



## Communication with Higher Education Students Policy

### 1. PURPOSE

- 1.1. To affirm that the General Manager Training Services 1 has responsibility for communication with higher education students at North Metropolitan TAFE (the college).
- 1.2. To create a standard for communication between the college and students. This includes all communication pertaining to admission, enrolment, student support, results, awards and graduation.
- 1.3. To ensure that higher education students
  - 1.3.1. Receive authoritative and accurate information from the college in a timely fashion
  - 1.3.2. Are not confused by the receipt of conflicting information.
  - 1.3.3. Have a clear expectation about the source of authoritative information.
- 1.4. To ensure that staff have a clear appreciation of and understanding of their responsibilities in communication with students.

### 2. APPLICATION

- 2.1. This policy applies to all students within the higher education courses.

### 3. EXCEPTIONS

- 3.1. Communication with students from the Managing Director
- 3.2. Communications from International services to International on shore students regarding admission, enrolment and visa compliance
- 3.3. Communication to students from the college support services. eg Information Technology Department, Library, Student Services, Bookshop, Catering Services, Facilities

### 4. DEFINITIONS

### 5. POLICY STATEMENT

- 5.1. It is expected that all staff drafting correspondence will ensure that it is appropriately authorised; contains correct and consistent information; and provides timely and helpful information and advice.
- 5.2. It is expected that students will ensure that accurate contact details are maintained and will make full use of communication channels provided by the college.
- 5.3. Communication with students uses appropriate language.
- 5.4. Official institution information will be distributed to students via the college email system, higher education webpages, Blackboard and infrequently, via hardcopy to the permanent address listed with Admissions.

### 6. RELATED DOCUMENTS

6.1. Communication with Higher Education Student Guidelines

**7. OWNERSHIP and CONTACTS**

<b>Policy Owner</b>	General Manger Training Services 1
<b>Contact</b>	Manager of Higher Education
	Phone: 9202 4792
	Email: <a href="mailto:susan.jacobs@nmtafe.wa.edu.au">susan.jacobs@nmtafe.wa.edu.au</a>
<b>Approval Authority</b>	Academic Board
<b>Review Date</b>	Maximum 3 years following approval

**8. REVISION HISTORY**

<b>Version No.</b>	<b>Approved/ Amended/ Rescinded</b>	<b>Date</b>	<b>Approval Authority</b>	
1.1	Approved	19 Aug 2016	HE Standing Committee	Changes to reporting reflect new structure