

## POLICY No: 33

### POLICY:

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

This policy supports the following Standards for Registered Training Organisations 2015:

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

YMCLC recognises that communication between them and current/prospective students is two ways. We recognise the need for multiple channels for communication to engage with diverse cohorts and/or communities for different purposes and situations. YMCLC 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 utilize telephone, email, face to face or other digital or hardcopy channels.

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

### Means of Communication

The primary and secondary mechanisms for communicating with current/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 an 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	Learner Management System Announcement’s page (for messages)

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		from Training Manager or Executive Officer) Learner Management System 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

### Enquiries/Expressions of Interest

Enquiries or Expressions of Interest will be entered into the Student Management System enquiries tool 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.

### 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, YMCLC will utilise the “BCC” (blind copy) option to ensure that student’s email addresses remain private.

### Changes to Agreed Services

Where there are any changes to agreed services, YMCLC will advise students as soon as practicable via the following methods:

- Email
- Announcement on Learner Management System
- In person, face to face

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arrangements, changes in ownership or changes to existing third party arrangements, and qualifications being superseded.

**APPROVAL AND REVIEW DETAILS**

<b>Approval and Review</b>	<b>Details</b>
Approval Authority	Executive Officer
Advisory Board to Approval Authority	Board of Management
Administrator	Training Manager
Next Review Date	December 2024

<b>Approval and Amendment History</b>	<b>Details</b>
Original Approval Authority and Date	Board of Management – 9 <sup>th</sup> May 2023
Amendment Authority and Date	21.11.2021 - new policy created based on feedback from External Auditor. 21.03.2023 – removed reference to Moodle, minor wording changes. 21.12.2023 – updated to new policy format.
Notes	

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