# Stakeholder Information Provision Policy and Procedure

## 1 Purpose and scope

This policy provides a framework for the provision of accurate, accessible and timely information to current and prospective students regarding AIE Institute's educational offerings and the student experience.

This policy applies to all members of AIE Institute's higher education community. This policy does not apply to day-to-day communication between students and staff, individual student correspondence or direct response to students, project specific information, emergencies or critical incidents.

## 2 Objectives

AIE Institute is committed to providing accurate representations of itself and its education offerings, and ensuring that student information meets statutory requirements and is readily available for students to:

a. Ensure they can make well-informed decisions prior to accepting an offer and during their studies
b. Access relevant policies, procedures and support information
c. Assist in planning and participating in education and other activities
d. Enhance their study experience and likelihood of success
e. Ensure they are aware of their rights and responsibilities, obligations and liabilities
f. Be aware of expected standards of behaviour.

## 3 Implementation

AIE Institute ensures that systems and processes are in place for information on educational offerings and the student experience to be readily available to students. The CEO, with input from the Academic Director, is responsible for implementing this policy. The Board of Directors, with input from the Academic Board, is responsible for oversight of information provision to students.

## 4 Procedure

### 4.1 Provision of student information

AIE Institute provides accurate information to current and prospective students, which is available on AIE Institute's public website for prospective students and AIE Institute's student portal for current students. The information made available is current and in plain English, and ensures that students:

a. Can make well-informed decisions about courses and units of study
b. Have access to relevant policies and procedures
c. Are aware of their rights and responsibilities
d. Are aware of the *Student Code of Conduct*
e. Are aware of safety and security requirements
f. Are aware of student support services that are available
g. Can access complaints and grievance processes.

AIE Institute ensures that it represents itself and its educational offerings in an accurate manner that is not misleading. This includes any information provided directly to students or through agents or other parties.

## 4.2    Information management

AIE Institute ensures that the following information management standards are followed, as per Standard 7.3 of the *Higher Education Standards Framework (Threshold Standards) 2021*:

1.  *There is a repository of publicly-available current information about [AIE Institute's] operations that includes:*

    a.  *the registered name of the higher education provider, trading name(s) if different, regulatory status and authority to provide courses of study to international students studying on an Australian student visa*
    b.  *the instrument establishing the entity*
    c.  *the members of the governing body and senior executive*
    d.  *the financial standing of the provider*
    e.  *indicative total student enrolments*
    f.  *a high-level organisational chart that includes the organisational units that deliver courses of study, such as schools or faculties*
    g.  *the locations at which higher education is offered, including overseas if applicable*
    h.  *an overview of teaching campuses, facilities, learning resources and services provided for students*
    i.  *a list of all higher education courses of study that are offered, including indicative estimated annual enrolments*
    j.  *arrangements with other parties to deliver courses of study or to conduct research training*
    k.  *where public annual reports are required of the provider, the three most recent annual reports*
    l.  *how to lodge a complaint about the higher education provider, and*
    m.  *contact details.*

2.  *The list of all higher education courses of study within the repository of information includes:*

    a.  *the accreditation status of each course of study*
    b.  *the qualification(s) offered*
    c.  *whether the qualification is recognised in the Australian Qualifications Framework*
    d.  *confirmation of recognition of each course of study by the relevant professional body(ies) if such recognition is required for registration of graduates to practise*
    e.  *whether each course of study is authorised to be offered to international students studying on an Australian student visa*
    f.  *the duration of each course of study, and*
    g.  *details of the credit and recognition of prior learning policy that applies to each course of study and direction on how to obtain information on any articulation or credit arrangements that may apply to the course.*

3.  *Information systems and records are maintained, securely and confidentially as necessary to:*

    a.  *maintain accurate and up-to-date records of enrolments, progression, completions and award of qualifications*
    b.  *prevent unauthorised or fraudulent access to private or sensitive information, including informatilon where unauthorised access may compromise academic or research integrity*
    c.  *document and record responses to formal complaints, allegations of misconduct, breaches of academic or research integrity and critical incidents, and*
    d.  *demonstrate compliance with the Higher Education Standards Framework.*

AIE Institute ensures that all information has been approved by the relevant authority, is accurate at the time of publishing, that reasonable notice is given, and that any changes are made in a timely manner.

Content and web managers are responsible for:

a. Ensuring that information relevant to their area is relevant, accurate and up to date
b. Undertaking reviews of information on a regular basis or according to the review schedule
c. Maintaining version control and retention in accordance with *Records Management Policy and Procedure*
d. Seeking approval from the relevant authority/Board for proposed amendments to information
e. Uploading approved versions to AIE Institute's website after sign-off by the relevant content manager
f. Notifying key stakeholders of approved changes within 2 business days of publication.

*Records Management Policy and Procedure* contains details of how records are maintained securely and confidentially and sets out the retention schedule.

### 4.2.1 Publishing information

AIE Institute complies with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)* in general, and in particular:

a. **Standard 1** to ensure that it upholds the integrity and reputation of Australia's education industry by ensuring the marketing of their courses and services is not false or misleading
b. **Standard 2** to ensure that students have sufficient information to enable them to make informed decisions about studying with their chosen registered provider in Australia
c. **Standard 6** to ensure that there are appropriate orientation programs that help international students to access the information and services they require.

Web Managers are responsible for completing requests for publication or upload to AIE Institute's website after policies or other key documents have been approved and signed off and notifying key stakeholders within 2 business days of publication.

The Marketing Manager is responsible for sending all draft advertising material such as the course prospectus and the like to the relevant content area for checking accuracy of information prior to final publication. All written and online material should include the CRICOS registered name and registration number.

The Marketing team are responsible for uploading approved information within two business days of receiving a formal request to upload information and notifying the relevant manager of its completion for final checking.

Any request to update the AIE Institute's website should be through the use of a *Request to Update Form* located on the website. The *Request to Update Form* must indicate if this is a minor or significant change and include the URL address and screen snips marked up with changes required. The *Request to Update Form* must be approved by the relevant manager prior to submission to the Web Manager. Significant changes will require the Web Manager to copy the URL into a hidden page, make the changes required, and inform the relevant manager to check the changes for approval. Once approved, the significant changes will be uploaded to the website by the Web Manager. Minor changes do not require an additional approval process.

After each revision, revision histories of all documents published on the web including policies and key documents should be removed and a separate web version of each document should be sent to the Web Manager as a pdf file, keeping the name of the file the same. A repository of policies published on the web will include only the most recent version of the document without a version number.

Changes made will be tracked through a Web register that includes the date of request to update, the date of approval, the person requesting the update and the authority giving the approval. Publishing date of each policy on the website should also be included in the revision history of the doc version of each policy.

# 5 Definitions

*Critical Incident* means incidents as defined in *Safety, Emergency and Critical Incident Policy and Procedure*.

*Emergency* means an incident that becomes more serious and requires coordination to address the wider implications. An emergency usually involves intervention by Emergency Services.

*Representations* means the way in which a higher education provider represents itself to the public, regardless of whether expressed or implied.

*Student Information* is difficult to define but generally includes, but is not limited to, information that a current or prospective student needs to make an informed decision about the higher education provider, its education offerings, experiences and charges; obligations and liabilities of students; policies and procedures; outcomes associated with undertaking a course of study; and employment outcomes.

# 6 Related documents

The following policies and procedures are related to this policy:

   a. Records Management Policy and Procedure
   b. Safety, Emergency and Critical Incident Policy and Procedure
   c. Student Grievance Policy and Procedure
   d. Request to Update Form
   e. Web Register

The following legislation and standards apply to this policy:

   f. Higher Education Standards Framework (Threshold Standards) 2021
   g. National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

# 7 Review

Three years from commencement.

# 8 Accountabilities

The Board of Directors is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and AIE Institute's higher education community via the website and other publications.