



CHRISTIAN HERITAGE COLLEGE

POLICY: Mailed Communication with Students

Policy Group(s): Group C: Administration – 4: Staff (Ref: C4/0706.1)

Related Policy:

Commencement Date: July 2006 **Review Date:** July 2007; January 2013

POLICY STATEMENT

Intent:

It is important that when students are receiving information of a sensitive nature they receive only communication which is intended for them.

Scope:

Restrictions: Nil

Exclusions: Nil

Objectives:

1. To provide clear guidelines for staff concerning communication of sensitive information to students.

Policy Provisions:

1. General

- 1.1 There are various types of sensitive information that are mailed to all students often at one point in time and from either Student Administration within the Registry or the Business Office. These may include but are not restricted to:
 - 1.1.1 Letter of Offer;
 - 1.1.2 Confirmation of Enrolment;
 - 1.1.3 Tax Invoice;
 - 1.1.4 Commonwealth Assistance Notice; and
 - 1.1.5 Statement of Results.
- 1.2 Various items of varying sensitivity are also generated within schools. These may include but are not restricted to:
 - 1.2.1 Transfer of Credit letters;
 - 1.2.2 Notice of supplementary tasks;
 - 1.2.3 Notification of detected plagiarism; and
 - 1.2.4 Notification of a Review of Academic Progress (RAP) or a Review of Enrolment Process.
- 1.3 The overriding consideration in determining how documents are mailed to students is privacy issues and not cost effective measures.

- 1.4 The sensitive nature of certain communications requires particular handling.
- 1.5 The timing of these communications often aligns. In order to prevent one student receiving communication intended for another all documents of a sensitive nature are to be mailed individually.
- 1.6 Some items may be included in the mail out of another as a cost effective measure where there are not potential breaches of privacy concerns.
- 1.7 The mailing of all documents is based on the department or school from which the documents are generated unless other arrangements have been negotiated.

Supporting Procedures and Guidelines:

POLICY FURTHER INFORMATION

Relevant Commonwealth/State Legislation Nil

ACCOUNTABILITIES

Implementation: Deputy Registrar; Schools

Compliance: Nil

Monitoring and Evaluation: Registrar and Deans

Development/Review: Policy Committee

Approval Authority: Committee of Management

Interpretation & advice: Registrar's Office

WHO SHOULD KNOW THIS POLICY?

Students
Deans
Academic Staff
Academic Administration Staff
Business Office Staff – Financial Management/Fees

EFFECTIVENESS OF THIS POLICY

Performance Indicators:

- The number of complaints regarding the receipt of incorrect mail

Other Nil

Definitions and Acronyms: CHC - Christian Heritage College
RAP – Review of Academic Progress
REP – Review of Enrolment Process

APPROVAL – section maintained by the Registrar

Reference No.	Approved	Date	Committee/Board	Resolution No. / Minute Ref.
C4/0706.1	Yes	12/10/2006	Committee of Management	4.1

REVISION HISTORY – section maintained by the Registrar

Revision Reference No.	Approved/ Rescinded	Date	Committee/Board	Resolution No. / Minute Ref.
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