

STUDENT CONTACT DETAILS POLICY

1. Purpose and Objectives

- 1.1 The aim of this policy is to ensure that a student's current contact details, including residential address, phone and mobile phone numbers, personal email address and who to contact in an emergency situation, as notified by the student are recorded and used as contact details for official Le Cordon Bleu Australia (LCBA) information and notifications.

2. Scope

- 2.1 This policy applies to all enrolled students in LCBA programs.

3. Legislative Context

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Higher Education Support Act 2003
- National Code 2018
- National Vocational Education and Training Regulator Act 2011 (Cwlth)
- Privacy Act 1988 (Cth)
- Tertiary Education Quality and Standards Agency Act 2011
- Tuition Protection Services (TPS) 2020

4. Policy Statement

- 4.1 LCBA maintains up-to-date contact details for all students.

5. Policy

- 5.1 It is the responsibility of each student to ensure the accuracy and currency of their contact details held by LCBA, including their residential address, mobile number and email address.
- 5.2 Students must provide their contact details to LCBA before enrolment in a LCBA course/program and advise LCBA of any change to their contact details within seven (7) days of the change occurring.
- 5.3 LCBA requests updates to student contact details twice a year and ensures that student' contact details as notified by the student, are recorded and used to communicate information and notifications to students throughout their program of study. Le Cordon Bleu Student Email
- 5.3.1 Upon commencement with LCBA, students are provided with a student email account which must be checked regularly for all official student communication.
- 5.3.2 Communication by email from LCBA to all students should be considered official and equivalent to written communication sent by post.
- 5.3.3 Emails, information and notifications sent to students' LCBA email accounts are considered to have been received by the student.
- 5.3.4 When contacting teaching and administrative staff, students must use the provided Le Cordon Bleu student email.

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6. Roles and Responsibilities

Roles	Responsibilities
Students	Ensure LCBA is advised of current contact details
Admissions	Obtain, record and update student contact details
Student Services	Request updates to student contact details twice a year Obtain, record and update student contact details as required.

7. Definitions

‘Contact details’ means name, residential address, telephone number (home and mobile), personal email address and who to contact in emergency situations.

8. Related Documents

- LCBA Privacy Policy

9. Procedure

9.1 Students should advise LCBA of a change in their contact details via the student portal by visiting cordonbleu.edu/australia

If you encounter any technical difficulties when updating your contact details, please contact Student Services via email at your respective campus:

- For students based in South Australia:
Adelaide-StudentServices@cordonbleu.edu
- For students based in New South Wales:
Sydney-StudentServices@cordonbleu.edu
- For students based in Victoria:
Melbourne-StudentServices@cordonbleu.edu
- For students based in Queensland:
Brisbane-StudentServices@cordonbleu.edu

10. Summary of changes since last approval

Authored by	Description
Registrar	Scheduled review Editorial changes