

Representation and Public Communications Policy and Procedure

Purpose.....	2
Scope.....	2
Policy	2
Principles.....	2
Procedure	2
Minimum Content for Publicly Available Information	3
Responsibilities	4
Definitions	4
Version History.....	4
Additional Information	4

Purpose

This Policy outlines a framework to guide the Australia Institute of Future Education (**AIFE**) in how it communicates with, and represents itself to, the public. The intent of this policy is to ensure that communications with the public are accurate, relevant and timely, and adheres to all legislative and regulatory requirements in relation to representation.

Scope

This Policy and Procedure applies to:

- All AIFE staff whether full-time, part-time, casual or contract, and
- Communications, including forms, standard letters, qualification issuance documentation, advertising, media releases, broadcast messages, digital publishing and print publications produced by AIFE's staff for the public domain.

Policy

Principles

Information about AIFE, and its operations, facilities, courses, fees and services will be:

- Accurate, relevant and timely
- Written in plain English to support informed decision-making by prospective and current students
- Made available to students prior to their acceptance of an offer of a place at AIFE
- Comprehensive and contain, as a minimum, the information required by the *Higher Education Standards Framework (Threshold Standards) 2021*, including its TEQSA provider category and registration number.

Procedure

AIFE implements the following process for assuring the quality of public information for release on its website or marketing materials:

- **Approach** | AIFE staff adopt a student-centric approach to the identification of information requirements. The information provided must primarily support and enable prospective and current students in their choices.
- **Drafting** | AIFE staff responsible for drafting public information should ensure that all applicable legislative, regulatory or legal requirements are addressed. This includes the *Higher Education Standards Framework (Threshold Standards) 2021*, which requires the provision of information about:
 - Courses or units of study, including the course design, prerequisites, assumed knowledge, when and where courses/units are offered, application dates, arrangements for recognition of prior learning, standing credit transfer arrangements, pathways to employment and eligibility for registration to practise where applicable
 - Orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning

resources, avenues to participate in decision making and opportunities to participate in student representative bodies

- Standards of behaviour expected from students, financial obligations to AIFE, critical deadlines, policies for deferral, change of preference/enrolment and leave of absence, disciplinary procedures, misconduct and grounds for suspension or exclusion
 - Current academic governance policies and requirements including admission, recognition of prior learning, transition, progression, assessment, grading, completion, qualifications, appeals, academic integrity, equity and diversity, intellectual property and withdrawal from or cancellation of enrolment
 - Types of services available such as personal support services, hours of availability, how to access services and emergency contact details
 - Processes for grievances and complaints resolution, and internal and external appeals processes, guidance on how to participate in the processes and sources of assistance including advocacy.
- **Verification** | Public information must be verified prior release. Where possible, verification should be undertaken by another staff or business unit with adequate knowledge of applicable legislative, regulatory and legal requirements.
 - **Authorisation** | Any release of public information, and any material change to public information, must be authorised by the CEO. The CEO must confirm that all required internal approvals, e.g. from the Board of Directors, or external approvals (e.g. TEQSA in the case of course accreditation) have been obtained prior to release of the information.
 - **Publication** | Any information authorised for release is to be published in a timely manner and notifies all relevant AIFE staff, students or other impacted stakeholders of the release.

Minimum Content for Publicly Available Information

AIFE's website must include the following information:

- AIFE's regulatory status and TEQSA provider registration number
- AIFE's Constitution
- Members of the Board of Directors and senior executive
- AIFE's financial standing
- Indicative student enrolment numbers
- A high-level organisation chart, including any schools/faculties which deliver AIFE's courses
- Location at which the course is offered, including overseas
- An overview of teaching campuses, facilities, learning resources and services provided for students

- A list of all higher education courses of study that are offered, including:
 - Indicative estimated annual enrolments
 - Whether the qualification is recognised in the Australian Qualifications Framework
 - Duration of study
 - 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
- Lodging a complaint about AIFE
- Contact details

Responsibilities

The Board of Directors is responsible for ensuring that AIFE has effective processes for the timely release of public information.

The CEO is responsible for:

- Ensuring that internal and external approvals have been received prior to release, and
- Authorising the release of public information.

Definitions

For the purposes of this Policy and Procedure, the following terms are defined as follows:

Representation	The presentation of a provider, the services it provides, and other related aspects of its operations as factual and truthful.
Public information	Any information made publicly available by AIFE on its website and marketing material such as brochures and prospectuses (in any form).

Version History

Version #	Changes	Approval Body	Approval Date
1.0	New policy	Board of Directors	28 February 2022

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Additional Information

Policy Status	Approved
Policy Owner	CEO
Next Review Date	3 years from Approval Date

Related Internal Documents	Not applicable
Higher Education Standards Framework (Threshold Standards) 2022	Standards under Sections 7.2 and 7.3
Other legislative or regulatory instruments	Not applicable

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