



# Student Information Provision Policy and Procedure

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## 1 Scope and Purpose

This policy provides a framework for the provision of accurate, accessible and timely information to current and prospective students with regard to Russo Business School's educational offerings and the student experience.

This policy applies to all members of Russo Business School's higher education community.

This policy does not apply to day-to-day communication between students and staff, individual student correspondence or direct response to students, project specific information, emergencies or critical incidents.

## 2 Definitions

**Critical Incident** means an event (e.g. alarm, small chemical spill), which requires an immediate response, but can be managed relatively quickly using local resources, possibly with the assistance of the Emergency Services.

**Emergency** means an incident that becomes more serious and requires coordination to address the wider implications. An emergency usually involves intervention by Emergency Services.

**Representations** means the way in which a higher education provider represents itself to the public, regardless of whether expressed or implied

**Student Information** is difficult to define but generally includes, but is not limited to, information that a current or prospective student needs to make an informed decision about the higher education provider, its education offerings, experiences and charges; obligations and liabilities of students; policies and procedures; outcomes associated with undertaking a course of study; and employment outcomes.

## 3 Policy Objectives

Russo Business School is committed to providing accurate representations of itself and its education offerings, and ensuring that student information meets statutory requirements and is readily available for students to:

- a. ensure they can make well informed decisions prior to acceptance of an offer and during their studies
- b. access relevant policies, procedures and support information
- c. assist in planning and participating in education and other activities
- d. enhance their study experience and likelihood of success
- e. ensure they are aware of their rights and responsibilities, obligations and liabilities
- f. be aware of expected standards of behaviour.

## 4 Implementation

Russo Business School will ensure that systems and processes are in place to ensure that information on educational offerings and the student experience is readily available to students. The COO, with input from the Dean of Studies, takes responsibility for implementation of this policy. The Board of Directors, with input from the Academic Board, is responsible for oversight of information provision to students.

## 5 Procedure

### 5.1 Provision of student information

Russo Business School will provide accurate information to current and prospective students which will be available on Russo Business School's public website for prospective students and Russo Business School's student portal for current students. The information made available will be current and in plain English, and will ensure that students:

- a. can make well informed decisions about courses and units of study
- b. have access to relevant policies and procedures
- c. are aware of their rights and responsibilities
- d. are aware of the student code of conduct
- e. are aware of safety and security requirements
- f. are aware of student support services that are available
- g. can access complaints and grievance processes.

Russo Business School will ensure that it represents itself and its educational offerings in an accurate manner that is not misleading. This will include any information provided directly to students or through agents or other parties.

### 5.2 Information management

Russo Business School will ensure (as per Standard 7.3 of the HES Framework) that there is a repository of publicly available information that includes:

- a. *the registered name of the higher education provider, trading name(s) if different, regulatory status and authority to provide courses of study to international students studying on an Australian student visa*
- b. *the instrument establishing the entity*
- c. *the members of the governing body and senior executive*
- d. *the financial standing of the provider*
- e. *indicative total student enrolments*
- f. *a high-level organisational chart that includes the organisational units that deliver courses of study, such as schools or faculties*
- g. *the locations at which higher education is offered, including overseas if applicable*
- h. *an overview of teaching campuses, facilities, learning resources and services provided for students*
- i. *a list of all higher education courses of study that are offered, including indicative estimated annual enrolments*
- j. *arrangements with other parties to deliver courses of study or to conduct research training*
- k. *where public annual reports are required of the provider, the three most recent annual reports*

- l. how to lodge a complaint about the higher education provider*
- m. contact details.*

*The list of all higher education courses of study within the repository of information includes:*

- a. the accreditation status of each course of study*
- b. the qualification(s) offered*
- c. whether the qualification is recognised in the Australian Qualifications Framework*
- d. confirmation of recognition of each course of study by the relevant professional body(ies) if such recognition is required for registration of graduates to practise*
- e. whether each course of study is authorised to be offered to international students studying on an Australian student visa*
- f. the duration of each course of study.*

Russo Business School will ensure that all information has been approved by the relevant authority, is accurate at the time of publishing, that reasonable notice is given, and that any changes are made in a timely manner.

Content and web managers are responsible for:

- a. ensuring that information relevant to their area is relevant, accurate and up to date
- b. undertaking reviews of information on a regular basis, or according to the review schedule
- c. maintaining version control and retention in accordance with the Records Management Policy and Procedure
- d. seeking approval from the relevant authority/Board for proposed amendments to information
- e. uploading approved versions Russo Business School's website, after sign-off by the relevant content manager
- f. notifying key stakeholders of approved changes within two business days of publication.

The Records Management Policy and Procedure contains details of how records are maintained securely and confidentially, and sets out the retention schedule.

### **5.2.1 Publishing information**

Russo Business School complies with the National Code 2018 in general, and in particular:

- a. Standard 1 to ensure that it upholds 'the integrity and reputation of Australia's education industry by ensuring the marketing of their courses and services is not false or misleading.'
- b. Standard 2 to ensure that students 'have sufficient information to enable them to make informed decisions about studying with their chosen registered provider in Australia.'
- c. Standard 6 to ensure that there are 'appropriate orientation programs that help overseas students to access the information and services they require.'

Web Managers are responsible for completing requests for publication or upload to Russo Business School's website after policies or other key documents have been approved and signed off, and notifying key stakeholders within two business days of publication.

The Head of Corporate and Community Relations is responsible for sending all draft advertising material such as the course prospectus and the like to the relevant content area for checking accuracy of information prior to final publication. All written and online material will include the CRICOS registered name and registration number.

The Marketing team are responsible for uploading approved information within two business days of receiving a formal request to upload information, and notifying the relevant manager of its completion for final checking.

## 6 Related documents

The following policies and procedures are related to this policy:

- a. Records Management Policy and Procedure
- b. Student Complaints and Approval Policy and Procedure

## 7 Review

Three years from commencement.

## 8 Accountabilities

The Board of Directors is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and Russo Business School’s higher education community via the website and other publications.

Delegated Authority	Delegation
<b>Governance</b>	
Board of Directors	Refer to the Terms of Reference
Academic Board	Refer to the Terms of Reference
<b>Executives</b>	
Chief Operating Officer	Relevant to Accountability Statement
Head of Corporate and Community Relations	Relevant to Accountability Statement
<b>Management</b>	
Dean of Studies	Relevant to Accountability Statement

## 9 Revision History

Policy & Procedure Version No	Policy & Procedure Sponsor	Approval Authority	Date of Approval	Date for next review
1/2022	Chief Operating Officer	Board of Directors	13/07/2022	13/07/2024