

Policy name: Information Dissemination
Version: 7 / 05

Overview

Providing accurate and timely information to students and employers who are our clients is an important part of our business. This policy describes how we achieve this, and lists the strategies and framework for the creation and dissemination of information.

Responsibility

The Chief Executive Officer is responsible for the implementation and review of this policy.

Implementation Procedure

- 1. Scope.** This policy covers all information and material produced by Lennox Institute distributed in any manner or format to any external or client audience.
- 2. General principles.** Information must be provided to students and employer clients in a timely efficient manner, and be sufficient for its purpose and appropriate for its audience. Production and dissemination of information and materials must be developed and deployed within the budget constraints for the Institute in general and the specific program.
- 3. Versions.** All documents created and used under the scope of this policy are noted with their name and version number. The version number is a combination of the month and the year that the document was created or last altered. Following the Version Control Policy, all information disseminated is to be checked to ensure that it is the current version.
- 4. Quality assurance.** All material and information created by the Institute for dissemination under the scope of this policy shall be reviewed by the Chief Executive Officer for accuracy and compliance with VETAB AQTF compliance.
- 5. Regular review of materials.** All materials will be reviewed regularly. All materials will be reviewed annually as part of the AQTF Internal Audit. Materials may be reviewed more frequently, in response to feedback or changes to the substance and issues contained in the publication.
- 6. Plain English.** All information must be written in “plain English”. Jargon and complex language is to be avoided. The same terms, names and identifiers are to be used consistently throughout all publications. Where possible, definitions shall be listed as a reference.
- 7. Multiple messages.** Where possible, information is to be provided in a number of formats. Most printed material will be made available on the web-site, and will be available for download or to be emailed to students / staff in PDF formatted documents.
- 8. Student Handbook.** The primarily tool for informing students of important information prior to enrolment is through the Student HandBook. This is provided to students before they enroll courses, and may be sent by post, delivered in person, or obtained from the web.



9. **During the course.** Information may be provided to students during their courses, to up-date them on changes to rules, regulations, course schedules etc.
10. **After the course.** Information may be required to be sent to the student after they finish their course, this may include results, Certificates and transcripts, surveys or other materials. This will be posted to their last known address.