

Website Management Policy and Procedure

1. Scope

This Website Management Policy and Procedure applies to Headmasters Academy Pty Ltd and all staff involved in managing and auditing the website.

2. Purpose

This Policy and Procedure is in place to ensure that:

- 2.1 The information on the website remains current and accurate at all times.
- 2.2 Headmasters has a structured process for ongoing website changes.
- 2.3 Headmasters has an effective procedure and schedule for the website biannual audit as part of the Institute's quality assurance practices.

3. Relevant Regulations

This Policy is created and implemented in response to the regulatory and quality assurance requirements stipulated in:

- Standards for Registered Training Organisations (RTOs) 2015;
- National Code 2018 (National Code of Practice for Providers of Education and Training to Overseas Students 2018);
- ESOS Act 2000;
- Headmasters Quality Assurance Framework; and
- Other Commonwealth and State legislation.

4. Policy Principles

- 4.1 All website changes must be authorised by the Training Management Group (TMG) and actioned by the TMG delegates. The proposed changes must be:
 - a. Approved by the TMG prior to actioning on the website; and
 - b. Reviewed by the CEO immediately after the actioning.
- 4.2 The CEO in liaison with the Marketing Manager will conduct the website audit biannually to ensure the accuracy and currency of the information published by Headmasters and compliance with the relevant regulatory standards. The scope of the audit will include, but not be limited to, actions to determine:
 - a. If sufficient information is provided to meet the regulatory requirements;
 - b. If the information about the Institute is current and accurate;
 - c. If the Headmasters policies and procedures are up to date;
 - d. If the course information is accurate and current for each course of study;

- e. If the links are active; and
 - f. If the information is presented in the appropriate way, taking into account:
 - i. Clarity and understandability of the information;
 - ii. Ethical considerations and Headmasters social obligations;
 - iii. The diversity of users; and
 - iv. The ability of disabled users to access the information.
- 4.3 The CEO and Marketing Manager conducts the audit in regard to the content of the website and the CEO will liaise with the external web developer in regard to the technical issues.

5. Website Changes

This procedure sets out the steps for the ongoing website changes:

- 5.1 The website changes may be initiated due to the changes to courses, marketing, student services, regulations, policies and procedures and other operational needs.
- 5.2 Those seeking to make a change on the website must submit a written request to the CEO for approval.
- 5.3 The CEO will investigate, review and approve/reject/amend the request of the changes and notify the Governance and Compliance Manager of the action to be taken.
- 5.4 The Compliance Team reviews the proposal for the currency, accuracy and appropriateness of the information and report to the Governance and Compliance Manager. The Governance and Compliance Manager provides feedback to the relevant managers for further amendment where applicable.
- 5.5 The Governance and Compliance Manager approves the final draft of the changes and reports the approval to the TMG.
- 5.6 The TMG gives final approval for the changes to be made. The Governance and Compliance Manager submits changes to the external web developer.
- 5.7 The Compliance Team will review the changes on the website immediately following the notification and confirm to the TMG with feedback.
- 5.8 Where amendment is required, the TMG should delegate the relevant staff to action until the Compliance Team is satisfied.
- 5.9 Where there is an important reason for the website to be changed quickly, such as an emergency, approval for the website to be changed temporarily may be granted by one member of the TMG acting alone. If the change is to last for longer than two days, the change may be posted to the website immediately, but the full approval process must be followed as soon as possible.

6. Website Audit

- 6.1 The CEO in liaison with the Marketing Manager will conduct the website audit in June and December biannually prior to the commencement of a new study period.
- 6.2 The audit findings will be in the form of a report to the TMG, listing:

- a. Website section;
- b. Web page content;
- c. URL;
- d. Current problem;
- e. Suggested solution;
- f. Sources of the correct information; and
- g. Other recommendations.

6.3 The audit will be conducted as per the scope described in Section 4.2 and through the phases of Plan, Conduct, Report, Review and Verification and Closure (See Table below).

Activity	Responsibility	Steps
Plan Internal audit planning	CEO in liaison with Marketing Manager	The website audit takes into account: <ol style="list-style-type: none"> 1) Previous internal audit and external audit results 2) Internal and external risk ratings 3) Preparation required for forthcoming regulatory audits (TEQSA and ASQA) 4) Operational and procedural changes specifically required by TEQSA, ASQA and National Code 5) Recommendations of the TMG The plan is submitted to the TMG for endorsement prior to the commencement of the audit.
Conduct Audit	Compliance Team	Following endorsement of the audit plan by the TMG, the Compliance Team: <ol style="list-style-type: none"> 1) Conduct audit by checking the accuracy and currency of all the website information, in accordance with the principles and scope listed in this document 2) Identify areas of non-compliance, partial compliances and full compliances and recommendations accordingly
Report On audit results	CEO	<ol style="list-style-type: none"> 1) Document the audit by listing the audit findings in the Audit Report 2) Discuss the audit findings with the TMG 3) Finalise the audit report
Review On non-compliances and proposed rectifications	TMG	<ol style="list-style-type: none"> 1) TMG verify the audit report 2) TMG delegate the responsibilities to action on the rectifications

Verification and Closure On the rectifications and closing the annual view	CEO in liaison with Marketing Manager	Following the rectifications, the CEO will 1) Verify the rectifications on the website 2) Report to the TMG if further rectifications are required 3) Verify the further rectifications if applicable 4) Close the review and report to the Directors
--	---------------------------------------	---

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	CEO		
Implementation Officers	CEO and Marketing Manager		
Review Date	September 2023		
Approved by			
TMG			
Associated Documents			
Marketing Policy and Procedures			
Version	Brief Description of the Changes	Date Approved	Effective Date
1.0	New Policy	September 2020	September 2020
2.0	Change of personnel	March 2022	March 2022