



Lead Institute
OF HIGHER EDUCATION
TEQSA ID: PRV14389 | CRICOS Code: 04342A



STUDENT HANDBOOK

Lead Institute of Higher Education (LIHE)

2026 - 27

Table of Contents

1. Welcome	3
2. Dean's Welcome	4
3. Vision & Mission, Values	5
4. Campus Location	5
5. Life in Australia	6
6. Health & Emergencies	7
7. Safety	8
8. Beach Safety Tips	10
9. Visa Conditions	12
10. Check your Visa Conditions	14
11. Student Card	15
12. Work Integrated Learning (WIL)	16
13. Academic Progress Standards	17
14. Deferral, Suspension & Cancellation	19
15. Student Code of Conduct	20
16. Student Feedback	22
17. Fees and Refunds	23
18. Privacy Policy	25
19. Disclosure of Personal Information	25
20. Collection of Information	25
21. Student Grievance Procedure	26
22. Key LIHE Contacts	27
23. Welfare Services	28

Welcome

Welcome to Lead Institute of Higher Education (LIHE). We're excited to have you join our vibrant academic community. Your journey here will be filled with discovery, learning, and opportunities to realise your full potential.

LIHE is committed to delivering an exceptional student experience that supports your academic, professional, and personal development. We believe in fostering excellence, inclusivity, and innovation in all aspects of higher education. With access to industry-standard training, world-class educators, and comprehensive support services, you will be empowered to succeed in your studies and future career.

As a student at LIHE, you will benefit from our student-centred learning environment, located in Sydney—one of the world's most liveable cities, known for its diverse culture, sunny climate, and dynamic lifestyle.

This handbook provides essential information to help you transition smoothly into your studies and life in Australia.



Dean's Welcome



Welcome to LIHE!

I warmly welcome you to the **Lead Institute of Higher Education (LIHE)**.

At LIHE, we are committed to preparing students for success in a rapidly changing world. Our mission is to shape futures by equipping students with the knowledge, confidence, and the practical skills needed to lead in a changing world.

Our programs, at both undergraduate and postgraduate levels, are created in partnership with industry. This ensures that every course is academically strong while also directly relevant to careers.

We set high standards for engagement, critical thinking, and integrity. In return, students benefit from small classes, supportive teachers, and learning experiences that connect theory with practice.

From your first day to graduation, our staff will guide and support you. We believe education should be accessible, inclusive, and transformative.

This is your time to learn, to grow, and to lead. At LIHE, we are proud to walk with you as we shape the future together.

Warm regards,

Dr Ishmael Adams
Dean, Lead Institute of Higher Education

Vision

Our vision is to be a leading higher education provider, delivering transformative learning experiences and fostering academic excellence. Our vision is to set the benchmark for higher education, creating enriching learning experiences that drive innovation and success.

Mission

Our mission is to nurture a dynamic and intellectually stimulating environment, guiding students toward academic achievement and professional growth.

Values

LIHE is dedicated to honesty, integrity, and transparency. We foster a culture of collegiality and respect, ensuring equity and accountability in all we do. These values guide our commitment to creating an inclusive and supportive environment.

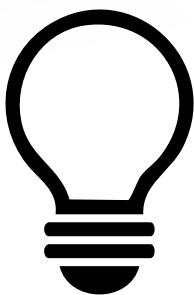
Campus Location

Address

 Suite 2, Level 1,
37-39 George Street, Parramatta NSW 2150
Australia.

Contact

 +61 2 7232 1822
 info@lihe.edu.au



VISION



MISSION



VALUES

Life in Australia

Living Costs

Sydney is one of Australia's most exciting cities, but it is also one of the more expensive places to live. As a student, you should plan for weekly expenses of AUD \$450–\$700 depending on your lifestyle and accommodation choice. This includes rent, food, transport, phone/internet, and miscellaneous costs. For detailed guidance, visit [Study Australia – Living Costs](#).

Transport

Sydney has an integrated public transport system including trains, buses, ferries, and light rail. To travel, you will need an Opal card which can be used across all services. Parramatta campus is accessible via Parramatta train station (approx. 8 minutes' walk). Plan your route at [Transport NSW](#).

Banking

To open an Australian bank account, you will need to present your passport, student visa, and proof of address. Most major banks offer student-friendly options.

Popular banks include:

- Commonwealth Bank
- ANZ
- NAB
- Westpac



Health and Emergencies

Emergency Services

In case of emergency (fire, police, or ambulance), call 000. Operators will ask for your location and the type of assistance required.

For non-urgent police matters, call 131 444.

Medical Assistance

For emergencies, go to the nearest hospital or emergency department. These services are available 24 hours a day. For general medical needs, visit a local GP or medical centre. Bring your OSHC card and identification to appointments.

Overseas Student Health Cover (OSHC)

OSHC is mandatory for all international students. It helps cover medical treatment, hospitalisation, prescription medication, and emergency ambulance services.

Providers include:

- Allianz Care
- Medibank
- BUPA
- NIB
- AHM

Extra coverage for dental, optical, and physiotherapy is available at additional cost.



Safety

Personal and Public Transport Safety in Sydney

Sydney is a safe and modern city with a well-connected transport network, but like any major city, it is important to stay aware and take basic safety precautions—especially when travelling alone or at night.

Public Transport Safety Tips

Sydney's public transport system includes trains, buses, ferries, and light rail, all operated under the Opal card system. The services are safe and dependable, but you should follow these tips to ensure your safety:

At Stations and Stops

- Stay in well-lit areas, especially at night.
- Stand near help points or CCTV-monitored zones where available.
- Avoid empty train carriages—choose carriages that are occupied or near the guard's compartment (usually indicated on platforms).
- Be alert to your surroundings and avoid using headphones at high volume.
- Always keep your bag closed and close to your body.

On Public Transport

- Hold your belongings securely, especially during busy travel times.
- Report any suspicious behaviour to the driver, guard, or transport staff immediately.
- If you feel uncomfortable, move to another seat or carriage.
- Avoid displaying expensive devices or valuables unnecessarily.

Opal Card Tips

- Keep your Opal card topped up and register it online in case it is lost.
- Tap on and off when using trains, buses, light rail, or ferries.
- Use the Transport NSW Trip Planner (<https://transportnsw.info>) to plan safe and efficient routes to and from the campus.

Personal Safety While Commuting

Whether you are walking, cycling, or using ride-share services, staying safe involves being alert and prepared:

Walking

- Stick to main roads and avoid poorly lit shortcuts or alleyways.
- Walk with a friend, if possible, especially at night.
- Avoid distractions like texting or talking on the phone while walking.
- Let someone know your expected arrival time if you are heading somewhere new.

Cycling

- Wear a helmet – it is the law in Australia.
- Use front and rear lights if riding at night.
- Follow traffic rules and use bike lanes where available.
- Lock your bicycle securely if parking in public.



Using Rideshare or Taxis

- Only use licensed taxis or reputable rideshare services such as Uber, DiDi, Ola or Bolt.
- Confirm the driver and car details before getting in.
- Sit in the back seat when riding alone.
- Share your trip details with a friend or family member using app features.
- Never accept rides from strangers or unregistered services.

Additional Resources

- Transport NSW Safety Info: <https://transportnsw.info/travel-info/safety-security>
- Personal Safety Tips from Study Australia: <https://www.studyaustralia.gov.au/english/live/health-and-safety/transport-and-personal/transport-personal-safety>

Beach Safety Tips

Australia is home to some of the most beautiful and famous beaches in the world. While visiting the beach is a great way to relax, exercise, and enjoy the sunshine, it is important to understand and follow beach safety guidelines—especially if you are not familiar with swimming in the ocean. Every year, people are rescued from Australian beaches due to unsafe swimming practices. To make the most of your time at the beach, always prioritise your safety and the safety of others.

General Beach Safety Rules

1. Always swim between the red and yellow flags

These flags mark the safest area to swim, patrolled by trained lifeguards and surf lifesavers. Never swim outside of this zone.

2. Read safety signs before entering the water

Beach signs at the entrance tell you about local hazards such as strong currents (rips), jellyfish, or sudden changes in weather or surf conditions.

3. Never swim alone

Always go to the beach with a friend. In case of trouble, you will have someone who can call for help.

4. Do not swim under the influence of alcohol or drugs

Alcohol impairs your judgment, balance, and coordination—making it dangerous in the surf.

5. Check weather and surf conditions

Strong winds, high waves, or changes in tide can make swimming risky. Check surf reports and follow lifeguard advice.

6. If in doubt, don't go out

If you're unsure about the conditions, it's better to stay out of the water or ask a lifeguard for advice.

How to Identify a Rip Current

A rip current (rip) is a fast-moving channel of water flowing from the beach out to sea. Rips are one of the most common dangers at Australian beaches and are difficult to spot.

Look for:

- Deeper, darker water with fewer breaking waves
- A narrow stretch of calm water between waves
- Sand and debris floating out to sea.

If you're caught in a rip:

- Stay calm – Don't try to swim against it.
- Float or tread water – Let the current carry you out until it weakens.
- Raise one arm and call for help.
- Once the current slows, swim parallel to the beach before returning to shore.



Sun Safety at the Beach

Australia has strong UV radiation. Protect yourself even on cloudy days.

Remember the "Slip, Slop, Slap, Seek, Slide" rule:

- Slip on a long-sleeved shirt.
- Slop on sunscreen (SPF 30+ or higher, reapply every 2 hours)
- Slap on a hat
- Seek shade.
- Slide on sunglasses

Additional Beach Tips

- Swim only during daylight hours and when lifeguards are on duty.
- Don't swim after eating a large meal—wait 30 minutes.
- Wear swim-appropriate clothing—avoid jeans or heavy fabrics in the water.
- Look out for marine life such as jellyfish or stingrays. If stung, see the lifeguards immediately.
- If you see someone in trouble, alert a lifeguard. Do not attempt a rescue yourself unless trained to do so.

Useful Resources

- Surf Life Saving Australia – Beach Safety
- BeachSafe App – find patrolled beaches and get safety updates.

Shopping

Retail stores typically operate between 9:00am–5:30pm, with late trading on Thursdays/Fridays.

Supermarkets like Coles, Woolworths, and Aldi are often open late or 24/7.

Department stores include Myer, Kmart, Big W, and Target.

For more information about life in Australia visit Study Australia:

www.studyaustralia.gov.au/en/life-in-australia

Visa Conditions

As an international student studying in Australia on a Student Visa (Subclass 500), it is your responsibility to understand and comply with the conditions attached to your visa. These conditions are set by the Australian Government Department of Home Affairs, and failure to meet them may result in serious consequences, including visa cancellation.

Key Visa Conditions for Student Visa Holders

Below are some of the most common and important conditions attached to your student visa:



1. Maintain Enrolment in a Registered Course

You must remain enrolled full-time in a registered course at a CRICOS-registered institution, such as LIHE. It is important to maintain satisfactory academic progress and attendance throughout your studies. If you are considering changing your course, institution, or education level, you must notify LIHE immediately.

2. Maintain a Valid Confirmation of Enrolment (CoE)

Your CoE must be current for the entire duration of your studies. If your course is extended or shortened, you must update your CoE accordingly. LIHE will assist you with this process.

3. Satisfy Attendance and Academic Progress Requirements

You must maintain at least 80% attendance in each subject or unit and pass more than 50% of your enrolled subjects in each study period.

Failure to meet these requirements may lead to an intervention strategy and reporting to the Department of Home Affairs.

4. Notify Address and Contact Details

You are required to provide LIHE with your current Australian residential address, mobile number, and emergency contact information. If any of these details change, you must notify LIHE within 7 days of the update.

5. Maintain Overseas Student Health Cover (OSHC)

You must maintain continuous Overseas Student Health Cover (OSHC) from the moment you arrive in Australia until you leave the country or transition to another type of visa. It is your responsibility to renew your OSHC before it expires, as failing to do so may result in a breach of your visa conditions.

6. Work Limitations

As a student visa holder, you may work up to 48 hours per fortnight (two-week period) during the official course term. During scheduled course breaks or holidays, you are permitted to work unlimited hours. However, you must not begin any form of employment until your course has officially commenced.

Please confirm the most current work limitations with Department of Home Affairs.

To Learn about workplace rights, visit the Fair Work Ombudsman website: [Welcome to the Fair Work Ombudsman website](#)

7. Remain with Principal Institution for 6 Months

You must remain enrolled with LIHE, your principal course provider, for at least 6 months before transferring to another institution, unless a release request is approved.

8. Course Duration and Completion

You must complete your course within the expected duration specified in your Confirmation of Enrolment (CoE). Unnecessary delays in your academic progress should be avoided unless there are compassionate or compelling circumstances, such as illness or a family emergency, which have been approved by LIHE.

9. Maintain Good Conduct

You must always obey Australian laws and refrain from any activities that could harm the Australian community or compromise public safety. Engaging in criminal behaviour or violating the law may lead to serious consequences, including the cancellation of your visa.

Visa Breaches and Consequences

Failing to comply with your visa conditions can lead to:

- A formal warning
- Academic or disciplinary intervention
- Reporting to the Department of Home Affairs
- Cancellation of your student visa

Check Your Visa Conditions

You can check the full list of your visa conditions by using the Visa Entitlement Verification Online (VEVO) system:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>.

You will need your visa grant number and passport details.

If you need to update your enrolment or address, contact Student Services via: studentservices@lihe.edu.au



Orientation

Orientation is a compulsory session held at the beginning of each trimester to help new students settle into their studies and life at LIHE. During Orientation, you will receive valuable information about your course, academic expectations, student support services, campus facilities, and key policies. You'll also have your photo taken for your Student ID card and obtain a USI if you do not have one already. Orientation is a fantastic opportunity to meet staff, connect with fellow students, and ask any questions you may have before classes begin.

Unique Student Identifier (USI)

A USI is a unique number needed for all students studying in Australia. You must register your USI using your legal name as it appears on your passport or ID. A mismatch can prevent access to enrolment, results, or graduation.

Register at: usi.gov.au

If you need help, contact: studentservices@lihe.edu.au

Student Card

As part of your Orientation, your photo will be taken for the issuance of your Student ID card. Once ready, your card can be collected from Reception.

Your Student ID card can be used to access campus facilities and may also provide concession discounts at museums, theatres, cinemas, and other cultural venues. It does not qualify for public transport concessions.

If your card is lost or damaged, a replacement fee of \$20 will apply.

Class Enrolment

All students must enrol in their classes at the beginning of each trimester. It is your responsibility to ensure that you are correctly enrolled and appear on the class list.

Issues Affecting Enrolment

If you have any outstanding tuition fees or try to register after the enrolment deadline, you will not be officially enrolled. Instead, your name may be temporarily placed on the class list until the issue is resolved.

Once your issue has been resolved, and space is available in the class, you may be added to the class list.

Lecturers will assist late-registering students as much as possible; however, it is the student's responsibility to catch up on missed work. Failure to meet academic requirements may result in the need to repeat the unit at an additional cost.

Enrolment Dates

Students are responsible for checking official communication channels—such as emails, Open Learning, and campus notice boards—for updates on enrolment dates and times. This information will be provided before the start of each trimester. It is essential to register within the advised period to ensure a smooth start to your studies.

Late Enrolments

Class enrolments must be completed by the end of the second week of the trimester. Late registration is not permitted beyond this period unless exceptional circumstances apply, and prior approval has been granted by the Institute. Students seeking late enrolment must submit a formal request with supporting documentation for consideration.

Attendance

Students must attend at least 80% of scheduled classes. Full attendance is expected for all sessions and is monitored as part of the assessment of academic performance and progress.

Email Communication

Students must check their LIHE email regularly for updates from staff and academic departments.

Work Integrated Learning (WIL)

Students enrolled in the Graduate Diploma of Early Childhood Education at LIHE must complete a Work Integrated Learning (WIL) subject as part of their course. This component is essential for connecting theoretical knowledge with real-world practice in early childhood education.

Before a placement can be organised, students must provide a **valid Working with Children Check (WWCC), a National Police Check, and evidence of completion of an accredited First Aid course.** These documents are mandatory to ensure the safety and compliance of all parties involved in the placement process.



The WIL program is designed to be immersive and professionally relevant. It typically runs over a 15-week period each semester and includes a minimum of 180 hours of practical work experience in an approved early childhood education setting. This allows students to gain valuable firsthand experience while applying their academic learning in authentic environments.

The WIL program is structured around four key phases:

1. **Preparation** – students attend orientation sessions and complete any required training.
2. **Work Experience** – students undertake their placement in a recognised early childhood education setting.
3. **Reflection** – students evaluate their experiences and identify areas for professional growth.
4. **Assessment** – student's complete assignments that demonstrate the learning outcomes achieved through their WIL experience.

A comprehensive WIL Guide, detailing all requirements, processes, and expectations, is available on the LIHE website and should be reviewed carefully by all participating students.

External Support Services – Counselling Services

External counselling services will be employed to deal with matters considered to be outside the expertise of the LIHE staff. Appointments will be made for students to see an external counselling service.

LIHE's external counselling provider is Marsden Therapy, located in Parramatta: Psychology - Marsden Therapy

All support Services, including academic assistance, personal counselling, and referrals to external services, are provided to students free of charge.

Academic Progress Standards

At LIHE, we are committed to upholding strong academic standards and ensuring all students are supported in achieving success throughout their studies. We have systems in place to regularly monitor academic performance and help students who may be at risk of not meeting required progress benchmarks.

1. Satisfactory Academic Progress

To remain enrolled in your course, students must meet the following academic progress requirements:

- Pass all units.
- Pass more than 50% of the enrolled credit points in each study period.
- Maintain at least 80% attendance in face-to-face classes.
- Complete the course within the approved maximum timeframe—either the standard full-time duration plus 50% (up to a maximum of 4.5 years), or as specified in your Confirmation of Enrolment (CoE) (for international students).
- Comply with all relevant policies, procedures, unit outlines, and award requirements.

2. Extensions and Course Duration

LIHE will not extend your enrolment duration if you are unable to complete your course within the expected timeframe, except in the following cases:

- Compassionate or compelling circumstances beyond your control.
- An academic intervention strategy has been implemented due to risk of failing to meet progress requirements.
- You have received an approved deferral or suspension of studies, in accordance with Standard 9 of the National Code 2018.

3. Compassionate or Compelling Circumstances

These are situations that are typically beyond the student's control and significantly affect academic progress or wellbeing. They may include, but are not limited to:

- Serious illness or injury (supported by medical documentation).
- Pregnancy or childbirth (student or partner).
- Death or serious illness of an immediate family member.
- Major upheaval or natural disaster in your home country.
- Involvement in an accident or criminal incident (supported by a police report).
- Legal obligations such as jury duty.
- Inability to enrol in a necessary unit because it is not offered.
- Compulsory military or emergency service responsibilities.

Documentary evidence is required to support any claim for compassionate or compelling circumstances.

4. Monitoring and Support

Academic progress will be formally reviewed at the end of each semester and may be reassessed at other times if needed. Students identified as being at risk will be contacted and offered support services or an intervention strategy.

Continued failure to meet progress standards may result in suspension or cancellation of enrolment.

5. Student Responsibilities

You must always maintain academic integrity and avoid any form of misconduct. It is essential that you understand and fulfill all course requirements as detailed in your Student Handbook and Course Outline.

Please take the time to review the Deferral and Suspension Policy, as well as the Academic Progression and Graduation Policy, both of which are available on LIHE's website. International students should also be aware of potential visa implications if they do not meet academic progress requirements. For more information, please visit the Department of Home Affairs (DHA) website.

Assessment

At Lead Institute of Higher Education (LIHE), assessments are a fundamental part of your learning journey. They are carefully designed to measure your achievement of unit learning outcomes, course learning outcomes, and the graduate attributes.

You will receive comprehensive and accurate information about assessment requirements and grading standards at the start of each unit, so you know exactly what is expected. Feedback will be provided in a timely and constructive manner to support your understanding and help you improve future performance.

To successfully complete your coursework and participate in assessments, you are required to have access to a personal computer or laptop and be able to use the Learning Management System (LMS). For more detailed information on assessment processes and policies, please consult the LIHE Assessment Policy and Procedure available on the student portal.

Academic Integrity

Lead Institute of Higher Education (LIHE) is strongly committed to fostering academic integrity among both staff and students, and to promptly identifying and addressing any breaches. Students are expected to uphold integrity by submitting only their own work or properly referenced material, clearly acknowledging all sources used in their assignments. Completing original work based on thorough research and study is vital for genuine learning and personal academic success.

To maintain academic integrity students should:

- Recognise the importance of individual learning and development through assessments.
- Avoid plagiarism, collusion, cheating, outsourcing assignments, or falsifying research data.
- Properly acknowledge and use the work of others in a manner true to the original author's intent.
- Apply accurate referencing and citation practices in all submitted work.
- Conduct academic inquiry ethically and impartially.
- Support their work with credible scholarship and research from legitimate sources.
- Respect the value, confidentiality, and academic freedom of fellow students and staff.
- Only use artificial intelligence tools ethically and responsibly and when permitted as part of an assessment

For more information on the consequences of academic misconduct, please refer to the Academic Integrity Policy. For further information on using artificial intelligence in learning and assessment see the LIHE Gen AI Policy and Procedure.

Student Consultation

At LIHE, student consultation is recognised as a vital part of supporting your learning journey and promoting successful course progression and retention. Our academic staff, including lecturers and tutors, are committed to helping you fully understand your units and assessment requirements. They ensure that all students have access to timely, appropriate, and effective consultation services covering both academic and non-academic matters.

Student consultation may be sought for various reasons, including but not limited to:

- Clarifying or explaining unit content and assessment tasks
- Assisting with catching up on lectures or tutorials missed
- Advising on progression rules and course completion requirements
- Providing constructive feedback on academic performance
- Addressing time management challenges
- Setting and achieving learning goals
- Offering guidance on effective study practices

Beyond formal teaching sessions, LIHE encourages academic engagement through study groups, peer discussions, and participation in campus events, all designed to enrich your overall educational experience.

For more details, please refer to the [Student Consultation Policy](#).

Deferral, Suspension, and Cancellation

At Lead Institute of Higher Education (LIHE), both student-initiated and Institute-initiated deferrals, suspensions, and cancellations are managed with fairness and transparency. Students may request to defer or cancel their enrolment at any time during their study period. Additionally, LIHE may initiate deferral, suspension, or cancellation based on specific grounds.

Student requests for deferral are typically considered when there is a delay in visa approval or due to compassionate or exceptional circumstances. Applications based on compassionate or exceptional circumstances must be supported by appropriate documentation.

LIHE may suspend or cancel a student's enrolment for reasons including, but not limited to:

- Unsatisfactory academic progress.
- Breaches of the Student Code of Conduct.
- Non-attendance and failure to respond to communications from LIHE by the required deadline.

Students will be notified in writing of the decision regarding their deferral or suspension request. All related documentation and correspondence will be securely maintained on the student's file.

For detailed information, please consult the Deferral and Suspension Policy and Procedure available on the LIHE website.

Student Code of Conduct

The Student Code of Conduct embodies LIHE's core values of excellence, quality, scholarly rigor and integrity, equity and inclusiveness, collegiality and participation, academic freedom, commitment, and accountability.

LIHE provides students with opportunities to:

- Be considered for course selection through valid, clear, fair, and transparent criteria.
- Enrol in high-quality courses that meet relevant professional standards.
- Access qualified academic staff, academic and learning support services, materials, equipment, and resources necessary to complete their studies.
- Receive clear, timely information about courses, administrative procedures, and assessment feedback.
- Learn in an environment that encourages active participation, open debate, and respectful expression of diverse viewpoints, in line with the Academic Freedom Policy.
- Be treated with courtesy and respect as valued members of the LIHE community.
- Be treated fairly, impartially, and consistently in all aspects of the Institute's policies, procedures, and practices.

Students are always expected to:

- Treat everyone with courtesy and respect, regardless of gender, age, ethnicity, social background, disability, sexual orientation, or religious beliefs.
- Respect others' rights to hold and express differing views.
- Behave appropriately in all learning environments, including online, engaging in respectful dialogue and debate.
- Avoid disrupting classrooms or learning spaces.
- Demonstrate cooperation and courteous interactions befitting emerging professionals.
- Express opinions thoughtfully, considering others' feelings and ethical and cultural implications.
- Respect academic staff's rights to manage their time and balance responsibilities.
- Complete academic work honestly, without cheating, plagiarism, or falsification of data.
- Properly acknowledge the contributions of others in all academic work.
- Refrain from encouraging or inciting others to engage in misconduct as defined by Institute policies and procedures.
- Comply with admission conditions as well as all Institute policies, procedures, guidelines, and ethical standards.
- Attempt to resolve issues informally before pursuing formal action.
- Familiarise themselves with and appropriately use the Institute's complaints and grievance procedures.
- Raise concerns or issues promptly and in a timely manner.

By following these principles, students help maintain a respectful, fair, and supportive academic community at LIHE.



Student Feedback

At LIHE, student feedback is a vital part of our commitment to continuous improvement. Your insights help us ensure that our services, teaching, and learning environment continue to meet your needs and expectations.

We actively collect and respond to feedback through a variety of channels—both formal and informal. These include internal and external surveys, evaluations, direct consultations, and everyday interactions with students. The feedback gathered is used to refine our practices and enhance the overall student experience.

Formal evaluations are conducted through the Student Advisory Group (SAG). A student representative from this group also participates in the Academic Board and the Teaching and Learning Committee, providing a student voice in key institutional discussions and contributing to initiatives aimed at improving the educational experience.

Student feedback allows LIHE to:

- Create meaningful opportunities for students to express their views and contribute to positive change.
- Monitor and maintain the quality of learning, teaching, and support services.
- Inform the development of staff training and workplace improvement plans.

Your voice matters. We encourage you to engage with these feedback opportunities and play an active role in shaping the future of your learning community.

Sexual Assault and Sexual Harassment

LIHE is committed to providing a safe, respectful, and inclusive learning and working environment that is free from sexual assault and sexual harassment. The Institute has a zero-tolerance approach to such behaviour and aims to prevent incidents through awareness, education, and clear reporting procedures.

All students and staff are expected to treat others with dignity and respect, uphold appropriate standards of conduct, and report any behaviour that breaches this policy. Support is available for those affected, and complaints will be managed sensitively, fairly, and confidentially in line with the principles of natural justice.

Students will learn about this policy during orientation and can access full details, including procedures for formal and informal complaints, through the Student Handbook and the LIHE website. A dedicated Work Integrated Learning (WIL) guide and support services are also available. Reports of sexual assault or harassment can be made to staff, the Student Support Manager, or external bodies such as the Police or the Overseas Students Ombudsman. LIHE will respond with care, may implement interim safety measures, and will investigate all complaints appropriately.

For more details, please refer to the full Sexual Assault and Sexual Harassment Policy available on the LIHE website or contact Student Support.

Fees and Refunds

Tuition Fee Refunds

- To request a tuition fee refund, students must complete and submit the Fee Refund Application Form. Refunds will be calculated according to the conditions outlined in the Tuition Fee Refund Schedule.
- Refunds will be issued in Australian dollars to the student who holds the contract with LIHE, unless the student provides written authorization to pay the refund to another individual.
- Refunds will be processed via direct deposit (electronic funds transfer) into a bank account nominated by the student on the Fee Refund Application Form. If the original payment was made by credit card, the refund will be credited to the same credit card or another credit card nominated by the student.
- Refunds can be directed to a designated person(s) or nominee specified by the student, including parents, guardians, agencies, or sponsors. Students must provide the nominee's bank details on the Fee Refund Application Form.
- Refunds will be processed within 20 working days of receiving the completed Fee Refund Application Form. In cases of provider default, refunds will be processed within 10 working days.

Non-Refundable Tuition Fees

Students are not entitled to a refund of tuition fees if:

- They withdraw from their course after the census date, and no special circumstances apply.
- They choose to defer the start of their course; in this case, all prepaid tuition fees will be held in credit towards future tuition fees. No refund will be available in the case of course deferral.
- An international student is granted Australian permanent resident status after the census date; the student is still required to pay international student tuition fees for the remainder of the semester they are enrolled in.

Tuition Fees

- LIHE reserves the right to review and adjust tuition fees annually, which may result in fee changes during the period of enrolment.
- LIHE is committed to providing accurate and timely information regarding tuition fees, aligned with the Fee Refund Policy, to ensure students have ample notice to make informed decisions about their course of study.
- Updated fee information will be published one month before the enrolment date on the website and notice boards. Students will also receive fee change notifications via direct email and the Learning Management System (LMS).
- LIHE is committed to transparent communication of the annual fee structure, associated costs, including any potential revisions, and any consequences that may impact students' choices and their ability to participate in their intended course of study.

Non-Tuition Fees

Students may incur additional non-tuition costs during their studies, including:

- Working With Children Check (WWCC) & National Police Check: Required for placements, to be applied for and paid by the student.
- Travel Costs: Students are responsible for all travel expenses related to attending campus and placements.
- Personal Laptop: Students must have a personal computer or laptop with reliable internet access for coursework and online learning resources.
- If a GDECE Student: Vaccination and Certification (First Aid) Costs.

Tuition Protection Service

- International students are protected by the Tuition Protection Service under Australian Government legislation. The aim of this protection is to ensure that students receive the tuition they have paid for or a refund.
- The legislation sets out what happens when a registered provider or an overseas student or intending overseas student defaults (that is, when a provider fails to start or finish providing a course to a student, or a student fails to start or finish a course with a provider).
- Students will be given an active role in selecting from suitable placement options through an online information service. Where a student does not access a placement through the placement facility provided by the Tuition Protection Service, the student may be eligible for a refund of their unexpended tuition fees from the Tuition Protection Service.
- Students will be eligible for a refund of the unused portion of any prepaid tuition fees (i.e., tuition for which the student has paid but which has not yet been delivered) rather than a full refund, in recognition of the fact that the student may obtain credit for the study already completed.
- LIHE is a part of the Australian Government Tuition Protection Service and complies with all requirements of the Tuition Protection Service. Further information can be obtained from the Tuition Protection Service website: <https://www.education.gov.au/tps>.

For more detailed information, please refer to the Fee Refund Policy and Procedure available on the website.

Privacy Policy

At the Lead Institute of Higher Education (LIHE), we are committed to protecting your personal information in accordance with the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001, and applicable state privacy legislation.

When collecting your personal information, LIHE ensures:

- You are clearly informed of the purpose for which the information is being collected.
- Your personal information is used solely in connection with your studies and participation at LIHE.
- All personal data is securely managed, stored, and protected from unauthorised access or disclosure.
- You are made aware of any external organisations (such as Australian Government agencies) to which your information may be disclosed, and the specific reasons for that disclosure (e.g., reporting, or statistical purposes).

Disclosure of Personal Information

Your personal information will not be shared with another individual or organisation unless:

- You have been informed that such disclosures are standard practice.
- You provide written consent.
- The disclosure is necessary to prevent or reduce a serious and imminent threat to your life or the life of another person.
- It is required or authorised by law; or
- It is necessary for the enforcement of criminal law, the imposition of penalties, or for the protection of public revenue.

Collection of Information

We collect personal information primarily through course applications, enrolment forms, training and assessment records, and online submissions. The types of personal information we may collect include:

- Personal and contact details.
- Employment and academic history (where relevant).
- Statistical background information (e.g., prior education, country of birth, or any reported disabilities).
- Details of your participation in training and assessments.
- Information related to tuition fees and payments.

For further information, please refer to LIHE's full Privacy Policy available on our website.

Student Grievance Procedure

At LIHE, we are committed to providing a fair, free, and accessible grievance process for all students. If you are dissatisfied with a decision, process, or experience at LIHE, you are encouraged to follow the steps below.

■ Stage 1: Informal Resolution

Try to resolve the issue directly with the person involved. Open and respectful dialogue often leads to a quick resolution.

■ Stage 2: Formal Complaint

If the issue remains unresolved:

- Complete the Grievance Application Form and submit it to the Student Support Officer.
- Include any supporting documents and details of Stage 1 discussions.
- The Dean will investigate and provide a written outcome within 10 working days.
- If you are not satisfied, you may proceed to Stage 3.

■ Stage 3: Internal Review

If you wish to appeal the decision:

- Your case will be reviewed by the Grievance Committee, which includes the Course Director, Student Support Manager, and an academic staff member.
- Submit any additional evidence, clearly outlining your concerns and desired outcome.
- You will receive a decision in writing within 10 working days of the Committee meeting.
- If you remain unsatisfied, you may proceed to external arbitration.

■ Stage 4: External Arbitration

You may contact the appropriate external body:

For Domestic Students:

- 📍 Resolution Institute – Student Mediation Scheme
- 🌐 resolution.institute/student-mediation-scheme
- 📞 02 9251 3366

For International Students:

- 📍 Overseas Students Ombudsman (OSO)
- 🌐 ombudsman.gov.au/complaints/international-student-complaints
- 📞 1300 362 072

These services are **free** and independent.

■ Need Help?

Refer to the full **Student Grievance Management Policy and Procedure** on the LIHE website or speak with the **Student Support Team** for guidance.



Key LIHE Contacts

- **General Enquiries:** info@lihe.edu.au
- **Admissions:** admissions@lihe.edu.au
- **Student Services:** studentservices@lihe.edu.au
- **Registrar:** registrar@lihe.edu.au
- **Emergency on Campus:** +61 2 7232 1822 (Office Hours Only)

General and Emergency Contacts:

Fire Brigade/Police/Ambulance: TRIPLE ZERO (000)

Electricity: 131388 and Gas: 131909

Translating & Interpreting Services: 131450

Poisons Information Centre: 131126

Water and Sewerage: 132090

State Emergency Services (SES): 132500

Environmental Protection Agency (EPA): 131555

Legal Advice

Precinct, Level 1, 160 Marsden Street,

Parramatta Legal Aid NSW Criminal Law

📍 Parramatta Justice Parramatta NSW 2150

☎ 02 90666000

☎ 02 90666002

✉ pjp@legalaid.nsw.gov.au

Directions to Parramatta Legal Aid NSW - Criminal law

Parramatta Legal Aid NSW Family and Civil law

📍 Level 4, 128 Marsden Street, Parramatta NSW 2150

☎ 02 98911600

☎ 02 96891082

✉ parra.family@legalaid.nsw.gov.au

Directions to Parramatta Legal Aid NSW - Family and Civil law

Welfare Services



Advocacy

<https://www.studyassist.gov.au/support-while-you-study/support-students>

Lifeline

 www.lifeline.org.au

 13 11 14

If life in danger call: Triple Zero 000

Lifeline is a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services. We exist so that no person in Australia must face their darkest moments alone.

Reach Out

 www.reachout.com.au

Anonymous and confidential, ReachOut is a safe place where young people can openly express themselves, get a deeper understanding and perspective on what is happening in their lives, connect with people who will provide judgement-free support, and build the resilience to manage their challenges now and in the future.

Beyond Blue

 www.beyondblue.org.au

Beyond Blue works to raise awareness of depression, anxiety, and suicide prevention, reduce the stigma surrounding these issues, and encourage people to seek support when they need it.

Call: 1300 22 4636 for more information.



Lead Institute
OF HIGHER EDUCATION
TEQSA ID: PRV14389 | CRICOS Code: 04342A

THANK YOU

February Version | 2026



Follow us

