



PUBLIC INFORMATION POLICY AND PROCEDURES

Purpose

As a higher education provider, Lincoln Education Australia (LEA) has the responsibility to ensure that a repository of publicly accessible information is available for students and external stakeholders. This information shall be current and accurately represent LEA, its higher education operations, and the courses of study it delivers.

The *Public Information Policy and Procedures* identifies the information that is required for compliance purposes to be published on the LEA website. It advises the legal and regulatory obligations of LEA as a higher education provider and provides guidance for internal procedures to ensure publicly available information is current, accurate and accessible.

POLICY

Scope

This policy applies to all LEA staff and members of the Corporate Governance Board and Academic Board.

Principles

The Corporate Governance Board is responsible for ensuring that LEA maintains a public record of its higher education operations, course delivery and performance data in the interests of open and transparent communication with students and external stakeholders.

The information published on the LEA website shall be of a standard that enables students and external stakeholders to make informed judgements about LEA as a higher education provider.

LEA shall ensure that the regulatory requirements for publicly available information about its higher education operations are maintained on its website. This information shall be current, accurate, and accessible.

The regular review and update of LEA website content shall occur to meet quality assurance and information management standards.

PROCEDURES

The Chief Operating Officer (COO) shall regularly review and, in collaboration with IT staff, update the information on the LEA website to ensure that it is accurate and current.



Executive Management shall liaise with the COO when changes shall be made, taking advice from their own direct reports wherever public information needs to be amended for accuracy.

All changes to publicly accessible website content shall be approved by a senior manager and the COO before implementation.

The information to be publicly available, accurate and current on the LEA website shall include:

- Registered name, and trading name(s) if different to higher education provider name
- Regulatory status
- Details of LEA's authority to deliver courses of study to international students studying on an Australian student visa
- LIHE Constitution
- LEA Governance Framework
- Names of the Corporate Governance Board members
- Names of Senior Management
- Documentation that provides evidence of LEA's financial standing
- Indicative total student enrolments in the current year
- A comprehensive organisational chart, including academic departments that deliver courses
- The locations at which LEA higher education courses are offered
- All items set out in Provider Registration Standards 7.3.1 and 7.3.2
- An overview of teaching and learning locations, facilities, learning resources and the services provided for students, including written descriptions and photographs.
- A list of all higher education courses of study delivered by LEA, including expected annual enrolments
- Details of arrangements with third party providers for course delivery or research
- Comprehensive information on how to lodge a complaint about LEA
- Contact details – telephone and email
- All policy documents
- Strategic Plan
- Teaching and Learning Plan
- Student Handbook
- Statement of Tuition Assurance.

The information to be publicly available, accurate and current on the LEA website in relation to all higher education courses of study delivered by LEA shall include:

- The title of each higher education course of study
- The course structure, including units of study
- Course learning outcomes and unit learning outcomes
- The accreditation status of each course of study
- The qualification(s) offered



- Whether the qualification is recognised in the *Australian Qualifications Framework (AQF)*
- Confirmation of professional accreditation, if applicable
- Expected annual enrolments
- Course duration and delivery mode
- Course fees and charges
- Whether a LEA course of study has been authorised for delivery to international students studying on an Australian student visa.

All publicly available website content shall comply with best practice accessibility guidelines, be easy to navigate and user-friendly.

Compliance

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

File Number	LEA-GEN-COR-70047-D
Responsible Officer	Chief Executive Officer
Contact Officer	Chief Operating Officer
Legislative Compliance	<ul style="list-style-type: none">• <i>Higher Education Standards Framework (Threshold Standards) 2015</i>• <i>Australian Qualifications Framework</i>• <i>Tertiary Education Quality and Standards Agency Act 2011</i>
Supporting Documents	
Related Documents	<ul style="list-style-type: none">• <i>Information for Students Policy and Procedures</i>• <i>Education Agents Policy and Procedures</i>
Superseded Documents	
Effective Date	1 January 2022
Next Review	3 years from the effective date

Definitions

Academic Board: Governing body responsible for academic matters, including learning and teaching, course approval, workforce planning, academic staff appointments, research and professional development, academic policies and procedures, overseeing student grievances and appeals processes.

Australian Qualifications Framework (AQF): National guidelines that regulate Australian post-compulsory education and training qualifications. The framework identifies learning outcomes for each AQF level and qualification, policy requirements, educational and economic objectives, governing and monitoring arrangements.

Chief Operating Officer: Provides leadership and management of the operations of LEA, coordinates the implementation of the programs and campus collaboration, within the



board parameters of LEA’s strategic directions, in accordance with its mission and Strategic Plan.

Corporate Governance Board: Governing body responsible for oversight of all higher education operations, including the ongoing viability of LEA and the quality of its higher education delivery. The Corporate Governance Board guides the Management and delegates responsibility for academic matters to the Academic Board.

Executive Management: Team which regularly reviews LEA’s performance across academic quality and course delivery, student matters, financial performance, HR matters and other business as necessary.

Higher Education Standards Framework (Threshold Standards) 2015: The national standards for higher education all higher education providers must meet as established by TEQSA.

Review Schedule

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

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Corporate Governance Board	17/12/2020	New policy