

20 December 2022

Circular 004: Attention to all international university branch campuses

Re: Hotline support for all students and staff

Dear Academic Director/President,

As part of our continued focus on compliance and quality across the higher education sector, we require your immediate support and compliance regarding the immediate introduction of a RAKEZ Academic Zone hotline.

We are committed to ensuring that all enrolled students and members of staff across all international branch campuses/academic centres have access to external support when they feel aggrieved and would like independent investigation from the Academic Zone team. Apart from the individual branch campus policies, where there should be policies and processes in place for students and staff to submit any grievance or complaint, we are now introducing an additional avenue to support students and staff.

We have created a new email which is azhotline@rakez.com which will prioritize any student or staff complaint/grievance for our team to review. We will always follow due process for any email received, seek additional information to assist with the enquiry, and always check with any student or staff member to ensure they have tried to resolve any issue directly with you in the first instance.

From today, we require your support to ensure the following:

1. Communicate with all students and staff within your branch campus/academic centre, informing them about this new initiative.

For example, below is some sample text that you can use or may wish to adapt:

'RAKEZ Academic Zone is committed to the highest standards of quality, including the student learning experience and staff working conditions. To complement our own policies to ensure quality and support for all students and staff, we would like to inform you that a new email hotline azhotline@rakez.com has been created as an additional avenue for the review of any complaint/grievance. The Academic Zone will handle all emails with confidentiality and professionalism, respecting all views.

If any student or staff member would like to submit any enquiry or feedback to the email hotline, the Academic Zone team has advised us that they will require the name of the student/staff member, name of the branch campus/university, email address/phone number, along with a summary of the complaint/grievance and any supporting documentation to assist with an immediate review of the case.

2. Update all your existing policies and procedures to ensure that az hotline@rakez.com is embedded and clear for all students and staff.
3. Update your website so that this information is easily accessible for students and staff
4. Share a copy of your correspondence with students and staff to academiczone@rakez.com before 27 December 2022 or place us within the communication email.

We thank you for your ongoing support with this important matter.

Yours sincerely,

Academic Zone Team

