "information". These messages do not require a response. It is the obligation of the person receiving the "information" type messages to read them, save them and to acquire the information transmitted in order to improve his activity.
6.	Will not be included in the CC: people who are not directly interested in the subject of the message.
7.	In the specific communication by e-mail, the project manager, the project manager assistant and the project accountant will always be included in the CC.
8.	Delegation of tasks and responsibilities by telephone will be avoided. Any delegation of tasks / responsibilities made by telephone will be doubled by an e-mail sent within a maximum of one day and with the presentation of the deadline.
9.	The transmission of tasks will have a designated person in charge. Any requests related to the respective topic will be addressed strictly to the person in charge, who will coordinate and / or request help from the team members as needed. The person in charge will make reports on the respective topic and will inform the superior on the evolution of the problem (monthly or as the case may be).
10.	If a team member is unable to perform a task within the required timeframe (medical reasons, overlap with other activities, etc.), depending on the degree of urgency, he will delegate the task to another team member (cf. Job description) and / or propose a new realistic deadline, with the agreement of the project manager.
11.	The current communication between the promoter and the pilot high schools will be made, as a rule, by type of correspondence resources and in compliance with rule no. 7 (see above). Each local coordinator will manage the direct communication with the members of the local teams and the vertical communication with PP and, respectively, P1.
12.	All the documents elaborated within the project will be written on a standard format sheet with the project header; the font used will be Arial 11. Diacritics must be used.
13.	Any change / comment that is made on the documents sent for feedback, will be done using different colors of the text as a way to highlight the change.
14.	After any changes are made to the content of a document, it will be renamed by changing the version number.
15.	The project will use only documents that have been analyzed, mastered by the team members during the working meetings and that have the approval of the project manager (approval will be given, as appropriate, in writing - on paper or digital, by e-mail). mail).
16.	Documents sent to team members with a request for feedback are considered tacitly approved and adopted if no feedback is provided within the requested deadline. However, it is preferable that at such requests, each expert sends - if he agrees with the content of the document (s) - a short message, such as: "I agree with the content of the document".
17.	The evaluation of the communication will be done, as a rule, during the project team meetings. Regular meetings will be held as much as possible on the same day of the week, usually on Tuesday trying to keep the start time in order to train participants to reserve the time necessary for participation and preparation. The project manager may propose (by informing in due time), in justified situations, the modification of the dates of the working meetings of the project team.
18.	The work tasks established during the working meetings of the project team will be recorded in the Minute concluded by the Coordinating Assistant or another person designated by the project manager in the absence of the first designated person. At the end of the meeting all participants will sign an Attendance List. The minute will be completed and sent no later than 48 hours to the entire project team for analysis and assumption. In the case of online meetings, print screens will be made attesting the presence of the project team members.
19.	Depending on the issues that may arise during the project, specific working meetings may take place (face to face / online). Each meeting will end - MANDATORY - with a minute that will contain conclusions, tasks and responsibilities.

20.	Within the project, taking into account the activity performed each month, each member of the team will complete an individual activity report (RAI) on the contribution to the project, in accordance with the job specifications.
21.	The documents resulting from the communication process (memos, e-mails, etc.) are considered deliverable and will represent documents that will justify the activity reported in the monthly RAIs.
22.	The promoter and the partner will have their own registers in which they will register the documents specific to the project.
23.	The members of the project team who are not available for a period of time (rest leave, other objective reasons), will notify the project manager at least one week in advance, and he will nominally appoint the person who will take over the responsibilities for that period.
24.	The members of the project team will notify the assistant manager (PP) / county coordinator (P1) within 48 hours if their contact details (e-mail, telephone) will change.
25.	Risk situations and conflicts that may arise during the project implementation will be currently managed by the project manager. In case of risk / conflict situations, any notification / information / document will be sent by e-mail to the project manager (or as the case may be, to the person designated by him), who will manage the problem and inform all interested persons about it. the solutions adopted.

All members of the project team are responsible for implementing, maintaining and improving this Procedure.