

Student Communication and Information Policy

1. DLI will establish and maintain systems and processes to provide relevant information to current and prospective students to:
 - (a) assist them in making decisions about courses and units of study
 - (b) assist them in planning for and participating in educational and other activities
 - (c) inform them of their obligations and liabilities to DLI
 - (d) facilitate access to academic and student-related policies and procedures, and requirements
 - (e) facilitate access to educational and personal services, support and resources
 - (f) assist in the resolution of complaints and appeals
 - (g) enhance their experience throughout the student journey
 - (h) engage them with DLI campus life, their support staff and academic staff, and each other to encourage, facilitate and foster student connection and engagement with the DLI community
 - (i) facilitate their provision of feedback to DLI on the quality of their educational and general student experience
 - (j) inform them of matters in relation to cybersecurity.
2. DLI will ensure that information for current and prospective students will:
 - (k) be accurate, relevant and timely
 - (l) be in plain language and accompanied by an explanation of any technical or specialised terms
 - (m) be derived directly from an authoritative source or linked to it if necessary
 - (n) be accessible, including to students with special needs
 - (o) be conveyed using effective and appropriate communication channels
3. Where current and prospective students have been required to take action in response to a formal request from DLI, their response will be tracked and acknowledged by the area initiating the request.
4. The primary mechanism for communicating general information with current and prospective students is via the DLI public website. Personal information will be communicated via direct contact.
5. Postal mail will be used to send information to current and prospective students where required by legislation or to send physical items.

The Joint Procedures Manual will draw upon the Deakin [Student Communication and Information Policy](#).