

Information for Students Procedure

Procedure Category			
Document Owner			
Responsible Officer	Dean		
Review Date			
Related Documents	<i>Information for Students Policy</i> <i>Legislative and Regulatory Compliance</i> <i>National Code Compliance</i> <i>Quality Assurance Framework</i> <i>Student Support Framework</i>		
Version	Authorised by	Approved	Effective Date
1.2			

This Procedure implements Waratah Institute's (the Institute's) *Information for Students Policy*.

This Procedure is also a key element of the implementation of the Institute's *Quality Assurance Framework* with regards to information provided to prospective and enrolled students.

1. Definitions

Affiliate: any person appointed or engaged by Waratah Institute to perform duties or functions for the institution other than students and staff, and including members of advisory committees and governing bodies, contractors, consultants, and agency staff.

Overseas student: a student who is not a domestic student and who may hold a student visa and is protected by the *Education Services for Overseas Students Act 2000* legislative framework.

Quality: fitness for use of the information provided and includes accuracy, relevance, completeness, timeliness.

2. Scope

This Policy applies to Waratah Institute staff members and affiliates.

3. Procedure

This Procedure aims to build quality into information management processes by setting clear standards, roles and timeframes for the provision of information to enrolled and prospective students.

Line managers are responsible for raising staff awareness of the value of quality data and information during induction.

A schedule of quality standards, roles and timeframe by type of information is maintained by the Chief Executive Officer to coordinate the release of information to prospective and enrolled students:

- All information provided is to meet the dimensions specified in the definition of quality and, in addition for each type of information, satisfy the standard stipulated in the schedule;
- Roles as indicated in the schedule are responsible for ascertaining the quality of the information provided – not necessarily for publishing or disseminating the information;
- The timing of releasing the information is integral to the quality of the information and should be strictly adhered to.

Information	Standard	Responsible officer	Timing for release
Representation of Waratah Institute	Accurate and not misleading	Head of Marketing and Recruitment	As soon as practicable after any material change
Representation of program or unit of study accreditation	Accurate and not misleading	Program Coordinators	As soon as practicable after any material change
Representation of educational agents	Accurate and not misleading	Head of Marketing and Recruitment	As soon as possible after an Education Agent Agreement is finalised
Representation of visa outcomes	Not false or misleading	Head of Marketing and Recruitment	At all times
Information available to prospective students (Standard 7.2.2 a-g), including program and units, campus details, application dates, credit for prior learning, contacts, orientation, IT	Accurate, relevant and timely information Accessible, including access for students with special needs Plain English	Head of Marketing and Recruitment	Website – at least 8 weeks prior to the scheduled commencement date of a trimester Prospectus – each release of a revised edition

Information	Standard	Responsible officer	Timing for release
requirements, timetables, participation and representation, code of conduct, financial obligations, academic calendar, policies and procedures, student support, fees and charges, studying in Australia, applying to study, and School-aged dependents.			
Program and unit information available to enrolled students only – Learning Portal	Accurate, relevant and timely Accessible, including access for students with special needs Plain English	Program Coordinators	Learning Portal - at the commencement of the trimester Website - within a week of approved changes.
Administrative information available to enrolled students – Student Portal	Accurate, relevant and timely Accessible, including access for students with special needs Plain English	Registrar	Student Portal – timetables one week prior to commencement of trimester; policies, procedures, academic calendar, student support services, student representation activities, within a week of approved changes;

Information	Standard	Responsible officer	Timing for release
			academic results within 24 hours of approved release.
Information given to overseas students holding or applying for an Australian student visa	Meet statutory requirements	As per the Institute's <i>National Code Compliance</i>	
Advice given to overseas students holding or applying for an Australian student visa	Meet statutory requirements	Registrar	As required
Information on decisions taken by the Institute impacting on overseas students' visa application or conditions	Meet statutory requirements	Dean Registrar	10 working days after complaints or appeals lodged
Changes to fees and associated costs.	Accurate, relevant and timely information	Head of Marketing and Recruitment	Website - 5 working days after changes have been decided (<i>fees are determined on an annual basis and a year in advance</i>).

4. Reviews

Reviews of published information will be conducted after each annual program review. Scheduled reviews will be complemented by spot checks and audits as per the *Quality Assurance Framework*.

1. Breaches

If a staff member is found to be in breach of this Procedure, she or he may be subject to penalties and/or disciplinary action in accordance with the *Staff Code of Conduct* and *Misconduct Procedure*.

2. Appeals

Appeals or disputes concerning any decision taken in relation to this Procedure should be made under the *Staff Complaints and Appeals Procedure*.

5. References

Higher Education Standards Framework (Threshold Standards) 2015 – Part A, Standards 7

Education Services for Overseas Students Act 2000 (Cth)

National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 1

Document History:

Version	Date	Author	Reason	Sections
0.1		Julien Marechal	As requested by the Chief Executive Officer on 31/07/18	All
1.0	30/08/2018	Julien Marechal	Amended as per the Academic Board's comments at its 29/08/2018	3
1.1	13/08/2019	Stephen Andrews	Revised in response to TEQSA advice and approved by the Academic Board 8/8/19	3
1.2	29/01/2020	Stephen Andrews	Amended to reflect new trading name 'Waratah Institute'.	All