

Access to All-Student Email Procedure

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1. Purpose

- 1.1. All-student emails are a powerful and immediate way to get communications out to all students at AFTRS. Their power comes from the rarity of their use: all-student emails should be used to share information that may be urgent or relevant to all (or at least a majority) of students, and that is related to studying at AFTRS.
- 1.2. When all-student emails are too frequent, cognitive load is increased and we may also lose sight of critical, or emergency messaging as all-student emails cease to be “must read” correspondence. There is also the risk that widely sharing incorrect or problematic information may compromise cultural safety, cybersecurity or compliance requirements.

2. Scope

- 2.1. This procedure is intended to ensure student body-wide communications are used in a way that is timely, relevant, and effective, while being restricted to essential matters.
- 2.2. ‘All-student email messages at AFTRS are messages sent to the “all-student” email group in Outlook.
 - This list contains the AFTRS-assigned student email addresses, not their personal ones (access to personal email addresses is controlled by the Student Information Manager to manage privacy).
 - This procedure does not apply to messages to sub-groups (e.g. cohort). However, it is recommended that the principles set out in this document be considered in those cases to ensure students receive relevant and timely communications.
 - It may include selected faculty and staff who need to be across all-student communications.
- 2.3. These guidelines are intended to:
 - prevent students being overloaded with non-essential communications;
 - encourage students to read priority messages;
 - maintain the relevance and appropriateness of emails;
 - ensure student channels remain dedicated to work related material and that students are not having to receive either political or personal material through an AFTRS channel;

3. Procedure

Principles

- 3.1. All-student emails MUST:
- be sent by a student or staff member on the list of pre-approved senders (Authorised Senders list);
 - meet the criteria set out under 'Criteria for sending out all-student emails';
 - not be able to wait for inclusion in regular communication (see Internal Communication Channels below);
 - be sent to the all-student email in blind copy (bcc) so that no one can 'reply all'; and
 - be kept separate to all-staff emails, even when they contain similar messaging.

Authorised Senders list

- 3.2. The following individuals are able to send all-student emails in the exercise (and relevant to) their duties:

1.	Members of Student Representative Committee
2.	Student Member of Council
3.	CEO and Executive Assistant (on behalf of CEO)
4.	Chair & Deputy Chair of Council
5.	Members of the Executive team
6.	Student Centre team
7.	Library and Information Services Manager
8.	Head of Marketing and Communications
9.	Head of Governance and Policy & Governance Officer
10.	Head of Program Resources
11.	Head of the Project Management Office
12.	Events team
13.	Members of the Service Desk team
14.	Head of Facilities
15.	Industry Engagement Manager (Students)
16.	Designated internal communications officer during a Critical Incident Response

Authorised distribution list

- 3.3. The following staff members will be added to the list.
1. All current students
 2. Director Teaching & Learning
 3. Director People & Culture
 4. Head Of Student Centre
 5. Head of Marketing and Communications
 6. studentinfo@aftrs.edu.au
 7. Program Convenors
 8. Library and Information Services Manager
 9. Head of Curriculum
 10. Head of Program Resources

Criteria for sending out all-student emails

- 3.4. The following may be sent as all-student emails:
- Correspondence which may be urgent and relevant to the entire student body
 - Correspondence approved by the Student Representative Committee.
 - Health, safety, or security notifications designed to mitigate a significant risk (including cyber-security) and have been signed off by the CEO or the Critical Incident Response Team (c.f. CIRT Plan and Critical Incident Communications Plan).
 - Service Desk / IT notices or technical issues that may affect students' daily work
 - Policy change notifications that require implementation before the next scheduled communication is due to be circulated.
 - Notification of events or operations that are of importance to the school, after consultation with the Student Centre.
 - Invitation to official school events that are relevant to all students.
 - Other important events or opportunities where student representation is required or encouraged
 - as deemed appropriate by the Executive team.

Internal communications

- 3.5. Before sending an all-student email, the sender should ensure that the communication cannot be sent through other channels, including the following:
- **Monthly Student newsletter**
 - Sent by Student Centre
 - Please contact Student Centre regarding content to be considered for inclusion
 - **Student noticeboards**
 - **Industry Opportunities Newsletter**
 - Please contact Industry Engagement (Students) Manager

4. Responsibilities

Compliance, monitoring and review

- 4.1. The Director, Partnerships and Development is responsible for ensuring the procedure aligns with AFTRS' requirements/strategies/values and that the procedure is implemented and monitored per the Policy Framework and operational workflow.
- 4.2. The Production Systems & Networks Engineer will be responsible for maintaining the Authorised Senders List.
- 4.3. The procedures will be reviewed annually from the effective date or earlier or later depending on internal policy review.
- 4.4. At the time of review, the procedures will be evaluated for their continuing effectiveness and revised to reflect the changing policy environment and address any emerging issues identified.

Reporting

- 4.5. No additional reporting is required.

Records management

- 4.6. The Policy & Governance Officer will maintain all records relevant to administering this procedure.

5. Definitions

All-student email messages: are messages sent to the “all-student” email group in Outlook. This does not include messages to sub-groups (e.g., *cohort*).

6. Related Legislation and Documents

- [Student Handbook](#)
- [Privacy Policy](#)
- [Bullying and Harassment \(Students\) Policy and Procedure](#)
- [Sexual Harassment Prevention and Response Policy and Procedure - Students](#)

7. Approval and Review Details

Approval and Review	Details
Approval Authority	CEO
Responsible Officer	Director, Partnerships and Development
Contact Officer	Production Systems & Networks Engineer (to amend Safe Senders List)
Distribution	BaseCamp Staff and student facing
Next Review Date	01/05/2025

Approval and Amendment History	Details
Original Approval Authority and Date and relevant amendments details	CEO, 13 May 2024 — this is a newly introduced procedure. No prior amendments.
Amendments History and Dates	N/A <<DD/MM/YYYY —Amendment detail; DD/MM/YYYY—Amendment detail >> [Include the previous approval authority approval dates and corresponding amendment detail. This section will expand over time. In the case of a brand new policy doc, insert N/A]
Notes	N/A [If relevant, add notes to alert readers about the document/s this one replaces. E.g., This document replaces X Policy and Procedure with Z Procedure; or This document replaces X Procedure with X Procedure v1.5]
Minor Amendment Approval and History	N/A <<DD/MM/20YY — Xxxxx>> [A minor amendment consists of an administrative edit made to the document or a change that is not material to the document. The Responsible Officer can approve a minor amendment. Insert the date that the Responsible Officer approved the minor amendment along with the details of the amendment (E.g., "01/12/2020 —administrative amendment: update of role titles aligned to restructure" or insert, if not relevant, N/A [If making a minor amendment, <u>do not</u> amend details in the Original Approval Authority section nor amend the version number, only replace the new minor amendment approval date to the file]

AFTRS acknowledges its reference to the University of Melbourne's Guidelines for Drafting Policy (June 2013) in developing this template.