

# Correspondence and Communication Policy (GC)

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 ABN 38 076 195 027

## Document

<b>Document Name</b>	Correspondence and Communication Policy
<b>Brief Description</b>	This Policy specifies the requirements and mechanisms available for students to advise Griffith College of their current contact details. This Policy also provides a framework within which staff of Griffith College can proceed to use electronic communication as an effective method of communication with students.
<b>Responsibility</b>	College Director and Principal
<b>Initial Issue Date</b>	23/09/2004
<b>Authorising Body</b>	Management Committee

## Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
05/08/2013	2	Policy changes prior to December 2019 are found on H drive.	College Director and Principal
09/11/2022	3	Updated for currency and accuracy and SMS Policy incorporated	Quality and Compliance Manager

## Related Documents

Name	Location
IT Acceptable Use Policy	<a href="#">Policy HUB</a>
Delegations of Authority Policy	<a href="#">Policy HUB</a>

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# 1 Purpose and Scope

## 1.1 Introduction

This Correspondence and Communication Policy sets out the approach of Griffith College relating to the management of the requirements and mechanisms available for students to advise Griffith College of their current contact details.

## 1.2 Purpose

The purpose of this Policy is to provide a framework within which staff of Griffith College can proceed to use electronic communication as an effective method of communication with students.

## 1.3 Scope

This Policy has been prepared in accordance with Griffith College's [IT Acceptable Use Policy](#).

# 2 Policy Statement

## 2.1 Mailing Address

A student is required to provide a reliable mailing address for correspondence with the College. Students are responsible for ensuring that the mailing address held by Griffith College is the correct and current mailing address for them. Students may check and update their mailing address through the Griffith College portal at any stage during their studies. Students are also able to access the Griffith College portal at the completion of their studies to update their address details. Students can also complete a Change of Address form to advise Griffith College of a change to their address details. All students are advised to ensure that their mailing address is current during the vacation periods as Griffith College may need to make contact at these times.

A notice mailed by Griffith College to the mailing address last advised by the student shall be deemed to have been received by the student.

In order to satisfy their student visa requirements International students must provide Griffith College with their current residential address within seven (7) days of arriving in Australia and/or changing their address.

In the interests of timely communication, mailing addresses will only be used as a secondary method of contact.

## 2.2 Electronic Communication Between Students and Griffith College

### 2.2.1 Online Messaging

The preferred method of communication between Griffith College and students is the Griffith College portal. Griffith College assumes that once a message is sent to a student via the Griffith College Portal, it has been read. Therefore, students must regularly check their messages in order to be informed of information which Griffith College may be communicating to them.

Students are encouraged to communicate with Griffith College on administrative matters using the Griffith College portal. Such matters include seeking information concerning policies or procedures; inquiring on the status of an application; advising of a problem.

If a message or e-mail communication has not been acknowledged within 3 working days, students should re-send their original message again referring to their original communication or students can telephone or visit Griffith College in person.

### 2.2.2 Email

Griffith College may also use e-mail as a method of communicating with students and staff. When communicating correspondence by e-mail, Griffith College communicates to the email address last advised by the student.

Students should regularly check their e-mail in order to be informed of information which Griffith College may be communicating to them. Students should also ensure that their email accounts are actively maintained and that they have not exceeded their mailbox quota.

### 2.2.3 SMS

Griffith College utilises Short Messaging Service (SMS) to communicate with students from time to time.

#### 2.2.3.1 Use of Bulk SMS

In certain situations, Griffith College may wish to communicate with the student body, with SMS.

Griffith College's SMS facility has the ability to identify particular groups of students to whom a message is relevant. This enables targeted use of SMS and avoids a situation where the entire student population receives a notification which is only useful to a few. Griffith College will use SMS to communicate information to students which:

- represents an official Griffith College purpose;
- assists Griffith College to remind students of key events or deadlines; and
- helps to enable smooth operation of Griffith College processes.

Examples of common SMS messages may include a reminder to enrol or pay tuition fees for those students, who are late.

Griffith College will not use SMS to communicate information to students which:

- is confidential in nature;
- relates to situations where a student requires personalised advice; or
- relates to situations which may have serious consequences for the student (e.g. academic probation, termination of enrolment, etc).

#### 2.2.3.2 Frequency

As a general guideline, it is expected that a student could expect to receive between 5 and 15 SMS per Trimester. However, it would be highly unlikely that any one student would receive that many, as the SMS are targeted towards particular groups.

#### 2.2.3.3 Security

All SMS will clearly identify the sender as Griffith College. The first three words of the message will be "HI FROM Griffith College" (capitalised). The message will not contain more than 160 characters and will clearly indicate the purpose of the message. All messages will contain the ability for the recipient to unsubscribe.

Griffith College would never require a student to SMS or phone back directly to the number which sent the message. Instead, students would be asked to complete a process on the Griffith College Digital Campus, or to contact the Griffith College Administration. A student should never be tempted to reply directly to the message sender, as this may cause them to enter discussions with an individual impersonating Griffith College.

If a student is unsure whether a message is genuine, it is recommended they contact Griffith College.

#### 2.2.3.4 Sending Bulk SMS

The sending of bulk SMS will be approved in accordance with the Schedule of Delegations of Authority Policy.

#### 2.2.3.5 Unsubscribing to Bulk SMS

Each message will give the recipient the opportunity to unsubscribe from future SMS and will provide the process to unsubscribe.

Griffith College will maintain a register of all mobile phone numbers that have requested that Griffith College unsubscribe them from future SMS.

Students should be aware that if they have chosen to unsubscribe, and later change their mobile phone number, the new number will not automatically be added to the unsubscribed register. The onus is on the student to notify Griffith College that they wish their new mobile phone number to be added to the register.

### 2.3 Use of Electronic Communication for Administrative Purposes

Griffith College may use online messaging in addition to email to communicate with students about administrative matters, including:

- advising of enrolment problems which need to be attended to;
- advising the outcome of an application, such as for a deferred examination or withdrawal;
- advising when a grade has been changed;
- reminding of a deadline;
- advising about a new service;
- advising of a service difficulty and when the problem will be rectified;
- issue of statements of account;
- advice about academic decisions, such as placement on academic probation;
- advice about a penalty or sanction, such as exclusion; and
- advice about changes to Confirmation of Enrolment (CoE), such as cancellation for failure to reenrol.

### 2.4 Conditions of Electronic Communication

Use of any Griffith College computing or networking facility carries with it responsibilities. Information about the acceptable use of email at Griffith College can be found in [the IT Acceptable Use Policy](#). Students deemed to be in breach of the principles and guidelines contained in the policy will be subject to disciplinary action, which may include suspension or expulsion.

### 2.5 Reporting of Failure to Notify Contact Details

Overseas students should note that condition 8533 is attached to the visas of all primary Student visa holders. This condition imposes an obligation on all overseas students to advise Griffith College of their contact details (i.e. Australian residential address and telephone number) within seven days of their arrival in Australia. International students are also required to advise the College within seven days of any change to their residential address (see the Migration Act 1958).

Griffith College may notify Department of Home Affairs if an overseas student has not advised the College of their contact details.

### 3 Responsibilities

Responsibility	CDP	ITM	QCM	AD	DSAS	PC	DMA	All
Maintain currency of policy	A	S	S	C	C	S	C	I
Ensure staff are aware of this policy and adhere to it	A	S	S	R	R	R	R	I
Oversee process to keep up to date student contact details and report as appropriate when in breach of visa condition			S		A			
CDP = College Director & Principal, ITM = IT Manager, QCM = Quality & Compliance Manager, AD = Academic Director, DSAS = Director, Student & Academic Services, DMA = Director, Marketing & Admissions, R = Responsible, A = Accountable, S = Supporting, C = Consulting, I = Informed								

### 4 Compliance

#### 4.1 General

The Director of Student and Academic Services will ensure staff are informed about this Policy through staff meetings and communications.

Students will be made aware of this Policy through the College website, digital campus, communication and support from Student and Academic Services and Support teams.

#### 4.2 Relevant Legislation

Higher Education Support Act 2003

ESOS Act 2000

Privacy Act

#### 4.3 Review

This Policy is tested and reviewed at least every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction of Griffith College and continued relevance to Navitas' current and planned operations.

#### 4.4 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Director Student and Academic Services	Policy Hub	Permanently with control in place for revisions	Policy Hub archive