

IEFT STUDENT INFORMATION AND REPRESENTATION POLICY

PURPOSE

IEFT values academic excellence, integrity and the provision of quality education. This policy articulates IEFT's commitment to ethical, accurate and honest representation of its accredited higher education courses and services to prospective and current students.

SCOPE

This policy applies to all staff and IEFT-appointed representatives. This policy also determines how IEFT staff and appointed representatives present any information about IEFT, whether verbally, in print, on websites or via social media platforms.

DEFINITIONS

IEFT's Higher Education Services include:

- academic advice and referrals to student support services, including counselling;
- learning resources, hard copy and online;
- on-campus facilities and resources;
- campus access for students with disabilities;
- study timetables;
- the provision of information and communication technology (ICT) support;
- work placement and internship programs (if appropriate to accredited courses) ;
- any other services provided to enable students to achieve their educational goals.

Mode of Delivery means the method adopted to deliver IEFT courses.

Information and Promotional Material means any information or material that is accessible by prospective students, whether in Australia or overseas, including print and broadcast advertising, leaflets and brochures, display material, posters, forms, newsletters, electronic material (CD ROM, VCD), videos, information on websites and social media platforms, and multimedia presentations.

RESPONSIBILITIES

The **CEO** is responsible for ensuring that all IEFT's course information and promotional materials are accurate and complete, conform to IEFT corporate values, and comply with:

- the requirements of the Higher Education Standards Framework (Threshold Standards) 2015; and
- the Australian Competition and Consumer Act (2010).

The **CEO** is also responsible for:

- approving all IEFT course information and promotional materials and ensuring compliance;
 - authorising publication of course information and promotional materials;
- before any such materials are published or posted online.

POLICY

1. IEFT provides accurate, relevant and up-to-date course information to current and prospective students at all times.
2. All course and study information on the IEFT website conforms to IEFT values and is up to date, accurate and compliant with all regulatory requirements.
3. All information provided about IEFT units of study is accurate and up to date.
4. All information and promotional materials:
 - accurately represent IEFT's accredited higher education courses and services;

- refers to other persons (such as current and former students) or organisations only if that person or organisation has formally agreed;
- makes clear where a third party (such as an agent) is recruiting prospective students for IEFT; and
- does not guarantee that a student will successfully complete his / her course or obtain a particular employment outcome.

RELATED

Grievance Complaints and Appeals Policy
 Grievance Complaints and Appeals Procedure

Version Control

Document:	Student Information And Representation Policy				
Approved by:	Academic Board			Date:	2017/09/18
Version:	V1.1	Replaces Version:	V1.0	Next Review:	2019