

Description of Methods for Dissemination of Information

Mint International College Management understands importance of Communication and dissemination of information to its stake holders by selecting appropriate communication methods to achieve its organisational goals. All stake holders including students, trainers, administration staff, government agencies or suppliers at Mint International College and the agents will be provided with required information which is accurate and timely.

Mint International College management will ensure information provided is accurate and will take all reasonable steps to ensure only authorised person has access to private information e.g student records and contact details.

All information will be dealt in line with Federal and Victorian privacy laws.

Mint International College has following communication methods and strategies for dissemination of information.

The information is disseminated and communicated in the following channels:

- Emails
- Mails
- Student Management system
- Face to face
- Mint International College

1. Information to students: Students will be provided with current and sufficient information from pre-enrolment till the student finishes his/her studies with Mint International College. Information will be disseminated using a variety of communication methods which are appropriate to student needs to ensure each student has ease of access and timely information.

The following methods will be used for dissemination of information:

- Prospective students will be provided accurate course information via the website, pre-enrolment materials (include a list of what they get) & Authorised Agent representative.
- Students will also be provided with information via Telephone or face to face (for onshore students) by student Admissions at Mint International College.
- Prior to enrolment students will be provided student information material which includes information for international students regarding settling into life in Australia, Mint International College policies and procedures and information about courses and study requirements.
- Students are provided an induction program where they are provided with required information to start their study and student obligations and expectations for the program.
- Copy of Policies and procedures available on the website to ensure student have access to Mint International College procedures and code of conduct. Students are alerted to this via the International Student Handbook

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- Face to face meetings and discussions with trainers on academic matters.
- Written notices and circulars on Student notice boards at Mint International College
- Communication through mails and letters on academic progress.
- Students can access their records and academic progress by showing their student identity card and access to student information and records will be strictly restricted to authorised personnel and information will be stored as per regulatory body guidelines.

2. Information to trainers and assessors: All trainers and assessors will be provided timely and accurate information by the Administration Manager or designated mentor through various methods of communication.

- All training staff after their recruitment at Mint International College will be provided with Mint International College Employee information materials which include information on the Code of Conduct, job roles and duties, Mint International College policies & procedures including details of the ESOS Framework and professional development requirements.
- All trainers and assessors will be provided induction by the Administration Manager before their first session, Induction will involve information about the Courses, resources, policies and procedures, student visa requirements, ESOS legislation, Work health safety policies and procedures, emergency evacuation procedures, tour of building, staff introductions, operational timings and office procedures.
- All training staff will be regularly briefed by the Administration Manager providing course related information and discussion on academic matters and operational expectations through regular staff meetings during their employment.
- All training staff will be provided an email address at the start of employment and regular communication will be done through staff e- mail.
- All training staff will be monitored for their performance and performance review will be done by the Administration Manager and the management through face-to-face meeting and self-evaluation done by the staff member.
- The Administration Manager and training staff will also discuss the professional development plan for next 12 months.
- Training staff will also be provided information through notice on staff notice board and regular staff meetings.

3. Information to Administration & support staff: Administration and support staff will be provided timely and accurate information by the Administration manager or designated supervisor by various methods of communication.

- Administration and support staff will be provided with the staff resources which include information on the Code of Conduct, Mint International College policies &

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procedures, professional development requirements after they have been selected for their role.

- All administration & support staff will be provided induction by the Administration manager before their role commences. Induction will involve information on job duties, facilities &, resources, policies and procedure, ESOS legislation and visa requirements, Work health safety, emergency evacuation procedures, tour of building, staff introduction and operational timing & procedures.
- All support and admin staff will be regular briefed by Administration manager providing administration and student support information and performance expectation through regular staff meetings during their employment.
- Administration and support staff will be provided email address at the start of employment and regular communication will be maintained through staff email.
- Administration and support staff will be monitored for their performance and performance review will be done by Administration Manager through face-to-face meeting and self-evaluation done by staff.
- Administration Manager will also discuss about the professional development plan and training required for administration and support staff.
- Administration staff will be also provided information through notices on staff notice boards and regular staff meetings.
- Along with face-to-face communication on daily operation matters, also staff e- mail will be used for day-to-day communication.

4. Information to external stakeholders e.g.: agents:

The Administration Manager will be the point of contact to disseminate information and communicate to external stake holders e.g. ASQA and Department of Education and Department of Home Affairs (DHA)

Administration Manager will be responsible for maintaining accurate and updated enrolment and contact information regarding international students to the Department of Education and Department of Immigration and Border protection via Provider Registration and International Students Management System (PRISMS).

All communication will be done through email and formal letters sent and communication through meetings during audits.

The Administration manager will ensure the external stake holders such as agents are sent accurate and timely information as per the contract and agreement (including any changes to updates to marketing material) executed with all external parties. e.g. agent agreements, within 14 days of a change.

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The Administration Manager will liaise and coordinate with all stake holders through email, formal letters, and meetings to ensure Mint International College meets its legal and ethical obligation to provide required information to its stake holders.



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