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21. Communication Policy and Procedure

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21. Communication Policy and Procedure

Policy

Minda Inc t/a South Australian Learning Centre (SALC) is committed to ensuring that all communication with students, staff, industry stakeholders and the broader community is timely, accurate and professional. SALC ensures that all student enquiries are responded to promptly and that no false or misleading representations, guarantees or inducements are made in relation to training, assessment or employment outcomes.

SALC staff are delivering a customer-focused service to students and stakeholders, and that all communication must reflect this commitment. At all times, communication must be respectful, clear and appropriate to the context, and delivered in a friendly, approachable and helpful manner that supports positive engagement.

We recognise that the quality of communication plays a significant role in shaping the student and stakeholder experience and therefore contributes directly to SALC's reputation and ongoing success. Unprofessional, unclear or discourteous communication has the potential to negatively impact relationships and damage the SALC brand.

Where disciplinary action or follow-up is required in relation to matters such as student non-attendance, behaviour or academic progress, this must be undertaken in a professional, fair and respectful manner. Staff must maintain an appropriate balance between enforcing expectations and supporting students, recognising that students are adult learners who have engaged SALC (at their financial expense) as a training provider and must be treated accordingly.

Definitions

Term	Definition
Communication	The exchange of information between SALC, its staff, students and stakeholders through verbal, written or digital means.
Student Query	Any request for information, clarification or support made by a student during their enrolment.
Guarantee	A statement that promises a specific outcome, which SALC is not permitted to make in relation to training or employment.
Inducement	Any assurance, promise or incentive given to a student that implies an outcome not within SALC's control.
Support Services	Services provided by SALC to support student wellbeing, progression and completion of training.

Procedure

1. Student Communication

1.1. SALC provides multiple channels for student communication, including email, phone, online systems and face-to-face interactions.

1.2. Trainers, assessors and administrative staff are accessible to students for queries related to training, assessment, support services and enrolment.

1.3. Student communication is documented in the Student Management System where relevant.

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2. Staff Communication

- 2.1. Staff are trained in effective communication protocols as required and through professional development.
- 2.2. Staff must use respectful, inclusive and professional language at all times.
- 2.3. Internal communication protocols ensure that staff receive updates on compliance, policies and organisational changes.

3. Communication Timeframes

- 3.1. Queries from students are acknowledged within 2 business days.
- 3.2. Full responses are provided within 10 business days, unless further investigation is required.
- 3.3. Where resolution requires more time, students are kept informed of progress.

4. Prohibited Guarantees and Inducements

- 4.1. SALC staff must not provide verbal or written guarantees that:
 - A student will successfully complete a training product; or
 - A student can complete training in a way inconsistent with the Standards for RTOs or the Act; or
 - A student will obtain a specific employment outcome.
- 4.2. Staff must provide accurate information about training, assessment and employment opportunities, based only on evidence and within SALC's control.
- 4.3. Marketing and communication materials are reviewed to ensure compliance with this requirement.

5. Monitoring and Continuous Improvement

- 5.1. Student satisfaction surveys include questions on communication effectiveness.
- 5.2. Complaints relating to communication are investigated and recorded in the Complaints Register.
- 5.3. Continuous improvement actions are recorded in the Continuous Improvement Register.
- 5.4. Annual compliance audits review communication processes and adherence to prohibited guarantees and inducements.

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Extracts from Standards

Standard 2.3 VET students have access to support services, trainers and assessors and other staff to support their progress throughout the training product.

P.I.(d) queries from VET students are responded to in a timely manner.

Compliance Requirement 8 Guarantees and inducements

An NVR registered training organisation must not make any verbal or written guarantees that a VET student:

- a will successfully complete a training product;
- b can complete a training product in a manner which is inconsistent with any of the requirements set out in an instrument made under section 185 of the Act, as in force from time to time; or
- c will obtain a particular employment outcome, where obtaining such an employment outcome is not within the organisation's control.