



IT RESOURCES AND ONLINE CONDUCT POLICY AND PROCEDURES

Purpose

With modern technology playing a significant role in improving the quality of higher education all around the world, it is becoming increasingly necessary for Lincoln Education Australia (LEA**) to maintain a sound information technology (IT) infrastructure. With the use of IT resources, educators are able to implement increasingly creative means of learning and teaching, and students can access academic resources faster than ever before. These technologies also introduce new challenges, and it is imperative that LEA preserves the safety and security of students and staff in online spaces.

The purpose of the *IT Resources and Online Conduct Policy and Procedures* is to outline the IT services and facilities made available by LEA for the purposes of education, research, and administration, as well as LEA's policy on further acquisitions of IT infrastructure. This policy also establishes guidelines for use of LEA's IT services and facilities and introduces the disciplinary measures that may be imposed upon those who violate the rules and guidelines outlined.

**The trading name for the Lincoln Institute of Higher Education (LIHE) is Lincoln Education Australia (LEA).

Scope

This policy applies to all students and staff of LEA.

Principles

IT infrastructure and resources shall be developed in reference to the needs of each unique student cohort.

LEA is committed to providing:

- IT resources necessary for the successful delivery of each course of study and relevant to the achievement of stated course learning outcomes
- Full access to IT resources for academic students and staff as an appropriate level to support their research activities
- IT resources to all students and staff with no barriers to access
- An efficient administrative system using IT resources
- Reliable, and high-speed internet to all students and staff for academic and administrative purposes



It is the responsibility of LEA to maintain all IT facilities on campus and ensure that these facilities are updated or replaced when necessary to keep up with developments in technology, education, and industry.

Students and staff are encouraged to use LEA's IT resources in a way that aligns with the goals and values of LEA. Users of LEA IT resources are responsible for their behaviour. LEA is committed to fostering a safe and secure environment for all students and staff, and expects the online behaviour of LEA students and staff to reflect this.

LEA permits usage of internet in moderation for recreational purposes, provided that the use of internet is responsible and legal. All students and staff are to use the IT facilities in a lawful, ethical, and responsible manner.

Disciplinary measures may be imposed upon those who violate the rules and guidelines outlined within this policy.

PROCEDURES

IT Facilities

Under the principles above, LEA shall ensure that the necessary IT infrastructure is in place to support the delivery of education, academic research, and administrative operations and includes:

- On-campus wireless internet
- Teaching and learning spaces fully equipped with up-to-date facilities
- Learning resource centres and library spaces
- The use of online information resources subscribed to by LEA, such as journals, databases, periodicals, books, examination papers, reports, and book reviews
- Computer labs and other technical facilities
- Meeting rooms and extracurricular areas with computer access
- The capacity for wholly online students to access learning support consistent with their requirements
- The ability for wholly online students to interact with those in their cohort who are not wholly online.

IT Systems

In addition to facilities, it is also integral that LEA maintain efficient and up to date IT services that assist in the administrative and academic operations of the LEA.

LEA's IT Manager, in consultation with the Academic and Corporate Governance Boards, shall be responsible for determining which IT systems are most appropriate for LEA to use. The IT Manager shall also be tasked with the maintenance/updating of IT systems used by LEA.

IT systems within LEA shall be utilised for the purposes outlined below.



Information Storage and Access

Staff and student information shall be stored in LEA's IT systems. All data stored within LEA's IT systems shall be protected in accordance with the appropriate level of confidentiality. This allows LEA students and staff to access required information securely. For more information please refer to the *Data and Records Integrity Policy and Procedures*.

Course Progression:

IT services that affect or support course progression activities, for example the Learning Management System (LMS), email accounts and e-library, shall be available for students to access at all hours, with reasonable exceptions for maintenance.

Courses that utilise IT services shall be approved only if LEA is able to provide sufficient IT services.

Data Analytics

LEA's IT systems shall be constantly reviewed and the information gained shall be utilised to improve upon academic and administrative operations. Academic data that shall be analysed includes:

- Grade distribution
- Class attendance
- Work submission

Administrative data that shall be analysed includes:

- Enrolment numbers
- Fee payments
- Staff absences

Information for Students

IT resources play a central role in communicating key information to students. Additionally, students shall be given comprehensive information on accessing IT resources in a safe and secure manner.

Refer to the *Information for Students Policy and Procedures* for more information.

Review and Acquisition

IT infrastructure acquisitions shall be carefully planned, implemented, and reviewed by the Corporate Governance Board, taking advice from relevant positions and committees.

The budget for IT infrastructure acquisition and investment is set by the Corporate Governance Board. IT infrastructure acquisitions shall be made in accordance with the limits of authority defined in the Delegations Schedule.



The Corporate Governance Board remains accountable for the decisions made by its delegations of authority and shall exercise appropriate oversight.

Proposals for the acquisition of additional resources should be submitted to the relevant members of Executive Management, usually the CEO in consultation with the CEO. Proposals should include a rationale for the investment, including evidence where available. Proposals shall be considered and approved based on the level of expenditure proposed according to the Delegations Schedule.

The IT Manager shall consider and respond to the request within 10 working days and revise where appropriate. The request shall then be forwarded to the Corporate Governance Board for approval. The outcome shall be submitted to the staff member making the request within three working days thereafter.

Access

All IT resources are accessible to students at no cost, and shall be monitored to ensure all students have full access, including students with any special needs.

The LMS shall be:

- available for use by students at all times, with reasonable exceptions for maintenance.
- designed for maximum accessibility in accordance with best practice for web content
- regularly updated to ensure accuracy and relevance of information.

All students and staff shall have access to training and support regarding usage of IT infrastructure, particularly the LMS. For staff this shall be integrated into professional development activities. Students shall receive periodic scheduled training, including at orientation, and may request assistance and additional training at any time.

Internet Usage Quota

Students are permitted to use the internet for recreational purposes. However, students must remain aware that they may be allocated an internet usage quota. When this quota is reached, LEA shall have the right to cap the student's internet usage. Students shall be advised of any cap in internet usage at the time of enrolment, and of any subsequent changes.

Online Misconduct

LEA has deemed the following to be inappropriate usage of the internet, and may impose disciplinary consequences upon those who commit the following whilst using LEA's internet:

- Gaining unauthorised access to accounts belonging to LEA, or external organisations
- Sharing unique LEA login details with others
- Peer to peer file-sharing; use of file-sharing programs such as Bittorrent or U-Torrent
- Illegal activity, conducting activities that have been deemed illegal through legislation



- Activity that, in addition to contravening Australian law, goes against LEA values, codes of conduct, and policies
- Viewing pornography

LEA reserves the right to monitor usage of its internet by students and staff, in order to ensure that no violation of this policy occurs. The IT Manager shall be responsible for monitoring and ensuring that safe and responsible usage of internet is exercised throughout the campus.

All members of the LEA community are strongly encouraged to report any instances of online misconduct.

Preventing Online Misconduct

In an effort to prevent the occurrence of the activities listed above, LEA may make certain websites inaccessible via LEA's internet. If a student or staff member believes a website shouldn't be blocked, they may submit a request to unblock the website to LEA's IT Manager.

The rules and guidelines for responsible online usage shall be communicated to students via the methods outlined in the *Information for Students Policy and Procedures*.

Students and staff are required to agree to use LEA's internet in accordance with the rules set out in this policy before access is to LEA's internet is granted.

Disciplinary Measures

Students and staff who violate the internet usage rules set out in this policy may be subject to the following disciplinary measures:

- Suspension of internet access privileges
- Full time monitored internet usage
- Suspension or demotion
- Expulsion or termination of employment contract

If a staff member or student has committed an illegal offence online, whilst using LEA's internet, they shall be reported to the relevant authorities and legal action may be taken.

Compliance

All staff members and students at LEA are required to comply with this policy and its procedures, and with related policies and respective procedures. Non-compliance may result in a disciplinary action.

File Number	LEA-GEN-COR-70040-D
Responsible Officer	Chief Executive Officer
Contact Officer	IT Manager



Legislative Compliance	<ul style="list-style-type: none"> Higher Education Standards Framework (Threshold Standards) 2015 Tertiary Education Quality and Standards Agency Act 2011
Supporting Documents	
Related Documents	<ul style="list-style-type: none"> Anti-Discrimination Policy and Procedures Data and Records Integrity Policy and Procedures Library and Information Resources Policy and Procedures Student Learning Support Policy and Procedures Orientation Program Policy and Procedures
Superseded Documents	
Effective Date	1 January 2022
Next Review	3 years from the effective date

Definitions

Information Technology (IT) Services: Digital systems used for storing, retrieving, and exchanging information. Education IT services include online learning management systems, e-libraries and e-catalogues, student cards, student emails and passwords, on-campus computers and printers.

Learning Management System (LMS): Learning system utilised for the delivery of courses at LEA.

Library Services: Collection of hardcopy and online resources of data and learning material available at LEA for the use of students and staff.

Online Resources: Services LEA provides its students and staff that are accessible via the Internet that includes email and messaging services, and academic services such as online learning hubs, academic databases and library catalogues.

Student Portal: Inline login access point for LEA students to access the learning management system, student email and library resources.

Suspension: The barring of a student from attending LEA or using LEA academic and support services for a specified period of time.

Review Schedule

This policy shall be reviewed by the Academic Board every three years.

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:



1.0	Corporate Governance Board	17/12/2020	New policy
1.1	Corporate Governance Board	22/02/2023	TEQSA and CRICOS requirements incorporated