

# Student Communication and Information (DLI) Policy

## Section 1 - Preamble

- (1) This Policy is effective from 17<sup>th</sup> September 2025.

## Section 2 - Purpose

- (2) This Policy provides a framework for effective and timely communication and information between Deakin University Lancaster University Indonesia (DLI) and current and prospective students to:
- a) ensure that their decision making is well informed
  - b) increase their likelihood of success in learning and their future careers
  - c) enhance their broader University experience.

## Section 3 - Scope

- (3) This Policy applies to communication between DLI and current and prospective students in relation to the provision of information about the DLI's educational offerings and the student experience.
- (4) This Policy does not:
- a) apply to the day-to-day communication that occurs between students and teaching teams (academic and professional staff) in the teaching and learning environment
  - b) restrict the requirement for information to be conveyed rapidly to students in the interests of protecting health and safety.
- (5) During the establishment of DLI, all policy, procedures and supporting processes will be regularly reviewed. In the establishment phase, defined as the first two years from when students commence DLI programs, any issues arising from the implementation of current policy, procedure or process will be referred to a jointly-convened Policy and Procedure Review Panel (PPRP). The PPRP will comprise designated academic and professional service representatives from the University Partners and the Office of the Rector. The PPRP will recommend an outcome best aligned with relevant principles and the best interests of any student(s) concerned, and will advise DLI on the future development of policy, procedure and supporting processes. During the establishment phase, the PPRP may make recommendations to vary any given policy only with endorsement from relevant University Partner governance processes. All policy and procedure will be subject to a full review at the end of the two-year establishment phase.

## Section 4 - Policy

### Purpose of communication

(6) 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.

(7) 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.

(8) The primary mechanism for communicating general information with prospective students is via the DLI public website, and current students the public website and Student Portal.

(9) Personal information will be communicated via direct contact.

(10) Postal mail will be used to send information to current and prospective students where required by legislation or to send physical items.

### Communication standards

(11) Information for current and prospective students will:

- a) be accurate, relevant and timely
- b) be in plain English and accompanied by an explanation of any technical or specialised terms
- c) be derived directly from an authoritative source or linked to it if necessary
- d) avoid duplication and be streamlined across DLI
- e) be accessible, including to students with special needs
- f) be conveyed using effective and appropriate communication channels
- g) be consistent with the information and communication requirements in relevant legislation, including without limitation the Higher Education Standards Framework (Threshold Standards)

2021, the National Code of Practice for Registration Authorities and Providers of Higher Education and Training to Overseas Students, [Spam Act 2003 \(Cth\)](#), the [UK Competition and Markets Authority](#), the [OfS Conditions of Registration](#) and Indonesian legislative requirements.

(12) 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 (as per business area processes).

### **Means of communication**

(13) The primary mechanisms for communicating with current and prospective students are:

- a) for prospective students, DLI's public website
- b) for current students' the DLI's approved main outbound communication process is email and online Student Portal
- c) for prospective students who have received an offer from DLI to enrol into a course or unit of study, via email.

(14) Text messages to mobile devices will be used for engagement with current students where a student opts in to this service and to communicate critical or emergency information.

(15) Phone calls and/or emails will be used to provide information to current and prospective students who have been individually and/or specifically identified as belonging to a targeted initiative (e.g. At-risk students, Marketing campaign follow up).

(16) Postal mail will be used to send information to current and prospective students where required by legislation or to send physical items.

(17) Specific policies may also require particular forms of communication with students that go beyond the general mechanisms identified in this Policy (e.g. Emergency Management).

(18) Where emerging technologies support the purpose of communication and communication standards, they may also be leveraged with the approval of the appropriate authorised officer. This will need to be updated by the admissions team. Management of information for students

(19) Each area managing communication to prospective and current student communication and information is responsible for:

- a) consulting with all relevant areas to determine the content and format of the information
- b) updating information by the date required and advising key stakeholders of any changes after the publication of the material
- c) monitoring the accuracy of the information and the effectiveness of its communication and making adjustments as necessary
- d) version control and retention where required, ensuring alignment with DLI's Information and Records Management policy

- e) consultation with Academic Governance and Standards to ensure the alignment of information with academic policies and procedures
- f) consultation with the Policy Office to ensure the alignment of information with administrative policies and procedures.
- g) Navitas is responsible for maintaining all content on the DLI Public website (prospective students) and Student Portal (current students). Where appropriate, Navitas will collaborate with Deakin and Lancaster to ensure content is accurate and compliant

## Section 5 - Procedure

(20) The Student Communication and Information (DLI) Procedure documents how to comply with this policy.

## Section 6 - Definitions

(21) For the purpose of this Policy:

- a) **information:** a collection of data in any form which may be transmitted, manipulated and stored and to which meaning has been attributed. Information may include but is not limited to a/an:
  - i. written document
  - ii. electronic document
  - iii. webpage
  - iv. email
  - v. spread sheet
  - vi. photograph
  - vii. database
  - viii. drawing
  - ix. plan
  - x. video
  - xi. audio recording
  - xii. label
  - xiii. or anything whatsoever on which is marked any words, figures, letters or symbols which are capable of carrying a definite meaning to anyone.
- b) **student:**
  - i. a person enrolled in a program of study at DLI;
  - ii. a candidate for an award of DLI whose work has been examined or assessed but on whom the award has not been conferred;

- iii. a person who was a DLI student at the time the relevant conduct occurred;
  - iv. a person who is on leave of absence from or who has intermitted or deferred enrolment in a DLI program or module; and
  - v. a person designated as a student by the Yayasan Governing Board.
- c) **student journey:** the lifecycle of a student's engagement with the University, from enquiring about study options or interests through application, enrolment, undertaking study and completion of unit and course requirements to the conferral of an award or credential.( 25)
- version control: A method of management for changes to documents, web sites or other collections of information using a number or letter code (e.g. 1.0, 1.1 2.0 etc.) to enable the viewing and/or reverting to a previous version.

## ASSOCIATED DOCUMENTS

(22) These associated documents are available on the DLI Policy page:

- a) Code for Upholding Freedom of Speech and Academic Freedom (DLI)
- b) DLI's Information and Records Management policy
- c) ICT Acceptable Use (DLI) Policy
- d) ICT Acceptable Use (DLI) Procedure
- e) Schedule A: Responsibilities for managing communication and information for current and prospective students.
- f) Student Communication and Information (DLI) Procedure
- g) Social Media (DLI) Policy
- h) Social Media (DLI) Procedure
- i) Web Publishing (DLI) Policy
- j) Web Publishing (DLI) Procedure

POLICY DETAIL	
<b>Name of policy</b>	Student Communication and Information (DLI) Policy
<b>Overarching legislation</b>	Deakin University Act 2009 (Vic) Higher Education Standards Framework (Threshold Standards) 2021, National Code of Practice for Registration Authorities, Providers of Higher Education, Training to Overseas Students and the Spam Act 2003 (Cth).
<b>Approved by</b>	Yayasan Governing Board
<b>Approval date</b>	17th September 2025

<b>Date of effect</b>	17th September 2025
<b>Version</b>	V1.0
<b>Date of review</b>	The standard is five years from effective date, although can be reviewed more frequently if required. New policies are to be reviewed within 12 months to confirm effectiveness.
<b>DLI Approval</b>	Yayasan Governing Board 17 <sup>th</sup> September 2025
<b>Deakin University Approval</b>	Vice-Chancellor Professor Iain Martin 16 <sup>th</sup> September 2025
<b>Lancaster University Approval</b>	Lancaster University Sarah Randall-Paley 10 <sup>th</sup> September 2025
<b>Responsible Executive</b>	Chief Operating Officer
<b>Implementation Officer</b>	Chief Operating Officer or nominee
<b>Policy/procedure superseded</b>	Student Communication and Information interim policy
<b>Summary</b>	This Policy provides a framework for effective and timely communication and information between DLI and current and prospective students
<b>Key words for online searching</b>	Communication
<b>Category</b>	Administrative
<b>Target audience</b>	Students, staff, associates