

COMMUNICATIONS POLICY

Contents

1	PURPOSE.....	1
2	POLICY.....	1
3	MEANS OF COMMUNICATION	1
4	ENQUIRIES/EXPRESSIONS OF INTEREST	2
5	EMAILS.....	2
6	CHANGES TO AGREED SERVICES	2
7	APPROVAL AND REVIEW DETAILS	3

1 PURPOSE

The intent of the Communications Policy and Procedure is to ensure that effective and timely communication and information between Yarrowonga Mulwala Community & Learning Centre (RTO 21765) and current and prospective students always occurs.

This policy and procedure support the following Standards for Registered Training Organisations 2015:

- Standard 5.1
- Standard 5.2
- Standard 5.3, and
- Standard 5.4

2 POLICY

Yarrowonga Mulwala Community & Learning Centre recognises that communication between them and current and prospective students is two ways. We recognise the need for multiple channels for communication in order to engage with diverse cohorts and/or communities for different purposes and situations. Yarrowonga Mulwala Community & Learning Centre are committed to the provision of information relating to legislative requirements or entitlements, and information deemed beneficial or relevant to the student experience. We undertake to ensure student communication is clear, timely, accurate, accessible, targeted, personalised, respectful and inclusive, and in accordance with the RTO's policies and procedures.

Communication may be oral or written, and utilise telephone, email, face to face or other digital or hardcopy channels.

This policy applies to all communication between the RTO and current and prospective students.

3 MEANS OF COMMUNICATION

The primary and secondary mechanisms for communicating with current and prospective students and alumni are:

Audience	Primary mechanism for communication	Secondary mechanism for communication
Prospective or future students	RTO website	Personal email for prospective students who have submitted and enrolment form or an enquiry

		Telephone (if indicated that this is their preferred method of communication) Brochures and flyers Social media Face to face Post
Current students	Personal email address	Learning Management System (Moodle) Announcement's page (for messages from Training Manager or Executive Officer) Learning Management System (Moodle) – messaging (for messages from Trainer) Text messages to personal mobile devices Telephone RTO website Print materials Social media Face to face Post
Alumni (graduates)	Personal email	Telephone RTO website Print materials Social media Face to face Post

4 ENQUIRIES/EXPRESSIONS OF INTEREST

Enquiries or Expressions of Interest will be entered into the Student Management System enquiries tool (PowerPro) with as much information about the prospective student as possible. All enquiries or expressions of interest are to be followed up within 5 working days from the date of receipt, using the prospective student's preferred method of communication.

5 EMAILS

Wherever possible, emails will be sent to individual students, however from time to time it may be necessary to send out a group email to a cohort of students. In this instance, Yarrowonga Education & Training will utilise the "BCC" (blind copy) option to ensure that student's email addresses remain private.

6 CHANGES TO AGREED SERVICES

Where there are any changes to agreed services, Yarrowonga Mulwala Community & Learning Centre will advise students as soon as practicable via the following methods:

- Email
- Announcement on Learner Management System (Moodle)

This includes in relation to any new third-party arrangements, changes in ownership or changes to existing third party arrangements.

7 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Committee to Approval Authority	Committee of Management
Administrator	Training Manager
Next Review Date	November 2022

Approval and Amendment History	Details
Original Approval Authority and Date	
Amendment Authority and Date	
Notes	New policy created