

Student Communication Policy & Procedure

Legislative References:

- Standards for RTOs 2025 (Standard 1, 2, 3, 4, 5, 7)
- ESOS Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Skills First VET Funding Contract 2025
- Privacy Act 1988
- Australian Consumer Law

1. Purpose

- The purpose of this policy is to ensure effective, timely, accessible, transparent and accurate communication between Job Training Institute (JTI) and its students. This enables consistency, fairness and regulatory compliance across all student communication processes. The policy outlines expectations, standards and procedures for communicating with domestic and international (CRICOS) students from enrolment to completion or withdrawal.

2. Scope

This policy applies to:

- All prospective, current, completing, withdrawn and deferred students.
- All JTI staff including Trainers, Assessors, Student Support Officers, Admissions, Administration, Compliance and Management.
- All communication methods including email, phone, VetTrak Logs, LMS (Moodle), letters, online meetings and face-to-face interactions.

3. Policy Statement

- JTI is committed to ensuring that student communication is:
- Timely, respectful and clear.
- Accurate and compliant with all regulatory requirements.
- Accessible and culturally inclusive.
- Documented appropriately for audit, regulatory and contractual requirements.
- Supportive of student wellbeing, safety and academic success (ASQA Standard 2.6).

JTI ensures students receive accurate information regarding enrolment, support, assessments, attendance, progress, work placement and any changes affecting their study. All communication must be student-centred, free from misleading information, and aligned with the Standards for RTOs 2025, Skills First, ESOS and the National Code.

4. Communication Channels

4.1 Email (Primary Channel)

Used for: enrolment, timetables, assessments, progress, attendance, work placement, support referrals, warnings, decisions, fee notices and official communication.

4.2 SMS

Used for urgent or short reminders: class reminders, cancellations, attendance warnings, emergency notices.

4.3 Phone Calls

Used for wellbeing follow-up, support, complaints/appeals, intervention meetings, attendance or academic concerns.

4.4 Student Management System (SMS)

Used for storing all communication, generating reminders and official notices.

4.5 Learning Management System (LMS)

Used for announcements, feedback, learning material updates and assessment notifications.

4.6 Letters (Email or Hard Copy)

Used for formal decisions such as suspension, cancellation, intention to report, or fee reminders.

4.7 Zoom/Teams or In-Person Meetings

Used for orientation, support, academic discussions, intervention plans, complaints and appeals.

5. Procedures

5.1 Pre-Enrolment Communication

Staff must provide accurate and transparent information regarding:

- Course structure, duration and requirements.
- Entry requirements including LLN, digital literacy, PTR and eligibility.
- Fees, funding, refunds and withdrawal.
- Work placement requirements.
- Support services.
- Rights and responsibilities.

All communication must be stored in the SMS./JTI Internal Communication Platform

5.2 Enrolment Confirmation

Within 5 business days, students receive:

- Welcome email.
- Training plan.
- Timetable and class instructions.
- LMS login details.
- Support class information.
- Orientation invitation.

CRICOS students also receive CoE and visa-related information.

5.3 Ongoing Course Communication

Trainers and Student Support Officers must provide:

- Assessment instructions and feedback.
- Class updates.
- Support and intervention communication.
- Attendance warnings and progress advice.
- Work placement instructions and updates.

5.4 Attendance and Academic Progress Communication

Steps:

1. First Alert email.
2. SMS reminder.
3. Phone call follow-up.

4. Intervention meeting.

5. Formal Notice of Intention to Report (CRICOS, if required).

All communication is recorded.

5.5 Work Placement Communication

Students must receive:

- Suitability check list
- Required forms (agreement, timesheets,).
- Supervisor report
- Workplacement task book

Trainers must document visit reports and supervisor communication

5.6 Withdrawal or Deferral Communication

Students receive:

- Confirmation of withdrawal or deferral.
- Updated Statement of Fees (domestic).
- Skills First funding impact information.
- ESOS compliant notifications for international students.

Records of **formal** withdrawal and **apparent** withdrawal must follow Skills First definitions.

5.7 Emergency & Critical Incident Communication

JTI will:

- Notify affected students via SMS and email immediately.
- Provide follow-up updates.
- Document communication in the Critical Incident Form

CRICOS reporting requirements apply.

6. Staff Responsibilities

6.1 All Staff

- Communicate professionally and respectfully.
- Respond to student enquiries within 2 business days.
- Maintain accurate communication records.

6.2 Trainers/Assessors

- Provide timely assessment-related communication.
- Monitor engagement and refer at-risk students.
- Log communication in SMS.

6.3 Student Support Officers

- Provide support updates and referrals.
- Conduct intervention communication.
- Document meetings and follow-ups.

6.4 Admissions Team

- Manage pre-enrolment and enrolment communication.
- Conduct PTR and eligibility checks.

6.5 Compliance Team

- Ensure this policy is implemented.
- Conduct regular communication audits.
- Maintain regulatory compliance.

7. Record Management

JTI must store:

- Emails
- SMS logs
- Phone call summaries
- Meeting notes
- Support referrals
- Attendance warnings
- Assessment communication
- Work placement communication
- Withdrawal and deferral records

Records are stored according to the JTI Records Management Policy and regulatory retention requirements.

8. Monitoring & Compliance

JTI will:

- Review communication logs for continuous improvement.
- Implement corrective actions where gaps are identified.

9. Breaches of Policy

Failure to follow this policy may result in:

- Corrective actions
- Staff retraining



Implement standardised templates and centralised repository for operational and financial records

- Assign clear responsibility for timely record updates

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