



Communications Policy

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ESTI is committed to providing clear, accurate, and timely communication to support effective decision-making, transparency, and quality assurance. Communication is structured to ensure that all stakeholders understand their roles, responsibilities, and requirements under the QMS. To support this, ESTI will:

- Communicate requirements relating to policies, procedures, processes, and guidelines (PPPGs) to staff, faculty, students, and, where appropriate, the public
- Use appropriate communication methods tailored to different stakeholder groups to support clarity and understanding
- Provide clear and accessible information to prospective students to support informed decision-making
- Ensure students are informed of course requirements, assessment schedules, results, and appeals processes
- Collect and review feedback from students, faculty, and other stakeholders to support continuous improvement
- Communicate updates to PPPGs and other key information in a timely and structured manner
- Provide access to relevant quality assurance information, including external verification findings and review outcomes, where appropriate
- Use communication processes to support monitoring, reporting, and quality improvement

Further Information

If you have any questions, please contact ESTI for further information and support.