



## Learning Technologies Policy

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<b>Related Documents</b>	Diversity and Equity Policy Discrimination, Bullying and Harassment Policy Discrimination, Bullying and Harassment Procedure Library and e-Resources Policy Communication and Usage of Internet and Email Policy Communication and Usage of Internet and Email Procedure Sexual Harassment and Sexual Assault Policy and Procedure Business Continuity Management Policy Student Code of Conduct Staff Code of Conduct Online Course Delivery Policy
<b>HESFs (Threshold Standards) 2021</b>	Standard 2.1.1, 2.1.2, 2.1.3, 2.3.4, 3.3.3, 7.2.2b.

### 1. Purpose

This Policy acknowledges the increased use of external technologies by staff and students, and aims to ensure a coordinated approach for the effective, efficient and appropriate use of technology endorsed by the Australian Institute of Higher Education ('the Institute') to support educational quality and the student learning experience.

### 2. Principles

This Policy is informed by the Institute's commitment that:

- technology is central to contemporary business and teaching and learning practices;
- learning technologies will be used in a way that is appropriate and effective in relation to the Institute's functions and strategic objectives;
- learning technologies enable access to programs and resources and enhance the student learning experience;
- students have the right to privacy and confidentiality;
- staff and students will be provided with access and appropriate training in the use of supplied technologies; and
- data will be secure and will be appropriately archived in accordance with national and state government privacy requirements.

### 3. Context

The use of technologies is integral to the student learning experience and will support efficient and effective access to information and resources; provide seamless and innovative ways of communication between all learning participants, and facilitate the dissemination of knowledge. The Institute considers the use of personal devices in teaching and learning activities to facilitate and support greater independence and efficiency for student learning. The Institute provides both support and guidance in the adoption of appropriate technology and their use by staff and student users.

### 4. Scope

This Policy applies to all staff and students of the Institute. It extends to the management and governance of learning technologies supported by the Institute, and appropriate use of non-supported technologies – defined as External Educational Technologies (EETs).

### 5. Definitions

See the AIH Glossary of Terms for general definitions.

The following definitions apply to this policy:

**BYOD:** Bring Your Own Device.

**BYOD Course:** a course that requires students to BYOD for all classes and activities.

**Device:** refers to any electronic equipment that is able to connect to the internet and complete teaching and learning activities. Devices include laptops, tablets and notebooks. Whilst mobile phones can perform some tasks, they do not meet the minimum requirements for study use.

**IT requirements:** Hardware or software that is needed for a student to successfully undertake and complete their learning and assessment work. These requirements may be updated at any time to reflect upgrades in software or applications.

**Technological literacy:** The ability of an individual to responsibly, appropriately and effectively use technology tools, systems and hardware, to perform basic functions. Basic functions include the ability to: maintain a functional device and ensure a legal and supported operating system is installed, download and run applications and relevant updates, connect to available networks, such as Wi-fi, and devices as appropriate, and manage their device's battery life.

**Supplied applications:** Office 365, Moodle, Open Athens Library database, Big Blue Button, Zoom, Turnitin and MyLabs.

**Supplied Course:** a course that does not require students to BYOD to formal teaching sessions. Students are still required to have access to a computer out of hours with a current web browser, email client, the software capability to submit work as Microsoft Word (.doc or .docx) or Adobe (.pdf) documents, and access to the Internet preferably using high-speed NBN, ADSL, Cable or similar. Students may be required to complete activities, communicate with fellow students or Institute staff and submit assessments on a personal device.

## 6. Policy Details

This Policy provides a framework to guide selection, adoption and operation of technologies which engage and support student teaching and learning.

This Policy sets out the requirements for devices required for BOYD courses and the requirement for all students to have access to appropriate technology outside of formal teaching sessions for Supplied Courses.

This Policy provides guidance on the use of External Education Technologies (EETs) by staff and students as it relates to teaching and learning activities.

This Policy will:

- outline the decision-making processes;
- clarify responsibilities, and
- provide a coordinated approach to the adoption, use and management of teaching and learning technologies supported by the Institute.

All users of Institute learning technologies are required to behave in a courteous and respectful manner, and comply with applicable laws (privacy laws, intellectual property laws and laws relating to cyber-bullying, defamation and discrimination) as well as relevant Institute policies. This applies to all technologies, whether or not they are supported by the Institute.

The Institute reserves the right to determine what is, and what is not, appropriate use of devices and technology with reference to the [Student Code of Conduct](#), the [Communication and Usage of Internet and Email Policy](#) and the [Sexual Harassment and Sexual Assault Policy and Procedure](#). Where the Institute has reasonable grounds to suspect that a device contains data which breaches policy, the relevant Program Manager may confiscate the device for the purpose of confirming the existence of the material. Depending on the nature of the material involved, disciplinary action may be appropriate or further action may be taken including referral to the police. The consequences of any breaches will be determined by the Principal or delegate in accordance with the [Student Code of Conduct](#).

### 6.1 Institute responsibilities

The Institute will provide appropriate devices during formal teaching sessions for students in a **Supplied Course** as part of the institutional facilities and resources. Students may access these devices during the hours of campus operation, provided the room is not scheduled for use as part of a formal session. Institute devices will be suitable for the study sessions scheduled to a particular facility. Preference for particular rooms will be given to classes with specific technological requirements.

The Institute will provide Wi-Fi for activities related to study at the Institute free of charge. Login credentials are commonly posted in student study area and classrooms and are available on request at reception.

The Institute will provide access to **supplied applications**, free of charge, to support students in their study at the Institute. The specific software and versions may change from time to time to better support the Institute's activities and courses.

The Institute will utilise learning technologies which enable equitable access to course materials

and associated resources. Students will not be disadvantaged by the Institute due to lack of access to supported technologies, unscheduled service provision outages, undisclosed costs, or lack of knowledge and skill in their use and application.

Recommendations about technologies to be used for teaching and learning will be made by the Academic Board and the Teaching and Learning Committee. Decisions for adoption will be made by Institute Management. Recommendations and decision will be data driven and based on quality, suitability and reliability of systems.

The Institute will ensure that access to supplied applications is provided in a manner that does not contradict applicable licensing agreements or hosting arrangements, and when appropriate, authentication and authorisation of users will be in place.

The Institute will seek providers with a robust and reliable service for learning technologies; however, it recognises that technology failure is sometimes unavoidable and will advise staff and students to consider this when undertaking their work. The Institute aims to make utilised systems and interfaces accessible across a wide range of devices and platforms, however it cannot guarantee that any particular combination of system and device will operate.

Risk management procedures will be in place and quality assurance procedures will ensure both the technical and academic integrity of supported learning technologies.

The Institute is not responsible for any loss or damage that occurs to any personal device.

Non-supported external educational technologies (EETs) may be used, as long as there is no negative impact on students or the Institute, but will not be supported by Institute systems.

## **6.2 Staff responsibilities**

Institute teaching staff are required to carefully consider the use of technology in order to enhance and promote student learning, engagement and achievement. Staff are required to develop their technological skills appropriately for their role. Staff must proactively review units prior to and during delivery to ensure that students have appropriate access to any facilities or software that positively contribute to student experience. Staff must inform the relevant Program Manager of any issues affecting access, such as licensing requirements, and receive approval for appropriate action to ensure no student is disadvantaged.

Program Managers are required to maintain an up to date list of required resources, including hardware, software and other items, to ensure that resources and schedules remain relevant and current. Program Managers must proactively review courses and units to ensure technologies remain fit for purpose, provide equitable access and prepare students for contemporary business scenarios.

All other Institute staff are required to abide by the Staff Code of Conduct. All staff should endeavor to maintain and develop skills in necessary programs and applications as per their role and position description. Managers of staff should consider and support further training where appropriate.

### 6.3 Student responsibilities

Students are required to abide by the terms and conditions of their enrolment, including the Student Code of Conduct and the Sexual Harassment & Sexual Assault Policy & Procedure at all times.

Students are expected to have technological literacy and be able to perform basic functions without support. The Academic Success Team can provide support to students so that they develop technological literacy as required. Students should seek assistance from the Institute website [FAQ](#), their lecturer, or the Student Services team for additional support in a timely manner to ensure they can continue their studies with minimal disruptions.

Students are required to make every reasonable effort to ensure that the Institute's information or course material is not compromised when using devices. Screens or documents displaying assessment or critical information should not be seen by unauthorised persons or shared to maintain Academic Integrity and protect students' own personal information. The Institute recommends ensuring that all important information, such as assessments, are backed up in more than one location in case of loss or damage and that personal devices are password protected.

Whilst using equipment owned by the Institute, students must:

- Use facilities appropriately, including ensuring material and equipment is treated respectfully, securely and ethically.
- Keep noise levels to appropriate levels and ensure the ability of others to perform their work is not impacted.
- Not eat or drink in a room with Institute devices.
- Refrain from storing, transmitting or installing any software, or any other material that is not explicitly part of formal teaching activities or work.
- Use the Wi-Fi for activities related to study at the Institute only.
- The Institute retains the right to refuse any student access to any AIH device, lab or material as per the Institute's policies and procedures.
- Disciplinary action will be taken against those students who fail to comply with these regulations.

Students enrolled in a **Supplied Course** will have a device supplied during formal teaching and learning sessions. Student will need access to a personal device to undertake activities for learning, assessments and other study-related tasks, such as checking the Institute-supplied email for updates or submitting forms. Students may apply for a loan of a device from the Institute by referring to the [Student Computer Loan Policy and Procedure](#). Loaned devices are expected to be taken off campus so that students are able to complete tasks with no disadvantage. Device loans are limited and will be considered on the basis of merit to ensure equity.

Students enrolled in a **BYOD course** are required to supply their own device during all formal teaching and learning sessions. For sessions of longer durations, a backup power supply, such as a power bank or portable charger, may be required for students to manage their device's battery life. Where possible, the Institute will enable and support access to mains power. Students must never leave their device unattended or unsecured (password authentication enabled) without supervision. The Institute recommends students insure their device appropriately.

Students assume sole responsibility for the actions carried out by and the content of BYOD devices and loaned devices. Students assume sole responsibility for the care, maintenance, security and protection of BYOD and loaned devices.

## 7. Legislation

- Privacy Act 1988
- Australian Privacy Principles
- Privacy and Personal Information Protection Act 1998 (NSW) (PIIP Act) Privacy and Personal Information Protection Regulation 2014 (2014-549) Privacy Code of Practice (General) 2003 (NSW)
- Cybercrime Act 2001
- ESOS Act 2000
- Higher Education Standards Framework (Threshold Standards) 2021

This Policy complies with Higher Education Standards Framework (Threshold Standards) 2021 which specifies that:

2.1.1. Facilities, including facilities where external placements are undertaken, are fit for their educational and research purposes, and accommodate the numbers and educational and research activities of the students and staff who use them.

2.1.2. Secure access to electronic information and adequate electronic communication services is available continuously (allowing for reasonable outages for maintenance) to students and staff during periods of authorised access, except for locations and circumstances that are not under the direct control of the provider.

2.1.3. The learning environment, whether physical, virtual or blended, and associated learning activities support academic interactions among students outside of formal teaching.

2.3.4. A safe environment is promoted and fostered, including by advising students and staff on actions they can take to enhance safety and security on campus and online.

3.3.1. The learning resources, such as library collections and services, creative works, notes, laboratory facilities, studio sessions, simulations and software, that are specified or recommended for a course of study, relate directly to the learning outcomes, are up to date and, where supplied as part of a course of study, are accessible when needed by students.

3.3.2. Where learning resources are part of an electronic learning management system, all users have timely access to the system and training is available in use of the system.

3.3.3. Access to learning resources does not present unexpected barriers, costs or technology requirements for students, including for students with special needs and those who study off campus.

7.2.2. Information for students is available prior to acceptance of an offer, written in plain English where practicable, accompanied by an explanation of any technical or specialised terms, and includes:...

- b) information to assist in planning for and participation in educational and other activities, including contact points, advice about orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning resources, avenues to participate in decision making and opportunities to participate in student representative bodies

## 8. Version Control

This Policy has been endorsed by the Australia Institute of Higher Education Board of Directors as at September 2022 and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
2017-1	Ms. McCoy	Applied template; prepared draft; added related documents	22 February 2017	6 March 2017
2019-1	Principal	Minor update: Updated Titles from Policy owner and Responsible Officer from Executive Dean to Principal, and Contact Officer from Registrar to Head of Academic Support and Student Services .	20 November 2019	21 November 2019
2021.1	Dean	Policy Review. Productivity software with no vendor specific names, inclusion of concepts of open source, free software and web-based systems. Cybercrime Act 2001 added.	17 February 2021	18 February 2021
2022.1	Registrar	Updated Higher Education Standards Framework [Threshold Standard] 2021	25 May 2022	26 May 2022
2022.2	Compliance Officer	Content update: Added BYOD and Supplied Course information. Expanded definition of terms. Introduced responsibilities of persons. Introduced device minimum requirements. Added relevant HESFs points.	28 September 2022	29 September 2022

## **Appendix 1- Device Requirement Checklist- Supplied Course**

All Institute courses are fully integrated with technology. As a student in a **Supplied Course** it is important that you have access to a computer with sufficient configuration to enable you to complete activities, communicate with fellow students or Institute staff or submit assessments on a personal device when you are not at the campus. It is important that you check your Institute email before every class, so you don't miss any important information.

It is essential that your device meets the following minimum requirements:

### **Hardware**

- 8GB RAM or greater
- 256GB SSD/HDD or greater
- Screen: 13" or larger, resolution at least 1920 x 1080
- USB 3.0 Port
- Webcam (USB or Integrated)
- An in-built microphone or a headset with headphones and microphone

### **Operating System and Common Software**

- Windows 10 (64 bit) / Linux/ Mac OS 10.13 High Sierra
- Latest version of one of the following web browsers: Google Chrome, Firefox, Safari or Microsoft Edge

### **Network Speed**

- Stable internet connection of at least 10Mbps



## **Appendix 1- Device Requirement Checklist (cont.) – BYOD Course**

All Institute courses are fully integrated with technology. As a student in a **BYOD Course** it is important that you have access to a computer with sufficient configuration to enable you to complete activities, communicate with fellow students or Institute staff or submit assessments on a personal device. You will need to bring this device to EVERY formal teaching session, so please consider the portability and durability. It is important that you check your Institute email before every class, so you don't miss any important information.

It is essential that your device meets the below requirements:

### **Hardware**

- CPU Core™ i7; 2.40GHz or faster processor with SSE4.2 or later
- 16GB RAM or greater
- 256GB SSD or HDD of 1Tb
- Screen: 13" or larger and resolution at least 1920 x 1080
- USB 3.0 Port
- Webcam (USB or Integrated)
- An in-built microphone or a headset with headphones and microphone

### **Operating System and Common Software**

- Windows 10 (64-bit) version 1809 or later / Linux/ MacOS Monterey or later
- Latest version of one of the following web browsers: Google Chrome, Firefox, Safari or Microsoft Edge

### **Network Speed**

- Stable internet connection of at least 10Mbps