RTO POLICY MANUAL

SRTOs 2015 and ESOS National Code 2018

Royal International College
RTO Code: 46036| CRICOS Code: 04153F
ABN: 94 656 983 121 ACN: 656 983 121
Suite 2, Level 6, 341 Queen Street Melbourne VIC 3000
Ph: 0461414506
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Communication Policy and Procedure

Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS Standards 2018 – Standard: 1.1; 1.2; 1.3; 1.4; 1.5; 2.1; 2.2;, 2.3; 2.4; 2.5; 3.1; 3.2; 3.3; 3.4; 3.5; 3.6; 4.2.3; 5.2; 6.1; 6.2; 6.4; 6.5; 6.8; 6.9; 10.1; Standards for RTOs 2015 – Standard: 4.1; 5.1; 5.2; 5.3; 5.4; 8.2;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

Purpose

The purpose of this policy is to outline the various types of communication that are relevant to RTO environment and to provide guidelines for the appropriate flow of that communication, or to direct stakeholders to the relevant protocols and procedures.

Effective communication is the key to good relationships and RTO seeks to establish excellent relationships with all of its stakeholders including students, staff, regulators and industry to work together effectively.

Objective

RTO will ensure that communication within RTO context is multi-faceted and all aspects are essential to the correct and compliant and effective operation of the RTO. Therefore, it is imperative that all internal and external communication is carried out in a professional manner.

Scope

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This policy will apply to all current, prospective and previous students, staff and other RTO stakeholders.

Procedures

	Description	Responsibility

1.	**Types of Communication**
	
	A. Communication within and outside the RTO community can take many forms, including, but not limited to:
	
	   i. The dissemination of information to RTO community and beyond via RTO website
	
	   ii. other marketing collaterals such as marketing brochures, pamphlets, media releases, emails, notices to students
	
	   iii. Social Media sites such as Facebook, Twitter, LinkedIn and Google Plus
	
	   iv. Agent/student information sessions
	
	      • The registered provider must enter into a written agreement with each education agent it engages to formally represent it and enter and maintain the education agent's details in PRISMS.
	
	   v. Induction for staff and students
	
	   vi. RTO Reporting requirements
	
	   vii. RTO Annual Report
	
	B. Communication required for administrative, legal or government purposes, such as:
	
	   i. Notice of change of location
		PEO
		RTO Manager

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	ii. Intention to report to Department of Human Affairs (DOHA)
	
	iii. Official notices related to fees, holiday periods, closures
	
	C. Communications during meetings, such as:
	
	     i. Meeting notices
	
	     ii. Meeting agendas
	
	     iii. Papers and reports.
	
	D. Complaints or grievances (refer to the complaints and appeal Policy and Procedures)
	
	E. Upward and downward communication with the RTO Board
	
	F. Upward and downward communication with the PEO
	
	G. Communication with external organisations and bodies including:
	
	     i. the media
	
	     ii. government bodies, for example the police or other departments
	
	• the general public.	

2	**Dissemination of Information** It is crucial that information is provided to RTO community in a timely and punctual manner, and that it is accurate and exhibits a high level of professionalism. • RTO website is a public source of information about RTO. It is updated on a regular basis to ensure that all information is current and correct. All information included on the	PEO RTO Manager RTO Staff

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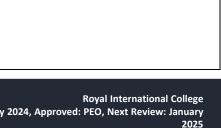website must be checked and approved by an authorised person.

- Social Media sites – are also very public sources of information about RTO and are to be updated on a regular basis to ensure all information is current and correct. All information included on such sites must be checked and approved by an authorised person.

- Marketing collaterals – need to be checked, approved by an authorised person.

- Information days/evenings for agents and students —a variety of Information sessions are held throughout the year, such as open days, and the "Taste and See" days for students. All information disseminated through such open days, via speeches, power point presentations, flyers, posters, etc., must be checked and approved by an authorised person.

- Induction of staff and students – these will be conducted whenever RTO has a new intake of students or when new trainers/teachers are hired. All information provided to staff and students during these sessions must be checked and approved by an authorised person.

- All staff meetings, such as team meetings, department meetings, management meetings,

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board meetings must be planned, disseminated/ notified and recorded and reported in writing, using appropriate documents such as agendas, minutes, notices, etc.

- Student progress meetings or complaint resolution meetings must be recorded in reports.

- Notices and other correspondence—all information that is sent out to stakeholders to advise them about excursions, visiting speakers, sports days, camps, competitions, change of classrooms, change of timetables, is to be sent in the approved format on RTO logo letterhead. These notices are to be approved and signed by SSO/CM before they can be reproduced and dispatched to stakeholders or displayed on the notice boards in hard copy and/or electronic version.

- Advertisements, personal notices for rent/share accommodation or equipment needs to be checked and authorised by the SSO/CM before being displayed on notice boards.

- All telephone greetings, voice mail messages and email signatures etc. must be checked and approved by an authorised person.

- Advice to students/ staff regarding disciplinary matters—refer to the Disciplinary

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Policy and Procedures for details about the ways in which students and staff are advised of matters regarding complaints and disciplinary matters.

- Administrative, Legal & Government Communication must be in the form of written communication. Verbal advice is insufficient.

3.

- RTO Board will receive regular reports from the PEO of the RTO. Board members will also receive agendas, minutes of meetings and documents for perusal prior to meetings.

- RTO Board/ PEO/ Management group's communication will be disseminated to staff and stakeholders in the form of Mission Statements, Vision, directives, instructions, etc.

- Committees such as Management Committee and Quality and Compliance Committee will receive inputs from members and will in turn disseminate information to all staff/stakeholders through minutes or

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meetings, annual reports, etc.

- All "official" correspondence to and from RTO is to be made via the PEO or their delegate.

- All complaints must be in written format.

- Generally, staff members are requested to observe a hierarchical procedure and lines of communication in addressing their requests for information, apply for leave, or to seek a solution to a problem.

- All staff members are required to ensure that all students in their care are able to address requests for information or concerns to the appropriate person or authority.

- In the case of relational difficulties, either with other students or with staff members, the student should speak with their trainer/assessor or RTO Manager who will provide assistance in this area. If the matter is not satisfactorily resolved, the student may elect to seek assistance from RTO SSO or another staff member.

    4.

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- There may be issues that need to be brought formally to the attention of the PEO for resolution or decision if the student is not satisfied with previous attempts.

- All communication with the Media will be through PEO. Staff members are not permitted to make any comment whatsoever regarding the affairs of any student, employee or RTO related activity to a television, radio, print, internet or other media journalist without prior approval from PEO. Any public comment that is made on issues relating to education should be such that it cannot be construed as a negative criticism of the RTO or its students, staff and Board.

- There will be many occasions during the execution of staff duties that staff members will have to make contact with external organisations. At all times staff members need to speak and act in a professional and appropriate manner. Examples include:
    1. Speaking to suppliers in order to garner relevant information for ordering educational teaching materials or supplies.

    2. Making bookings for visiting speakers or excursions. It is imperative that the appropriate Section Head approval is sought before committing to any of these external providers.

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	• RTO will only collect consensual personal information that is required and will only communicate and disclose information for the purposes for which it was collected. • Any person seeking information from the RTO must be directed to PEO or relevant authority that may require that a formal written *Freedom of Information* request be made. • Requests by police and/or other external government agencies for information and interviews must be directed to the PEO. • All staff, in consultation with the PEO, will comply with court subpoenas to provide information.	
3	**Recording/storage/archiving of information** • All information will be recorded in accordance with the Records Management Policy of RTO.	PEO RTO Manager

Continuous Improvement

A summary of all communication related matters will be presented as a part of the *Continuous Improvement Policy and Procedure* at the Management Meeting for review. The purpose of this is to ensure that management becomes aware of:

- repeat issues
- common threads relating to the general management and or safety of the staff and students and the services being provided.
- (when viewed collectively) any general adverse trend that needs correcting.

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Confidentiality and Privacy Statement

The RTO values and is committed to protecting the privacy of its staff and students. Stakeholders can get more information, by contacting us on our contact us email.

Publication

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Other related policies and procedures

Related policies	Disciplinary Policy and procedures, Complaints and appeal policy and procedures
Forms or other organisational documents	
Documents related to this policy	Student Handbook

Review processes

Policy review frequency: Annually	Responsibility for review: RTO Manager (CM)
Documentation and communication: Describe how the policy decisions will be documented and communicated	

Version 5.0

- Major updates are made after an Internal audit

- The Policy is reviewed for grammatical errors

- The Policy is forwarded to all staff members via an email

- The Policy is uploaded to the website