

Student Communication Policy



1 Purpose

To establish principles for official communication with Students.

2 Scope

This policy applies to all official communications with Students by Employees, including past and future Students.

3 Policy Statement

The University recognises that communicating effectively is an integral component of the Student experience at the University.

The University recognises the need for multiple channels for communication in order to engage with diverse cohorts and/or communities for different purposes and situations.

The Student Communication Policy outlines the principles that must apply for communication by Employees with Students across the various channels.

4 Principles

The following principles apply to all Employees:

1. The University is committed to the provision of information relating to legislative requirements or entitlements, and information deemed beneficial or relevant to the Student experience.
2. The University undertakes to ensure Student communication is clear, timely, accurate, accessible, targeted, personalised, inclusive, and reflective of the brand and reputation of the University and in accordance with the University's Privacy Policy.
3. Student communications will be made using the relevant official University systems identified for each particular communication channel.
4. All Student communication will be managed in accordance with the Records and Information Management Policy and other relevant University policies and procedures.

5. The Deputy Academic Registrar and Director (Student Administration), or nominee, will be responsible for Student communications not related to learning and teaching, except in emergent situations as directed by the Vice-Chancellor or the University Council.

5 References

Nil.

6 Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

7 Policy Information

Accountable Officer	Provost
Responsible Officer	Dean (Students)
Policy Type	Executive Policy
Policy Suite	Student Communication Procedure
Subordinate Schedules	
Approved Date	10/8/2023
Effective Date	10/8/2023
Review Date	23/10/2020
Relevant Legislation	Higher Education Standards Framework (Threshold Standards) 2021 Information Privacy Act 2009 Public Records Act 2002 Records Governance Policy Right to Information Act 2009 Spam Act 2003
Policy Exceptions	Policy Exceptions Register
Related Policies	Acceptable use of ICT Resources Policy

	Code of Conduct Policy Handling Personal Student Information Policy and Procedure ICT Information Management and Security Policy Privacy Policy Records and Information Management Policy Student Expectations and Responsibilities Policy
Related Procedures	Principles of Academic Employee Contactability and Availability Procedure Use of Electronic Mail Procedure
Related forms, publications and websites	UniSQ Brand Toolkit UniSQ Style Guide
Definitions	Terms defined in the Definitions Dictionary Council Council means the governing body, the University of Southern Queensland Council. Employee A person employed by the University and whose conditions of employment are covered by the Enterprise Agreement and includes persons employed on a continuing, fixed term or casual basis. Employees also include senior Employees whose conditions of employment are covered by a written agreement or contract with the University. Student A person who is enrolled in a UniSQ Upskill Course or who is admitted to an Award Program or Non-Award Program offered by the University and is: currently enrolled in one or more Courses or study units; or not currently enrolled but is on an approved Leave of Absence or whose admission has not been cancelled. University The term 'University' or 'UniSQ' means the University of Southern Queensland.

	Definitions that relate to this policy only
Keywords	Communication, writing, email, correspondence, UMail, marketing, outbound, Notice
Record No	13/306PL