

## **Representation and Information Management Policy**

### **1. Purpose**

- 1.1 This document outlines the principles that EIA will use to represent itself and manage information.
- 1.2 It is essential that EIA and any of its representatives provide the most accurate and current information to the public. The material must not contain misleading or deceptive information.
- 1.3 This policy complies with the Higher Education Standards Framework (Threshold Standards) 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically Section 7.1 and 7.3.

### **2. Scope**

This policy applies to relevant EIA staff.

### **3. Responsibility**

- 3.1 All staff members are expected to abide by this policy, and ensure that information provided to both potentials and enrolled students is up to date and accurate.
- 3.2 The General Manager/ Executive Manager of Operations is responsible for the implementation of this policy.

### **4. Requirements**

- 4.1 Information to students and representation of EIA and its educational offerings whether directly or through any of its representatives such as education agents or other partners must be accurate and not misleading in any way.
- 4.2 Updates are made promptly to EIA's website, marketing materials, and related documents when necessary. Email notifications regarding updated information will be sent to enrolled students.
- 4.3 Any education agents and/or partners of EIA who are involved in the representation of EIA will be bound by a formal written agreement, and EIA will monitor their undertaking to prevent any misrepresentation or misleading conducts.
- 4.4 EIA, its education agents and/or partners must not provide falsified or misleading information regarding:
  - Course or career outcomes
  - Eligibility for acceptance into another course
  - Migration outcomes
- 4.5 Information will be publicly accessible, accurate and current to allow informed decisions making.
- 4.6 Before the acceptance of an offer from EIA, all course information should be presented to students in plain English, with regard to (this is not an exhaustive list):

- Enrolment and entry requirements
- Course design, course duration, any prerequisites and assumed knowledge, intake dates, semesters in which units are offered
- Application dates
- Recognition of prior learning and credit processes
- Key contacts
- Orientation
- Timetable and learning resources
- Student obligations and expected standard of behaviour
- Academic misconduct
- Financial obligations and payments
- Grievance and appeals processes
- Student Progress
- Assessment, completion, and graduation
- Support services
- Additional information for international students e.g. visa requirements, OSHC, adjusting to life in Australia, etc.

4.7 EIA will use the website to publish the information on EIA’s operations, such as:

- Points listed above in clause 3.6
- Registered and trading name (where applicable)
- Evidence that EIA is authorised to provide courses to international students
- Governing body and executive management
- Any arrangements with other parties to deliver courses or conduct delivery

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1.1	Change company name to Edvantage Institute Australia (EIA); update responsibility