



INFORMATION FOR STUDENTS POLICY AND PROCEDURES

Purpose

Lincoln Education Australia (LEA) acknowledges that undertaking a higher education course is a significant commitment and financial investment with substantial implications for a student's professional and personal life. It thus considers it to be important that all prospective and current students have access to up-to-date information on all matters related to studying at LEA prior to and during their time at the Institution. This information is essential to student decision-making and awareness of the future learning and employment options available to them.

The *Information for Students Policy and Procedures* defines LEA's approach to facilitating student access to a range of information as listed in the policy, outlines the different print and digital media and online repositories through which information shall be communicated, and establishes the process of periodical review and updating of all course related information.

POLICY

Scope

All staff with student-facing responsibilities, and those responsible for reviewing and approving any official communications with prospective and current students.

Principles

All individuals considering enrolling in any of LEA's higher education courses are entitled to full access to detailed and up-to-date information about LEA and its operations, its courses, course contents, modes of delivery, and career prospects. This information is to enable prospective students to make informed decisions regarding their options for study.

This information shall be made available to students in a timely and effective manner.

LEA shall ensure that it provides all relevant information that may affect decision-making by prospective and current students.

Representation of, and information about, matters relating to studying at LEA shall be:

- Current and accurate at all times;
- Publicly available where appropriate;
- Consistent across all mediums of communication and platforms;
- Of sufficient depth to allow students to make an informed decision about undertaking a course of study at LEA; and,
- Consistent with the accreditation status of LEA courses with the external bodies.



LEA shall not disseminate any misleading or false information. It shall ensure that third parties involved in promoting LEA do not provide any misleading or false information.

LEA shall ensure that information is effectively distributed to students from underrepresented and/or disadvantaged groups regarding the range of services available to them at the Institution to support their education. These groups shall include the following:

- Aboriginal and Torres Strait Islander students;
- Students who are part or full-time carers;
- Students with disabilities;
- Students experiencing mental or physical health concerns;
- Mature-age students;
- Students who are single parents;
- Students from different cultural backgrounds;
- Students for whom English is a second language; and
- Students who identify as LGBTI.

PROCEDURES

Information Available to Students

LEA shall ensure that, prior to their enrolment, students shall have access to the information listed below with sufficient time to enable informed decision-making about enrolling in a LEA course.

Information shall be written clearly in plain English and fully accessible to students, including students with specific accessibility needs.

Definitions of ambiguous or specialised terms shall be provided to ensure that students fully understand the information provided.

Course and Units of Study

Information provided shall include:

- Course design and duration;
- Any pre-requisites;
- Assumed knowledge;
- When and where courses and units are offered;
- Application dates;
- Arrangements for recognition of prior learning;
- Standing credit transfer arrangements;
- Pathways to employment; and,
- Eligibility for registration to practice (if applicable).



Credit Transfer Arrangements

LEA shall ensure that credit transfer and recognition of prior learning arrangements are clearly communicated, including the courses of study and qualifications for which credit may be gained, and the terms and conditions that apply.

Course Outcomes

LEA shall ensure that the outcomes of a course, either explicit or implied, are clearly stated and accurate.

LEA shall clearly state the potential and most likely career pathways for graduates of each higher education course offering, however, cannot guarantee:

- Particular employment and career outcomes
- Migration outcomes
- Acceptance into another course for which the relevant LEA course/unit is a prerequisite.

Planning Studies and Participation

Information shall include:

- Key contact points,
- Advice about orientation and induction;
- Delivery arrangements;
- Technical requirements (e.g. operating systems and browsers on laptops for accessing IT resources at LEA);
- Timetables;
- Access to learning resources; and,
- Avenues to participate in decision-making at LEA.

Student Obligations

Information shall include:

- *Student Code of Conduct*;
- Financial obligations to LEA as an enrolled student, including student loan information and tuition assurance information for both domestic and international students;
- Important deadlines;
- Policies for acceptance and enrolment, withdrawal from offers and refunds of fees;
- Policies for deferral, change of enrolment, and leave of absence;
- Obligations of international students (e.g. following the conditions of their study visa);
- Allowable hours of work for full time students for international students on student visa; and,
- Misconduct and disciplinary procedures including suspension and exclusion.



Policies and Procedures

Prospective students shall be informed of how to access current LEA policies and procedures that impact students.

LEA shall facilitate full access by ensuring policies and procedures are available online as per the *Public Information Policy and Procedures*.

Student Support Services

Prospective students shall be informed of the range of support services that are available to them during their studies at LEA, including services for underrepresented and disadvantaged groups, and how and when to access them. This shall include points of contact in an emergency.

Grievances, Complaints and Appeals

Prospective students shall be informed of the grievances, complaints and appeals process established internally to LEA as well as external avenues for complaints and appeals, including an explanation of how students can engage with, and utilise, advocacy services.

Policies and procedures regarding complaints and appeals processes for students shall be freely available on the LEA website.

When any student enquires about how to make a complaint or appeal, staff shall freely refer students without question to the website for the current approved policies and procedures for complaints and appeals.

Refer to *Student Grievances, Complaints and Appeals Policy*.

International Student Information

Information shall include:

- Indicative costs of living and studying in Australia;
- Accommodation options;
- Arrangements for health care and the requirement for Overseas Student Health Cover; and,
- Obligation to send school-aged dependents to school in Australia and fees incurred.

Refer to *International Student Services Policy*.

Notice of Changes

Students shall be given six months' notice of changes to fees and associated costs of studying at LEA, as well as any significant changes to courses or study conditions.



Methods of Communication

Website

All relevant information shall be made publicly available in accordance with the *Public Information Policy* and at the discretion of Executive Management Team.

Information that is not publicly available shall be communicated to students via alternative means as outlined below.

Student Enquiries

Administration and student support staff are to be available to answer student questions and refer students to both LEA services and external services such as legal advice, accommodation support, welfare services, counselling, and health and emergency services.

Marketing Materials

Marketing and promotional materials shall provide accurate information about LEA and direct students to other sources of information about LEA.

Education Agents

Education agents shall provide accurate information to international students who are considering enrolling in a course at LEA. For more information refer to the *Education Agents Policy*.

Student Handbooks

LEA's pre-enrolment student handbook provides general information about LEA, including courses of study, facilities, services, transport, accommodation and events, for prospective students.

LEA's post-enrolment student handbook provides students with the following information at minimum:

- Course-specific information including structure and learning outcomes;
- How to find current individual subject outlines with detail about assessment requirements and reading lists;
- Contact information for the Course Coordinator;
- Contact information for teaching staff; and
- Information on academic and wellbeing support services offered at LEA.

On Campus

Posters and notices clearly visible on campus are to communicate student support information and essential information such as emergencies and evacuation procedures.



Orientation Program

The Orientation Program that all new students are expected to attend aims to support student transition to studying at LEA. Refer to the *Orientation Program Policy and Procedures* regarding the LEA Orientation Program.

Student Portal

The student portal, accessible only by current students, shall include the following general and student-specific information at minimum:

- Course details;
- Assessment and examination information;
- Enrolment tools;
- Contact information for staff;
- Fee and invoice information for students;
- Information about accessing academic and wellbeing support services; and,
- Accessing the learning management system and library resources.

All student-specific information shall be password protected and accessible to students via the Learning Management System.

Student Email

LEA shall send important updates, requests, and other necessary information to students via their student email system.

International Students

Specific efforts are to be made to ensure that international students have access to all necessary information. A specific section or time for communicating necessary information to international students shall be included in:

- Student handbooks;
- The website;
- Orientation programs;
- Student portal; and,
- Offer of Enrolment and Welcome Letter.

Maintaining Accuracy

In order to maintain accuracy and consistency, relevant positions and bodies are responsible for reviewing the information provided to students every six months.

Information regarding academic matters shall be reviewed by the Teaching and Learning Committee.

Information regarding financial and student obligations and liability shall be reviewed by the Chief Operating Officer (COO).



Information regarding equity, access and student support shall be reviewed by the Registrar.

Compliance

All staff with direct and indirect student-facing responsibilities are required to comply with this policy and its procedures, and with related policies and respective procedures. Non-compliance may result in disciplinary action.

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| File Number | LEA-GEN-COR-70037-D |
| Responsible Officer | Chief Executive Officer |
| Contact Officer | Student Experience Officer |
| Legislative Compliance | <ul style="list-style-type: none">• <i>Higher Education Standards Framework (Threshold Standards) 2015</i>• <i>Tertiary Education Quality and Standards Agency Act 2011</i> |
| Supporting Documents | |
| Related Documents | <ul style="list-style-type: none">• <i>Education Agents Policy and Procedures</i>• <i>International Student Services Policy and Procedures</i>• <i>Orientation Program Policy and Procedures</i>• <i>Public Information Policy and Procedures</i>• <i>Student Handbook</i> |
| Superseded Documents | |
| Effective Date | 1 January 2022 |
| Next Review | 3 years from the effective date |

Definitions

Chief Operating Officer (COO): Provides leadership and management of the operations of the LEA, coordinates the implementation of programs and campus collaboration, within the broad parameters of LEA's strategic directions, in accordance with its mission and Strategic Plan.

Executive Management: The high-level management team led by the Chief Executive Officer that manages operational matters for provision of higher education at LEA.

International Student: Individual enrolled in a course at LEA who is not a citizen of Australia or New Zealand, or an Australian Permanent Resident, and has been granted a student visa by the Department of Immigration and Border Protection to study full-time in Australia.

Orientation: On-campus scheduled program of activities prior to the beginning of each semester that provides students with opportunities to meet staff and other students, tour the campus, enrol in academic workshops and seminars, engage in social activities, learn more about LEA and the services on offer, learn more about their rights and responsibilities as students, and access other important information.

Prospective Student: Individual who is interested in enrolling in a LEA course.



Student Handbook: An important resource for students throughout their time at LEA. The student handbook is available on the LEA website and contains course information and contact details for student support services, identifies student policies and procedures.

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

Student Experience Officer: Non-academic member of LEA staff responsible for providing students with information regarding non-academic support services who can refer students to counsellors, general practitioners, and other health services.

Teaching and Learning Committee: Committee of the Academic Board that is responsible for monitoring the quality of learning and teaching at LEA, including progress towards achieving objectives of the *Teaching and Learning Plan* and the adequacy of all forms of support for learning and teaching present at LEA.

Registrar: Manages LEA's relationship with students from enrolment to graduation, including initiatives directed towards improving the student experience.

Review Schedule

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

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