

PP52 STUDENT COMMUNICAITON POLICY AND PROCEDURE

PURPOSE

The purpose of this policy and procedure is to provide authoritative and accurate information to current students receive in a timely fashion

SCOPE

This policy and procedure applies to all staff of Southern Cross Education Institute who communicate with students for monitoring academic progress, attendance, and provide student support services to all the students of the Southern Cross Education Institute.

DEFINITIONS

Letter	A letter refers to any sort of communication sent to student sent through post.
Email	An email refers to any sort of communication sent to student through email.
Warning Letter	A warning letter refers to warning letter in PP13 Monitoring international students' academic progress and PP14 International Student Attendance Recording, Monitoring and Reporting Policy and Procedure.
Cancellation letter	A cancellation letter refers to a letter sent to student notifying cancellation of enrolment
Outcome of Compliant and Appeal Letter	An outcome of complaint appeal letter refers to a letter sent to student notifying outcome of the complaint and appeal.

POLICY

- SCEI will ensure that all the letters are sent to current and prospective students in timely manner.
- SCEI will ensure that all the letters are sent to current students through post.
- SCEI will ensure that intention to report letters are sent to current students through **registered** post.

PROCEDURE

- Posting Letter**
 - All the admin and welfare staff at SCEI will send the letter to the students through post.
- Posting Warning Letters**
 - The student welfare officer will send warning letters through email on the same day the student is identified as making non-satisfactory progress.
 - The student welfare officer will send warning letters to student through post.
 - The student welfare officer will send intention to report warning letter through **registered** post.
- Outcome of Complaint and Appeal Policy and Procedure**
 - The student welfare officer will send an email with the outcome of complaint or appeal lodged by student within 2 working days of resolving complaint and appeal.
 - The student welfare officer will send LET32 Outcome of Complaint and Appeal letter with reasons to student within 5 working days of resolving complaint/appeal through post.

RELATED DOCUMENTS

PP11 Complaints and Appeals Policy and Procedure
PP13 Monitoring international students' academic progress policy and procedure
PP14 Monitoring International Students Attendance Progress Policy and Procedure
LET08 Student Attendance 1st Warning Letter - International Students
LET09 Student Attendance 2nd Warning Letter - International Students
LET11 Student Attendance Breach Reported Letter- International Students
LET04 SCEI Poor Academic Progress 1st Warning Letter

LET05 SCEI Poor Academic Progress 2nd Warning Letter
LET07 SCEI Student Academic Progress Intention To Report Letter
LET53 SCEI Student Non-Commencement Notification
FEES LET15 Overdue Fees Warning Letter
LET16 Intention To Report For Non Payment Of Fees
LET32 Outcome of Complaint and Appeal

RESPONSIBILITIES

CEO is responsible for:

- ensuring compliance with this policy and procedure

Administration is responsible for:

- Sending letters to students on time.

Students are responsible for:

- Notifying SCEI about updated address within 7 days.

Author	Compliance Manager
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