

Student Communication Policy

1. Purpose and Scope

- 1.1 The Student Communication Policy outlines the principles that apply for providing information across various communication channels to prospective and current students and alumni.
- 1.2 This policy applies to all institute wide, cohort or individual communication between AIAT staff and all prospective and current students or alumni.

2. Definitions

Refer to *Glossary of Terms*.

3. Policy Statement

- 3.1 AIAT recognises that communicating effectively is an integral component of the prospective and current student experience and for alumni connectivity.
- 3.2 AIAT is committed to student-centric, accurate, timely and channel appropriate communication with prospective and current students and alumni, recognising that effective communication engages students and alumni as partners in the educational experience, and contributes to a fulfilling student experience and successful progression.
- 3.3 AIAT recognises the need for multiple channels for communication in order to engage with diverse cohorts and/or communities for different purposes and situations.

4. Policy Principles

- 4.1 AIAT is committed to the provision of information relating to legislative requirements or entitlements, and information deemed beneficial or relevant to the student experience.
- 4.2 AIAT undertakes to ensure student communication is clear, timely, accurate, accessible, targeted, personalised, inclusive, and reflective of the brand and reputation of AIAT and in accordance with AIAT's Privacy Policy.
- 4.3 Student communication will be made using the relevant official AIAT systems identified for each particular communication channel.
- 4.4 All student communication will be managed in accordance with the Records Management Policy and other relevant AIAT policies and procedures

5. Roles and responsibilities

- 5.1 All staff are responsible for communicating with prospective and current students or alumni, whether individually or in groups, by
- 5.1.1 ensuring that all information is student centric, audience specific, accurate and concise;
 - 5.1.2 utilising the appropriate channels;
 - 5.1.3 sending information in a timely manner; and
 - 5.1.4 ensuring information is written in plain English with a respectful tone.
- 5.2 Students
- 5.2.1 are required to check primary channels of communication regularly (at least weekly and on each week day during teaching and examination periods) and to respond in a timely manner where necessary.
 - 5.2.2 are responsible for ensuring that only they have access to secure communication accounts associated with them and provided by AIAT; this includes their student email, student portal and LMS accounts.
 - 5.2.3 requesting personal or academic information by email should do so via their student email address, as this shall be deemed to verify their identity.
 - 5.2.4 are required to maintain accurate and up-to-date contact details in the student management system, including their current physical address and next of kin/emergency contact details.

6. Policy Details

Institution	Australian Institute of Advanced Technologies (AIAT)
Policy name	Student Communications Policy
Policy Reference No.	POL – 55
Policy Approval	Board of Directors
Policy Authority	Executive Management Group
Responsible Officer	CEO
Governance Reference Threshold Standards	HESF 2021: 7.2.1
Related Documents	Acceptable Use of ICT Policy Acceptable Use of ICT Procedure Records Management Policy Social Media Policy Social Media Procedure Student Communications Procedure
Related Legislation	Commonwealth Higher Education Support Act 2003 (HESA) Commonwealth Education Services for Overseas Students Act 2000 (ESOS) Higher Education Standards Framework (Threshold Standards) 2021 (HESF)

	National Code of Practice for Providers of Education and Training to Overseas Students 2018
References	AIAT has referred and benchmarked with the following institutions and policies during the creation of this policy: Deakin University (2016) Student Communication and Information Policy Griffith University (2019) Student Communication Policy La Trobe University (2017) Current Students Communications Policy University of Southern Queensland (2019) Student Communication Policy
Date of approval	31 March 2022
Review date	December 2024
Policy Category	Operational

6. Document Version Control

Document No	POL - 55	Last Modify Date	Summary of Changes
Version No	1.0	NA	Initial version approved by Board of Directors
	1.01	31/3/2022	Fixed typo
Created Date	Feb 2022		