

## Communications Policy & Procedure

### 1. Purpose

This policy sets expectations for clear, timely and compliant communication across DNA Kingston Training. It also defines the controlled process for communicating changes to course content to ensure ongoing compliance with the Standards for Registered Training Organisations (RTOs) 2025, WHS legislation, and privacy law.

### 2. Scope

This policy applies to all staff, contractors and trainers involved in internal and external communications, including email, phone, meetings, LMS announcements, websites, social media, marketing, and student communications.

### 3. Definitions

**Material change:** A change that may affect DNA Kingston Training's legal or financial status, delivery of training/assessment, or fit and proper status, requiring notification to the regulator.

**Training product:** A qualification, skill set, or unit of competency listed on training.gov.au.

**Transition:** The period to move delivery/enrolments from a superseded training product to its replacement.

**Personal information:** Information or an opinion about an identified individual, or an individual who is reasonably identifiable.

**Confidential information:** Non-public information relating to students, staff, partners or the business of DNA Kingston Training.

**LMS & SMS:** Refers to Learning Management System and Student Management System, both of which are currently aXcelerate.

**TGA:** Refers to [www.training.gov.au](http://www.training.gov.au)

## **4. Policy**

### **4.1 Principles**

- 4.1.1 Communications are accurate, timely, respectful, inclusive and accessible.
- 4.1.2 Official channels are used for official communications (DNA email, LMS, student management system, approved templates).
- 4.1.3 Personal information is collected, used and disclosed in accordance with the Privacy Act 1988 (APPs).
- 4.1.4 Records of key communications are retained as evidence of compliance and decision-making.
- 4.1.5 All external communications reflect DNA Kingston Training's brand, values and regulatory obligations.

### **4.2 Compliance Obligations**

- 4.2.1 Standards for RTOs 2025 – quality training and assessment, learner support, and governance requirements.
- 4.2.2 ASQA transition requirements when training products change.
- 4.2.3 WHS communications for safety information consistent with the Work Health and Safety Act 2020 (WA).
- 4.2.4 Privacy Act 1988 – Australian Privacy Principles (APPs) for handling personal information.

### **4.3 Channels and Authorisations**

- 4.3.1 Internal: DNA email, Teams/meetings.
- 4.3.2 External: Marketing/website (Marketing & Compliance approval), social media (Communications Lead approval), media enquiries (Director only).
- 4.3.3 Student-facing announcements (LMS/Email) require Operations Manager sign-off when related to course content, assessment or policy changes.

### **4.4 Privacy and Recordkeeping**

- 4.4.1 Only collect, use and disclose personal information for the primary purpose or a permitted secondary purpose.
- 4.4.2 Use BCC for bulk email to protect privacy; include opt-out instructions for non-mandatory marketing messages.
- 4.4.3 Store key communications (e.g., course update notices, marketing statements, critical incident notices) on the Staff Portal or SMS with version/date.

#### 4.5 External Communications (Marketing, Website, Social Media)

- 4.5.1 All public information about courses must be accurate and consistent with the current TAS, units and delivery mode.
- 4.5.2 No promises of outcomes (e.g., employment, migration) unless supported by evidence and permitted by law.
- 4.5.3 Social media posts relating to students or workplaces must have consent and respect privacy.

### 5. Roles and Responsibilities

Role	Key Responsibilities (Communications)
Director	Approves policy and high-risk external communications; media spokesperson.
General Manager	Approves course-related communications; oversees transition and content change communications. First point of contact for TGA updates.
Operations Manager/Training Lead	Coordinates trainer input; ensures TAS, mapping and resources align; schedules and briefs trainers on changes.
Trainers/Assessors	Use official resources; provide feedback; communicate updates to learners as instructed.
Administration Team	Send approved notices via SMS/LMS/email; maintain communication records. Ensure website/social media/advertising is accurate and updated with approved content.

### 6. Procedure A – Communicating Course Content Updates & Changes

Triggers (any of the following):

- Training product updates on training.gov.au (release, superseded, deleted).
- Legislative/regulatory change (e.g., WHS, privacy, licensing).
- Validation/moderation outcomes or audit findings.
- Industry consultation feedback; student/staff feedback.
- Error or improvement identified in TAS/assessment/resources.

#### Steps and Timeframes

- 6.1 Raise: Staff submit a Course Content Update request via email to General Manager and Operations Manager within 2 business days of identifying a change / General Manager attains update from TGA and alerts Operations Manager and Training Lead.
- 6.2 Triage: Operations Manager logs the change in the [Staff Compliance Register](#) within 2 business days; assigns owner and priority.

- 6.3 Impact Review: Training Lead assesses impacts (TAS, mapping, assessments, learner comms, marketing, website) and drafts amendments.
- 6.4 Approval: General Manager approves amendments before implementation.
- 6.5 Versioning: Update version numbers/dates on all affected documents; archive superseded versions.
- 6.6 Communication: Admin issue notices (see Communication Matrix in point 6.9) to trainers, students, industry partners as applicable.
- 6.7 Transition: Where a training product has changed, follow ASQA transition timeframes; manage teach-out as required.
- 6.8 Evidence: File change form, approvals, communications, and updated resources in the Change Register folder.

### 6.9 Communication Matrix (Minimum Requirements)

Change Type	Audience	Channel	Responsible	Timing
Critical legislative or training product change	All trainers; enrolled learners; Marketing	Email + LMS notice; website update	Compliance + Admin + Marketing	Within 5 business days of approval
Assessment/resource correction (minor)	Trainers/Assessors	Email; Staff Portal post	Training Lead	Within 5 business days of approval
TAS/delivery schedule change	Trainers; Admin; enrolled learners	Email + LMS notice	Training Lead + Admin	At least 10 business days before change takes effect
Website/marketing content update	Prospective students; public	Website; social media	Marketing (with Compliance sign-off)	Within 5 business days of approval

## 7. Procedure B – General Internal Communications

- 7.1 Use DNA email for official communications. Keep messages concise; include a clear subject and action required.
- 7.2 For group emails, use BCC unless a reply-all discussion is intended and appropriate.
- 7.3 Store key decisions/outcomes in the Staff Portal or SMS notes.
- 7.4 Escalate urgent safety issues to the Director/Compliance Manager immediately; do not delay pending written confirmation.

## 8. Records & Evidence

- 8.1 Course Content Update email and approval (Staff Compliance Register).
- 8.2 Updated TAS, assessment tools, mapping, learning resources with version control.
- 8.3 LMS announcements/emails/SMS notices (exported or screenshots).
- 8.4 Meeting notes/briefings for trainers; attendance records for update sessions.

## 9. References & Links

- ASQA – 2025 Standards for Registered Training Organisations: <https://www.asqa.gov.au/rto/2025-standards-rto>
- DEWR – Standards for RTOs (overview): <https://www.dewr.gov.au/standards-for-rto>
- ASQA – How to transition (training product changes): <https://www.asqa.gov.au/rto/change-rto-scope/when-training-products-change/how-transition>
- Work Health and Safety Act 2020 (WA): [https://www.legislation.wa.gov.au/legislation/statutes.nsf/law\\_a147282.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a147282.html)
- WorkSafe WA – Overview of WHS Act 2020: <https://www.worksafe.wa.gov.au/publications/overview-western-australias-work-health-and-safety-act-2020>
- OAIC – Australian Privacy Principles (APPs): <https://www.oaic.gov.au/privacy/australian-privacy-principles>

**Note:** This policy must be read alongside DNA Kingston Training’s Code of Conduct, Staff Orientation resources, and course governance procedures.

**Kingston Training and Employment Pty Ltd**



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<b>Policy Title</b>	Communications Policy & Procedure
<b>Policy Renewal</b>	Every 2 years
<b>Responsibility</b>	Compliance Manager

**Record of updates and changes**

<b>Version No.</b>	<b>Issue Date</b>	<b>Nature of Amendment</b>
Version 01	July 2023	Materials designed
Version 02	September 2025	Review and update to ensure compliance with RTO Standards 2025