



STAKEHOLDER COMMUNICATION POLICY AND PROCEDURE

1. Purpose

To ensure ongoing communication takes place with all stakeholders in a timely and efficient manner, in order to allow operations to run smoothly and with sound quality control.

2. Scope

This policy includes all stakeholders, including students, all administrative staff, teaching staff, education agents, student parents (when applicable), the DoS and the Campus Manager.

3. Policy

It is crucial that regular communication takes place with all stakeholders. The procedural steps below outline how this takes place with each stakeholder group, via which method(s) and the frequency, where relevant.

4. Procedure

1. Communication with **teaching and administrative staff** includes and is not limited to:

| Information | Communication method | Responsible |
|---|--|---------------------------------|
| Announcements regarding upcoming course schedules, or changes to course content etc | Weekly admin staff meetings Teacher emails / monthly meetings | Campus Manager DoS |
| Changes to legislative policies for ELICOS colleges | As above | As above |
| Changes to internal policies | As above | As above |
| Information regarding internal and external PD opportunities | Email annually and as they arise | As above |
| Student feedback / complaints | Teacher communication board, individual teacher meetings where required, staff meetings, surveys sent to student services manager by DoS, who passes onto relevant admin staff if necessary. | DoS Student Services Manager |
| College responses to staff feedback / complaints | Meetings, standing agenda item | Campus Manager DoS |



2. Communication with **education agents** includes and is not limited to:

| Information | Communication method | Responsible |
|--|---|----------------------------------|
| Student progress / attendance (this information may also be provided to parents) | Email by request, or just before cancelling CoE | DoS Marketing Manager |
| Changes to course schedules / offerings | Email and social media messaging as required | Marketing team |
| Changes to legislative policies for ELICOS colleges | As above | Campus Manager Marketing team |
| Changes to internal policies (if relevant) | As above | As above |
| Updated promotional material | Email as changes take place | Marketing manager |

3. Communication with **students** includes and is not limited to:

| Information | Communication method | Responsible |
|---|--|---------------------------------|
| Announcements regarding upcoming course schedules, or changes to course content etc | Student noticeboard, in person (DoS visits classrooms), posters, Facebook page | DoS |
| Changes to legislative policies for international students | In person (DoS visits classrooms), and via email as required | DoS |
| Changes to internal policies | In person (DoS visits classrooms), and via email as required | DoS |
| Issues with attendance or course progress | Email and in person with the student concerned | DoS Student Services Manager |
| Information regarding relevant events taking place internally or externally | Posters, student activity calendar | DoS |
| Information regarding upcoming public holidays | Facebook page, events calendar | DoS Student Services Manager |
| Study tips | Facebook page | DoS |
| College responses to student feedback / complaints | In person (DoS visits classrooms) | DoS |