

Student Enquiries Policy

Version number	2
Approved by	Corporate Governance Board
Date of approval	16/10/2017

Purpose

Sydney Institute of Higher Education (SI) will ensure that prospective and current students have avenues for addressing enquiries about SI and its higher education operations.

This policy establishes approved processes of communication between SI and prospective and current students, aiming to ensure that enquires made to SI are addressed in a timely and constructive manner.

Scope

This policy applies to all prospective and current students at SI and any SI staff member who fields enquiries made to SI.

Principles

SI will ensure that prospective and current students are made aware of the communicative channels available to them to answer all their academic and non-academic enquiries.

SI will take all reasonable enquires seriously.

SI will strive to ensure all enquires are addressed in a prompt, accurate and sufficiently informative manner. SI responses will directly address the enquiry and responses will refer individuals to SI staff and support services as necessary.

SI will maintain multiple avenues of communication for individuals to make enquiries to SI both verbally and in writing. SI will take necessary steps to ensure all individuals are able to easily communicate with SI, including those with special needs.

Procedures

Means of communication

Prospective and current students may make enquiries to SI via the following channels of communication.

Telephone:

SI will maintain a telephone line for enquiries during business hours. All relevant SI phone numbers will be published on SI's website.

Online enquiries:

SI will maintain an online contact form on its website for current and prospective students to submit general enquires to SI online.

Relevant staff email addresses will be published on SI website for specific program enquiries.

In-person:

Current or prospective students may make an appointment with the [Academic Skills Advisor](#) or the [International Student Support Advisor](#) to discuss detailed or complex enquires.

Availability

Administrative and student support staff will be available to respond to student enquiries and provide information between normal business hours (9.00am-5.00pm, Monday-Friday, excluding holiday periods).

Response times

SI will endeavour to respond to online and telephone enquiries within 48 hours of receiving the enquiry. When SI receives time-sensitive enquires, SI will aim to respond within 24 hours of submission.

If it is anticipated it will take longer than five working days to adequately respond to an enquiry, SI will contact the individual who made the enquiry to update them of the progress of their enquiry and explain the reasons for its delay.

For complex enquiries, the individual who submitted the enquiry will be contacted to discuss their enquiry.

Policy Implementation and Monitoring

The *Corporate Governance Board* delegates responsibility for the day-to-day implementation of this policy to the [Academic Skills Advisor](#) and the [International Student Support Advisor](#).

The *Corporate Governance Board* will review all periodic reports from relevant committees and staff member, in accordance with the *Compliance Calendars*.

Additionally, the *Corporate Governance Board* will review all relevant student complaints and concerns raised by staff members, in accordance with the *Compliance Calendar*.

The *Corporate Governance Board* must ensure that findings from these monitoring activities are taken into account in planning, quality assurance and improvement processes.

Definitions

Corporate Governance Board: The SI governing body responsible for the oversight of all SI operations, including the direction-setting, quality assurance, monitoring, and improvement of academic and non-academic operations. It delegates responsibility for academic matters to the *Academic Board*.

Review Schedule

This policy will be reviewed by the *Corporate Governance Board* every three years.

Version History				
Version number:	Approved by:	Approval date:	Revision notes:	Next review date:
1	Corporate Governance Board	04 / 09 / 2017		
2	Corporate Governance Board	16/10/2017		16/10/2020

▲ Related Documents

- ➡ [Information For Students Policy](#)
- ➡ [Marketing to Prospective Students Policy](#)

End of document: "Student Enquiries Policy"

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