



IONA COLLEGE
TRINITY

TEQSA Provider ID PRV14376 • CRICOS Provider Code 04294D

Public Information and Representation Policy and Procedure

Approved by the Board of Directors on 26 May 2022

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1. Purpose

This Policy outlines a framework to guide Iona Trinity College of Higher Education (the College) in how it communicates with, and represents itself to, the public, with the primary purpose of ensuring accurate, relevant and timely information which adheres to all legislative and regulatory requirements in relation to representation.

2. Scope

This Policy applies to:

- All staff of the College
- Communications, including forms, standard letters, qualification issuance documentation, advertising, media releases, broadcast messages, digital publishing and print publications produced by the College's staff for the public domain.

3. Policy

3.1 Principles

All information about the College including its facilities, courses and fees will be:

- Accurate, relevant and timely
- Written in a clear and simple way to support informed decision-making by prospective and current students
- Made available to students prior to their acceptance of an offer of a place at the College
- Comprehensive and contain, as a minimum, the information required by:
 - The *Higher Education Standards Framework (Threshold Standards) 2021* (HESF) including its TEQSA provider category and registration number.
 - The *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, including its CRICOS registered name and registration number.
- Accessible, including to individuals with special needs, with website design to be guided by the Web Content Accessibility Guidelines (WCAG) 2.0 to Level AA.

4. Procedure

The following process will be followed as a means of quality assuring information for release on its website or marketing materials:

- **Approach:** the information provided must primarily support and enable prospective and current students in their choices.
- **Drafting:** staff with responsibilities for preparing information for the public should ensure that all applicable legislative, regulatory or legal requirements are addressed, including the HESF requirements on the provision of information about:

- Courses or units of study, including the course design, prerequisites, assumed knowledge, when and where courses/units are offered, application dates, arrangements for recognition of prior learning, standing credit transfer arrangements, pathways to employment and eligibility for registration to practise where applicable
- Orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning resources, avenues to participate in decision making and opportunities to participate in student representative bodies
- Standards of behaviour expected from students, financial obligations to the College, critical deadlines, policies for deferral, change of preference/enrolment and leave of absence, disciplinary procedures, misconduct and grounds for suspension or exclusion
- Current academic governance policies and requirements including admission, recognition of prior learning, transition, progression, assessment, grading, completion, qualifications, appeals, academic integrity, equity and diversity, intellectual property and withdrawal from or cancellation of enrolment
- Types of services available such as personal support services, hours of availability, how to access services and emergency contact details
- Processes for grievances and complaints resolution, and internal and external appeals processes, guidance on how to participate in the processes and sources of assistance including advocacy.
- **Verification:** Prior to the publication, the material must be verified. Where possible, verification should be undertaken by another staff or business unit with adequate knowledge of applicable legislative, regulatory and legal requirements.
- **Authorisation:** Any release of public information, and any material change to public information, must be authorised by the Principal.
- **Publication:** Any information authorised for release is to be published in a timely manner and all relevant staff, students or other impacted stakeholders notified of the release.

4.2 *Minimum content for publicly available information*

Relevant public material (e.g. website, Student Handbook, brochures) about the College must include the following information:

- The College's regulatory status, provider category and TEQSA provider registration number
- The College's Constitution
- Members of the Board of Directors and senior executive
- The College's financial standing
- Indicative student enrolment numbers

- A high-level organisation chart, including any schools/faculties which deliver the College's courses
- Location at which the courses is offered, including overseas if applicable
- An overview of teaching campuses, facilities, learning resources and services provided for students
- A list of all higher education courses of study that are offered, including:
 - Indicative estimated annual enrolments
 - Whether the qualification is recognised in the Australian Qualifications Framework
 - Duration of study
 - Details of the credit and recognition of prior learning policy that applies to each course of study and direction on how to obtain information on any articulation or credit arrangements that may apply to the course
- Lodging a complaint about the College
- Contact details

5. Responsibilities

The Principal is responsible for:

- Ensuring that internal and external approvals have been received prior to release, and
- Authorising the release of public information.

6. Definitions

For the purposes of this Policy and Procedure, the following terms are defined as follows:

Representation	The presentation of a provider, the services it provides, and other related aspects of its operations as factual and truthful.
Public information	Any information by the College that is publicised on its website and includes marketing material such as brochures and the student prospectus

7. Version history

Version #	Changes	Approval Body	Approval Date
1.0	Original version	Board of Directors	26/05/22
2.0	Inserted clause on website accessibility design guidelines	Board of Directors	20/04/23

8. Additional Information

Policy Status	Approved
Policy Owner	Principal
Next Review Date	3 years from Approval Date
Associated Internal Documents	No related internal documents
Higher Education Standards Framework (Threshold Standards) 2021	Standards 7.2.1 to 7.2.3, 7.3.1 and 7.3.2
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standards 1.4 and 2.1.1 to 2.1.11
Other Applicable Legislation and Instruments	Tertiary Education Quality and Standards Agency Act 2011

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