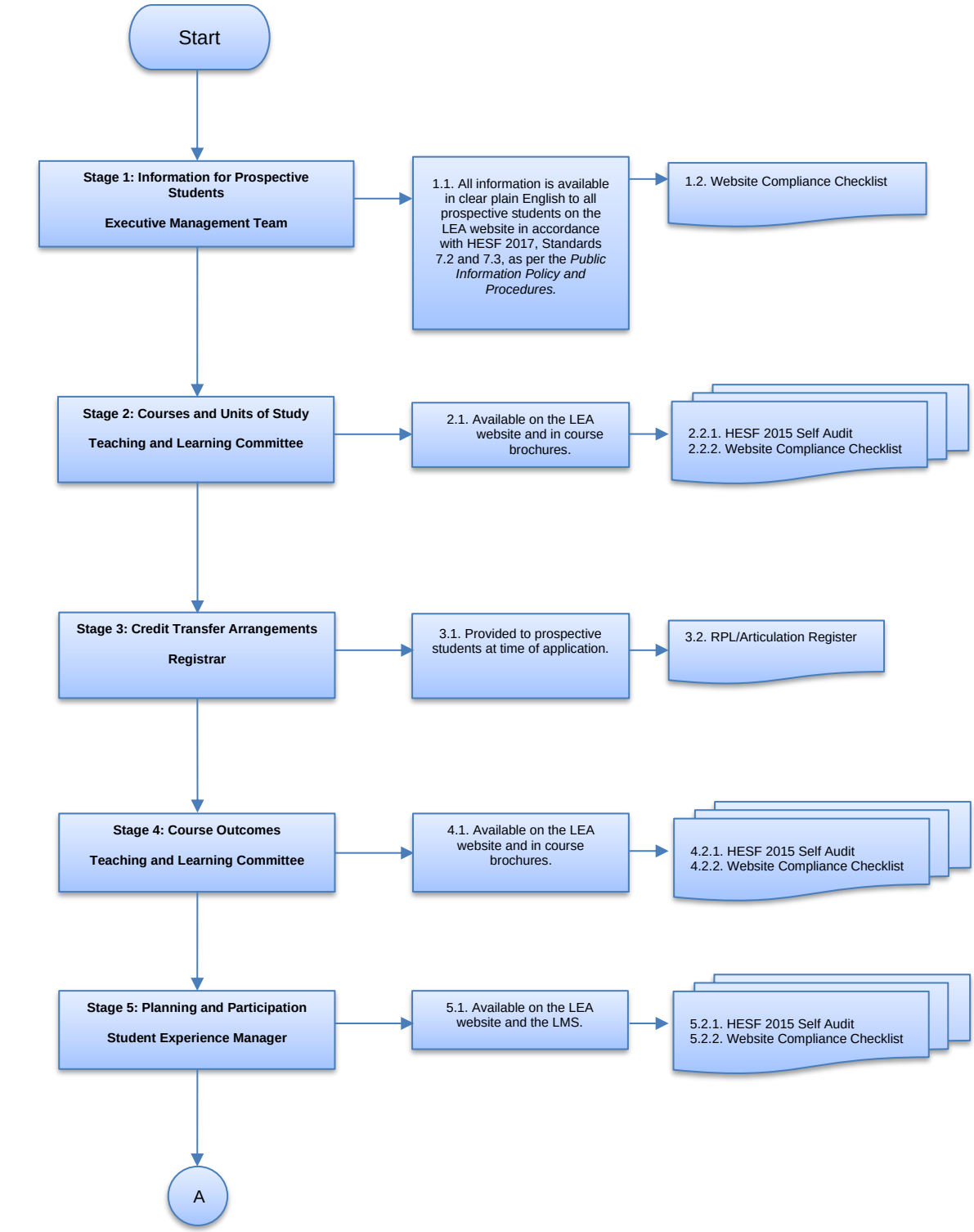
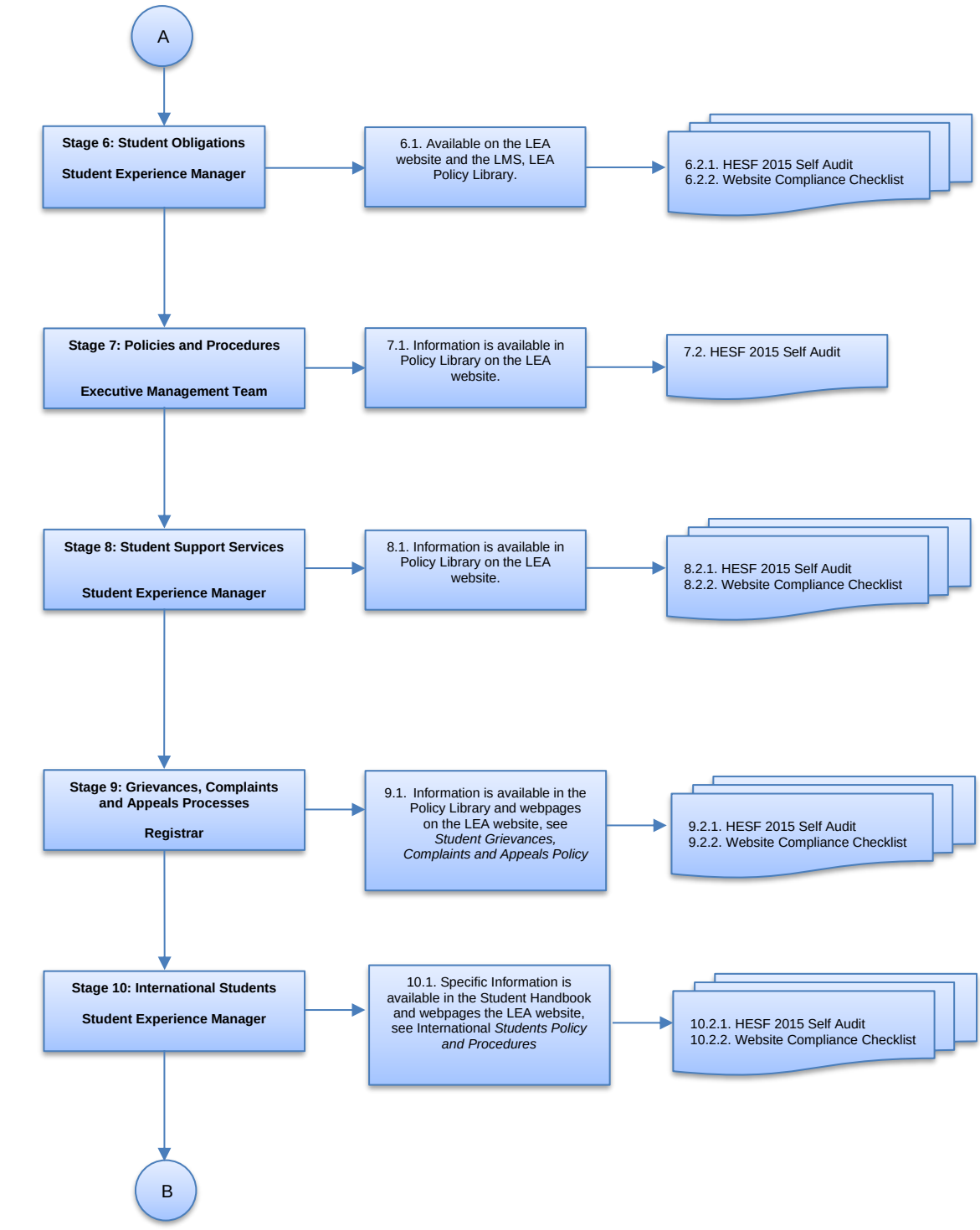
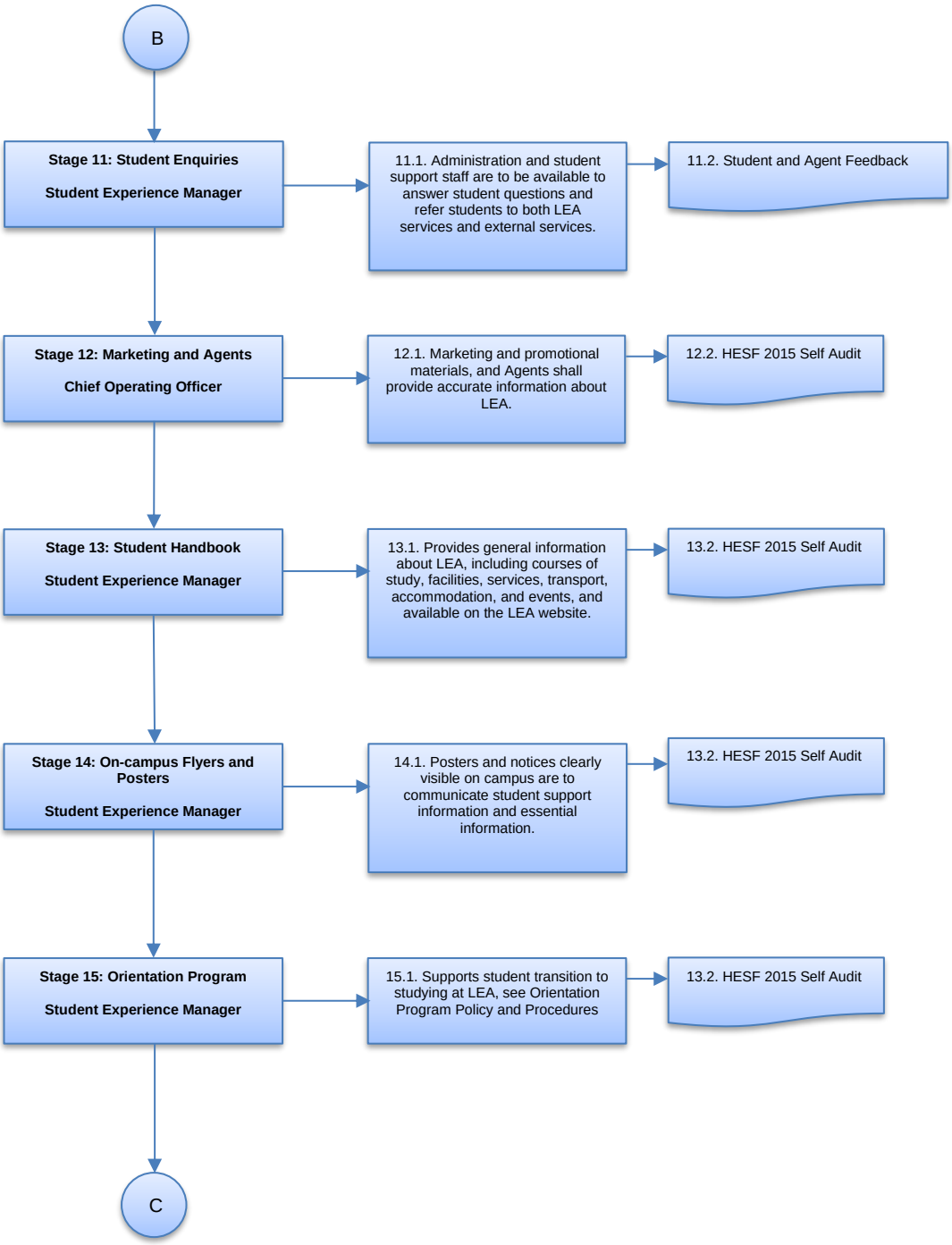
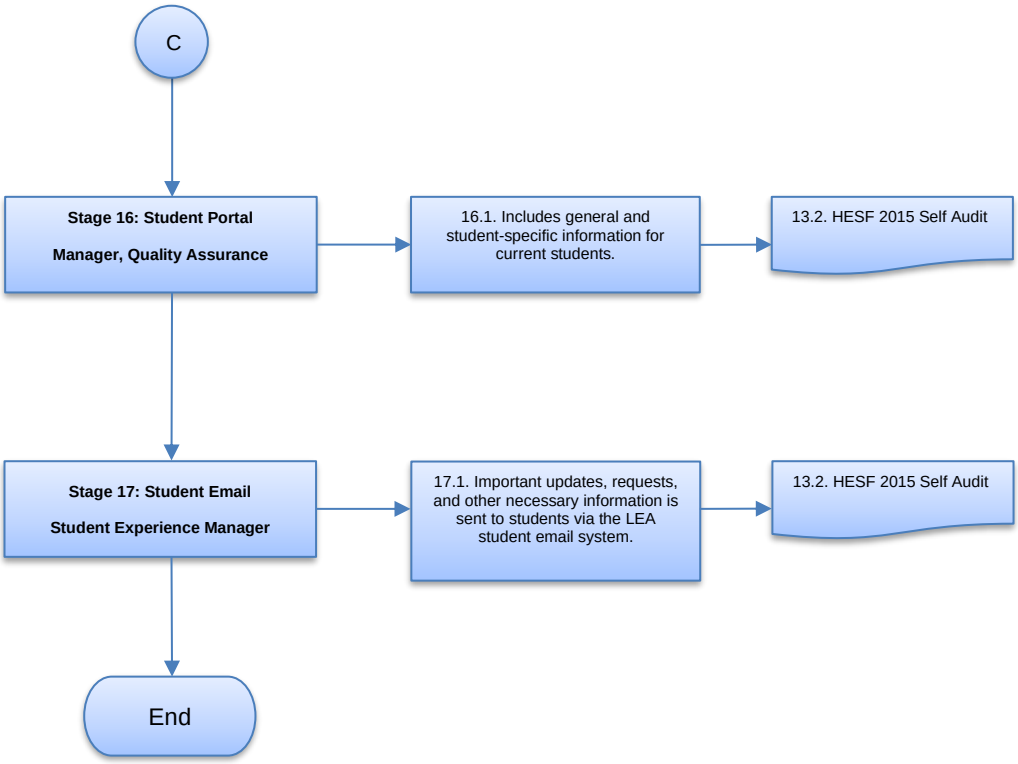
INFORMATION FOR STUDENTS FLOWCHART




A
Stage 6: Student Obligations
Student Experience Manager
6.1. Available on the LEA website and the LMS, LEA Policy Library.
6.2.1. HESF 2015 Self Audit
6.2.2. Website Compliance Checklist
Stage 7: Policies and Procedures
Executive Management Team
7.1. Information is available in Policy Library on the LEA website.
7.2. HESF 2015 Self Audit
Stage 8: Student Support Services
Student Experience Manager
8.1. Information is available in Policy Library on the LEA website.
8.2.1. HESF 2015 Self Audit
8.2.2. Website Compliance Checklist
Stage 9: Grievances, Complaints and Appeals Processes
Registrar
9.1. Information is available in the Policy Library and webpages on the LEA website, see Student Grievances, Complaints and Appeals Policy
9.2.1. HESF 2015 Self Audit
9.2.2. Website Compliance Checklist
Stage 10: International Students
Student Experience Manager
10.1. Specific Information is available in the Student Handbook and webpages the LEA website, see International Students Policy and Procedures
10.2.1. HESF 2015 Self Audit
10.2.2. Website Compliance Checklist
B


B
Stage 11: Student Enquiries
Student Experience Manager
11.1. Administration and student support staff are to be available to answer student questions and refer students to both LEA services and external services.
11.2. Student and Agent Feedback
Stage 12: Marketing and Agents
Chief Operating Officer
12.1. Marketing and promotional materials, and Agents shall provide accurate information about LEA.
12.2. HESF 2015 Self Audit
Stage 13: Student Handbook
Student Experience Manager
13.1. Provides general information about LEA, including courses of study, facilities, services, transport, accommodation, and events, and available on the LEA website.
13.2. HESF 2015 Self Audit
Stage 14: On-campus Flyers and Posters
Student Experience Manager
14.1. Posters and notices clearly visible on campus are to communicate student support information and essential information.
13.2. HESF 2015 Self Audit
Stage 15: Orientation Program
Student Experience Manager
15.1. Supports student transition to studying at LEA, see Orientation Program Policy and Procedures
13.2. HESF 2015 Self Audit
C



Version History			
Version number:	Approved by:	Approval date:	Revision notes:
1.0	Chief Operating Officer	4 January 2021	New flowchart