Public Information and Representation Policy and Procedure

Purpose

1. This Policy sets the Australian International Institute of Higher Education's ('the Institute') framework to ensure the provision of quality information on the Institute and its operations to prospective students and the broader community. In particular, the Institute will make relevant information available to ensure that students, once enrolled at the Institute, are not presented with unexpected barriers, costs or technology limiting their participation and progression in a course.

2. The Institute is committed to providing accurate, current and easily accessible information to its stakeholders. Publicly available information is developed for effective engagement with students and the broader community and covers key aspects of the Institute's operations and services of interest to its stakeholders.

Scope

3. This Policy applies to:
   a) all staff of the Institute whether full-time, part-time, casual or contract;
   b) members of the Institute's Governing Bodies;
   c) individuals engaged in providing services to the Institute or receiving services from the Institute, such as students, contractors or consultants.

Definitions

4. For the purposes of this Policy:
   a) **Representation:** means the presentation of a provider, the services it provides, and other related aspects of its operations as factual and truthful.
   b) **Public information**: means any information made publicly available by the Institute on its website and marketing material such as brochures and prospectuses (in any form).

Policy

Principles

5. The Institute will make publicly available current information on its operations and services.

6. The Institute will only make accurate and non-misleading representations of its operations and services.

7. The Institute will provide information to prospective and current students in a way that supports informed decision-making about the Institute's offerings.

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ABN: 86 633 747 403
TEQSA Provider ID: PRV14340 | CRICOS Provider Code: 04013G

Procedure

Representation and information

8. Public information, including any information used by education agents, is developed to give an accurate representation of the Institute, its educational offerings, associated fees, and accreditation of courses by TEQSA.

9. Information for supporting students' choice to study at the Institute is accurate, relevant, timely, easily and publicly accessible on the Institute's website. Where any change to the Institute's operations could reasonably be expected to have an impact on a person's choice to study at the Institute, such as a change in tuition fees, notice is given sufficiently in advance to enable the student to make an informed decision.

10. Mechanisms to assure the quality and accuracy of Institute information provided by agents to prospective students are outlined in the *Education Agent Policy and Procedure.*

Release of public information

11. The Institute implements the following process for assuring the quality of public information for release on its website or marketing materials:

    a) **Approach**: Institute 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.

    b) **Planning**: The Marketing and Recruitment Officer maintains an annual schedule of public information to be released, including due dates and responsible officers. The Marketing and Recruitment Officer monitors completion of required information against the schedule and reports on progress to the Chief Executive Officer (CEO) through the Executive Management Team.

    c) **Drafting**: Institute staff responsible for drafting public information should ensure that all applicable legislative, regulatory or legal requirements are addressed. Information to be provided to international students must be developed and reviewed by staff members with close knowledge of the *Education Services for Overseas Students Act 2000* (Cth) and *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth) and the *Higher Education Standards Framework (Threshold Standards) 2015*.

    d) **Verification**: Responsible officers must ensure that the information is verified prior to seeking authorisation for release. Where possible, verification should be undertaken by another staff or business unit with adequate knowledge of applicable legislative, regulatory and legal requirements.

    e) **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 Governing Council, or external approvals, (e.g. TEQSA in the case of course accreditation), have been obtained prior to release of the information.

    f) **Publication**: The Marketing and Recruitment Officer ensures that any information authorised for release is published in a timely manner and notifies all relevant Institute staff, students, education agents (if applicable), or other impacted stakeholders of the release.

    g) **Recording:** The Marketing and Recruitment Officer ensures that a record of any published information is kept for at least two years in accordance with the Institute's *Records Management Policy*.

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Monitoring and improvement

12. Responsible officers must ensure that published information is regularly reviewed to ensure it is not misleading and remains accurate, relevant and fit for purpose. The Marketing and Recruitment Officer will notify responsible officers of any feedback received from stakeholders. A review of the Institute's public information must be conducted after course reviews or material organisational change including changes to policy or fees and charges.

13. The Institute collects data on the quality of the information published on the website and marketing materials. Student and stakeholder feedback is sought on their perception and experience of the Institute's public information, including website and marketing materials.

14. The Institute uses the collected data to monitor trends in stakeholder and student satisfaction.

15. The Institute will improve this Policy and associated processes based on the collected data, in particular its impact on prospective students' ability to make informed decisions on the Institute's educational offerings.

16. The Institute will benchmark its performance against relevant industry data and will establish targets as appropriate.

17. The Governing Council receives an annual report on the adequacy and effectiveness of its strategies for the representation of the Institute and the release of public information.

Responsibilities

18. The Governing Council is responsible for ensuring that the Institute has effective processes for the timely release of public information.

19. The CEO is responsible for:

    a) ensuring that internal and external approvals have been received prior to release; and

    b) authorising the release of public information.

20. The Marketing and Recruitment Officer is responsible for:

    a) the overall quality of the Institute's public-facing information and its compliance with relevant legislation, codes and standards;

    b) training and monitoring education agents associated with the Institute for compliance with representation requirements as outlined in the *Education Agents Policy*; and

    c) publishing information on the Institute's website and other marketing materials.

21. Responsible officers are responsible for:

    a) drafting public information based on all applicable legislative, regulatory and legal requirements; and

    b) verifying the quality of public information prior to release.

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Associated information

Approving body	Governing Council
Date approved	23 October 2020
Date of effect	Commencement of operation
Next scheduled review	Two years from when policy commence
Policy owner	Chief Executive Officer
Policy contact	Marketing and Recruitment Officer
Related AIIHE Documents	*Compliance Policy and Procedure* *Quality Assurance Framework* *Records Management Policy and Procedure* *Subject Outline and Subject Learning Guide Policy and Procedure*
Higher Education Standards Framework (Threshold Standards) 2015 (Cth)	Standard 5.1, ss 1-3 Standard 6.2 Section 7.1 Section 7.2
Other related external instruments/documents	**Related Legislation** • *Tertiary Education Quality and Standards Agency Act 2011 (Cth)* • *Education Services for Overseas Students Act 2000 (Cth)* • *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)* • *Competition and Consumer Act 2010 (Cth)* **Good Practice Documents** • *TEQSA Guidance Note: Academic Governance, Version 2.3* • *TEQSA Guidance Note: Financial Standing, Version 2.2*

Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	23 October 2020

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Appendix 1 – Checklist for publishing marketing Information

Checklist for information to be published online and in hard copy

CONTENT ABOUT THE INSTITUTE AND SUPPORT SERVICES	W	SH	B
Business name, and trading name(s) if different, as it appears on the TEQSA National Register			
Provider ID number, as issued by TEQSA			
CRICOS Institution Code, as provided to the Institute by TEQSA			
Constitution of the Institute			
Names and profile of members of the Governing Council, Academic Board and Executive Management Team, and senior academic leaders			
Financial standing*			
Indicative total student enrolments for the Institute			
Information about the ESOS Framework including official Australian government material or links to this material online			
A high-level organisational chart that includes the organisational units that deliver courses of study, such as schools or faculties			
The Institute's Campus			
List of Education Agents that the Institute has an agreement with for the recruitment of international students			
Overview of the campus, including facilities and learning resources			
Access to learning resources			
Information about how students can participate in decision-making			
Student support service, including hours of availability and how to access the following services: a) English language support b) personal support c) cultural support and ancillary services and d) emergency contact.			
Information to assist international students studying in Australia, including: a) indicative costs of living and studying in Australia b) accommodation options c) arrangements for health care and d) if applicable, schooling obligations related to school-aged dependants (including the possibility that school fees may be incurred).			
How to lodge a grievance and/or a complaint, including: a) an explanation of the grievance and complaints resolution process b) an explanation of internal and external appeal processes, and c) guidance on how to participate in the processes and sources of assistance			

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CONTENT ABOUT THE INSTITUTE AND SUPPORT SERVICES	W	SH	B
including advocacy			
Contact details			
Technical and specialist terms explained in plain English			

W - Website, SH - Student Handbook, B - Brochure

CONTENT ABOUT COURSES	W	SH	B
Course name, including its accreditation status and CRICOS course code, and duration			
Qualifications offered and whether they are recognised in the AQF			
Confirm recognition of each course of study by the ACS and the AMI, where relevant			
Course structure			
Mode of delivery			
Units of study, expected learning outcomes and assessment methods			
Prerequisites			
When courses and units are offered			
Entry requirements, including level of English language proficiency, and educational qualifications or work experience required			
Application dates			
Fees - tuition and non-tuition			
Arrangements for recognition of prior learning and credit transfer			
Pathways to employment			
Timetables			
When and where orientation and induction will be held			
Technical requirements for access to IT systems			
Term dates, including holiday breaks			
Critical deadlines			

W - Website, SH - Student Handbook, B - Brochure
* - Information as advised in the *TEQSA Guidance Note: Financial Standing, Version 2.2*

Checklist for documents to be uploaded on website

POLICIES	Check
Academic Freedom Policy	
Governance Framework	
Student Academic Integrity Policy and Procedure	
Staff Academic Integrity Policy and Procedure	

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POLICIES	Check
Admission Policy and Procedure	
Examination Policy and Procedure	
Assessment Review Policy and Procedure	
Assessment Policy and Procedure	
Assessment Review and Appeal Form	
Credit Policy and Procedure	
Domestic Student Enrolment Policy and Procedure	
International Student Enrolment Policy and Procedure	
Transfer to Other Providers Policy and Procedure	
Student Disability Policy and Procedure	
Student Equity and Diversity Policy and Procedure	
Student Support Framework	
Sexual Assault and Harassment Policy and Procedure	
Critical Incident Policy and Procedure	
Fees Policy and Procedure	
Refund Policy and Procedure	
Course Discontinuation Policy and Procedure	
Intellectual Property Policy and Procedure	
Student Code of Conduct	
Student Appeals Policy and Procedure	
Student Grievance Policy and Procedure	
Student Misconduct Policy and Procedure	
Student Consultation Policy and Procedure	
Qualifications Issuance Policy and Procedure	

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Appendix 2 – Schedule of Requirements for the Release of Public Information

Item	Requirement	Responsible officer	Timing for release
Marketing and promotion of courses and education services in connection with the recruitment of international students, including through an education agent	Not false or misleading Consistent with Australian Consumer Law, *Education Services for Overseas Students Act 2000* (Cth), the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth) and the *Higher Education Standards Framework (Threshold Standards) 2015*	Marketing and Recruitment Officer	As soon as practicable after any material change
Representation of course or unit	Accurate and not misleading	Course Coordinator	As soon as practicable after any material change
Association with any other persons or organisations the Institute has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol	Not false or misleading	Course Coordinator	As soon as practicable after any material change
Any work-based training a student is required to undertake as part of the course	Not false or misleading Includes information on any inherent requirements including any checks required and applicable charges	Course Coordinator	As soon as practicable after any material change
Prerequisites-including English language proficiency-for entry to the course	Not false or misleading	Course Coordinator	As soon as practicable after any material change
Any information relevant to the Institute, its courses or outcomes associated with those courses	Not false or misleading	Course Coordinator	As soon as practicable after any material change
List of affiliated education agents	Accurate and not misleading	Marketing and Recruitment Officer	As soon as possible after an Education

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Item	Requirement	Responsible officer	Timing for release
			Agent Agreement is finalised
Representation of visa outcomes to international students	Not false or misleading	Marketing and Recruitment Officer	At all times
Course and unit information available to prospective students via website and prospectus	Accurate, relevant and timely information Accessible, including access for students with special needs Plain English	Course Coordinator	Website – at least 2 months prior to the scheduled commencement date of a trimester Prospectus – each release of a revised edition Reasonably before each change to the Institute's operations which could impact on the choice or ability to participate in a course
Publicly available information about the Institute's operations, including trading names, regulatory status, members of the governing body, senior executives, financial standing of the provider, indicative total student enrolments	Accurate and not misleading	CEO	As soon as practicable after any material change
Any publicly available written or online material indicating that the Institute is able or willing to provide a course to overseas students	CRICOS registered name and registration number	Marketing and Recruitment Officer	Ongoing

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