

Information Provision to Candidates and Students Policy

Policy number	P29	Version	2
Approved by ABG on	10 June 2021	Scheduled review date	June 2024

1. Purpose

The purpose of this policy is to ensure information about enrolment and study at NIODA is available and accessible to all prospective and current candidates and students.

2. Scope

The policy is relevant to candidate and student life cycles.

3. Policy Statement

The provision of information to candidates/students at NIODA is a critical factor in assisting candidates/students in making informed choices about selecting a course of study, to enable effective and informed participation in a chosen course of study and to resolve grievances if necessary.

4. Information and availability

NIODA publicly discloses a range of information, aimed largely at informed choices and participation by candidates/students. Information about the design and structure of courses, NIODA's financial position, factors which are taken into account in course admission, all obligations and liabilities incurred by candidates and students including fees and charges and FEE-HELP liabilities, and the available candidates and student support and facilities, are transparently disclosed.

The following information is publicly available on the NIODA website.

A comprehensive Course Information Guide containing information about the following:

- Registration and Accreditation
- Local and Global Links
- Course Locations
- Degree Course Distinctive Design Features, including Information about recent actual enrolment numbers
- Course Content
- Course Structure
- Subjects and Progression
- Subject Outlines
- Program Admission Requirements
- Enrolment
- Recognition of Prior Learning and Credit Transfer
- Fees
- Withdrawal or Cancellation
- Candidate/Student Support Services
- Staff
- Mode of Study including the requirements for successfully undertaking online study, computing equipment, reliable internet, and a dedicated quiet space

Policies relating to Academic Excellence and Integrity:

- Free Intellectual Enquiry
- Academic Integrity and Honesty
- Code for Protection of Freedom of Speech and Academic Freedom
- Intellectual Property
- Graduate Attributes
- Ethics Guidelines

Policies and procedures relating to Candidate/Student Life-Cycle:

- Access and Equity Policy
- Anti-discrimination Policy
- Assessment Policy
- Bullying Policy
- Code of Conduct Policy
- Credit Transfer Policy
- Eligibility, Admissions and Enrolment Policy
- English Proficiency Requirements
- Fees, Charges and Refunds Policy
- Free Intellectual Inquiry Policy
- General Misconduct Policy
- Graduate Attributes Policy
- Graduation Policy
- Intellectual Property Policy
- Organisational Values Policy
- Privacy Policy
- Progression and Exclusion Policy
- Procedures in the Event of Course Discontinuation
- Recognition of Prior Learning Policy
- Records Management and Security Policy
- Referencing Guide
- Schedule of Fees
- Sexual Misconduct Policy
- Special Consideration Policy
- Statement of Tuition Assurance FEE-HELP & Full fee
- Student Grievance Policy
- Candidate and Student Representation of the ABG Policy
- Student Support Policy
- Student Support – Resources and Information
- Verification of Academic Credentials Policy

Other available information includes:

- The annual Directors' Report, including the financial position of NIODA, is publicly accessible on the NIODA website <https://www.nioda.org.au/about/>
- Formal offers made to candidates/students contain a warning of the annual increase in changes to course fees. This information is also available in the Course and Subject Information Guides and the Fees, Charges and Refund Policy, both policies are publicly accessible on the NIODA website.

5. Responsibilities

It is the responsibility of the CEO to ensure that all policies and procedures are available as outlined in this policy.

6. Grievances

Grievances relating to non-disclosure of information affecting student enrolment and learning are to be made in the first instance to the CEO. Should the matter be unable to be resolved the formal grievance procedures can be taken as per the Student Grievance Policy.

7. Related Documents

Student Grievance Policy