

Student Handbook

Lead Your
Future with
us!



Lead Institute
OF HIGHER EDUCATION

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WELCOME

Lead Institute of Higher Education welcomes you to our community. We hope you enjoy your studies and time at Lead.

Lead Institute of Higher Education ('LIHE or the 'Institute) aims to deliver an exceptional and enriching student experience that promotes pathways to further study and/or employment. LIHE believes in promoting academic excellence, diversity, and services to build a vibrant academic culture and environment.

Your full potential is waiting to be discovered, and we're committed to helping you achieve unique and extraordinary dreams. Through hands-on learning and original thinking, you'll be inspired to develop and grow as you build towards your future career.

Studying with us will give you access to high-quality education and training that meets industry standards and expectations and utilises world-class academics, resources, and equipment. You can also benefit from our excellent support services available to assist you with academic or personal issues.

Our entire focus is on a student centred learning experience. You will also be studying in Sydney, one of the world's most liveable cities with plenty of space, warm weather, and access to high-quality restaurants, shops, and nightlife.

This book contains essential and helpful information to assist you with transitioning to studies in Australia and at Lead Institute of Higher Education.

Campus Location:

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

Contact Information

Phone: +61 2 86777077

Email- info@lihe.com.au, admin@lihe.com.au

General and Emergency Contacts:

Fire Brigade/Police/Ambulance TRIPLE ZERO (000)

Electricity 131388

Gas 131909

Translating & Interpreting Services 131450

Poisons Information Centre 131126

Water and Sewerage 132090

State Emergency Services (SES) 132500

Environmental Protection Agency (EPA) 131555



Critical Incident Team Contact Details

- Dean TBA
- Critical Incident Officer TBA
- Course Directors TBA
- IT Manager TBA
- Librarian TBA

Police Station Location and Contact details:

NSW Police Force Headquarters
1 Charles St, Parramatta NSW 2150
Phone: 13 14 44

Local Medical Services:

Argyle Street Medical Centre

Cnr Argyle &, Marsden St, Parramatta NSW 2150
Phone: (02) 9893 8733

Westmead Hospital - General Hospital

Cnr Hawkesbury Road and Darcy Road Westmead Open 24 hours Phone (02) 88905555

Transport Information:

Parramatta is serviced by State and services include trains, buses, and ferries. Taxis and private car services are also widely available.

For more information:

Trains, buses, and ferries in Sydney: <http://www.transportnsw.info>

Tripview App - <https://transportnsw.info/apps/tripview> - provides specific information and real-time timetables of Train (Sydney and Intercity Trains), bus (Sydney and Regional), Sydney Ferries, light rail, and coach services.

Taxis Combined: <http://www.taxiscombined.com.au/>

Uber: <https://www.uber.com/global/en/cities/sydney/>

Public Facilities:

Australia Post - Parramatta CBD

57 Macquarie St, Parramatta NSW 2150
Phone: 13 13 18

Westfield Shopping Centre

159-175 Church St, Parramatta NSW 2150
Phone: 02 8892 5200

[Contact Parramatta Concierge](#)

<https://www.westfield.com.au/parramatta>



Legal Advice

Parramatta Legal Aid NSW

Criminal Law

Address: Parramatta Justice Precinct, Level 1, 160 Marsden Street,
Parramatta NSW 2150

Ph: 02 90666000

Fax: 02 90666002

Email: pjp@legalaid.nsw.gov.au

Directions to Parramatta Legal Aid NSW - Criminal law

Parramatta Legal Aid NSW

Family and Civil law

Address: Level 4, 128 Marsden Street, Parramatta NSW 2150

Ph: 02 98911600

Fax: 02 96891082

Email: parra.family@legalaid.nsw.gov.au

Directions to Parramatta Legal Aid NSW - Family and Civil law

Welfare Services

Website: <http://www.readingwritinghotline.edu.au/>

Telephone: 1300 655 506

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn

Advocacy

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

Lifeline

Website: www.lifeline.org.au

Telephone: 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 has to face their darkest moments alone.

Reach Out

Website: 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's 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

Website: www.beyondblue.org.au

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

Call 1300 22 4636 for more information.



GENERAL NOTES:

- NO STRUCTURAL OR LAYOUT CHANGE PROPOSED;
- EXISTING WASTE COLLECTION AND MANAGEMENT SYSTEM TO BE RETAINED;
- EXISTING SIGNAGE ON MAIN ENTRANCE TO STAY;
- EXISTING FIRE EXITS AND SIGNAGE EQUIPMENTS TO REMAIN AS IS.

PROJECT

ADDITION TO THE EXISTING EDUCATIONAL ESTABLISHMENT AT SUITE 2 / LEVEL 1, 244 CHURCH STREET, PARRAMATTA, SYDNEY NSW 2150

CLIENT

LEAD COLLEGE PARRAMATTA

DRAWING

COLLEGE LAYOUT PLAN

SCALE	DATE	PROJ. STAGE
1:200@A3	25.08.21	CC

JOB NO.	DRAWN BY	REVISION
2056	AI	E

DRAWING NO.

CC-02

01 FLOOR PLAN

- 1:200@A3

ADVANCED STANDING

Advance Standing Policy and Procedure encourages students to commence study at a level that appropriately recognises their prior learning experiences and are not required to repeat equivalent learning successfully undertaken in another context. This Policy ensures that credit for previous studies or skills (including articulation, recognition of prior learning and credit arrangements) must be consistent with the AQF standards and must preserve the integrity of the higher education award to which it applies. The Institute may grant advanced standing on the following principles:

- i. Recognising learning for different types of learning and/or qualifications considering the comparability and equivalence of the learning outcomes, volume of learning, course of study including content, and learning and assessment approaches to the learning required for the applicable academic course;
- ii. Granting maximum credit for prior learning without compromising on the integrity of the discipline requirements, course prerequisite requirements and the student's accomplishment of the qualification outcomes;
- iii. Credit through recognition of prior learning is granted only if students granted such credit are not disadvantaged in achieving the expected learning outcomes for LIHE courses or qualification; any undue award of credit for material from lower AQF levels or material that is not credibly assessed as being at or approaching the level of LIHE course is not accepted;
- iv. Further enhancing student progression into and between AQF qualifications;
- v. Complying and being consistent with applicable Australian laws, regulations and standards, including those set out in the Higher Education Standards Framework, the National Code, and Australian Qualifications Framework;

For further information please refer to Advance Standing Policy and Procedure.



VISA CONDITION

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify the Institute of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the Confirmation of Enrolment (CoE).
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of the Institute.
- Remain with the principal Institute for 6 months unless you are issued with a letter of release from the Institute to attend another institution.



ARRIVING IN AUSTRALIA

Getting from airport to your accommodation

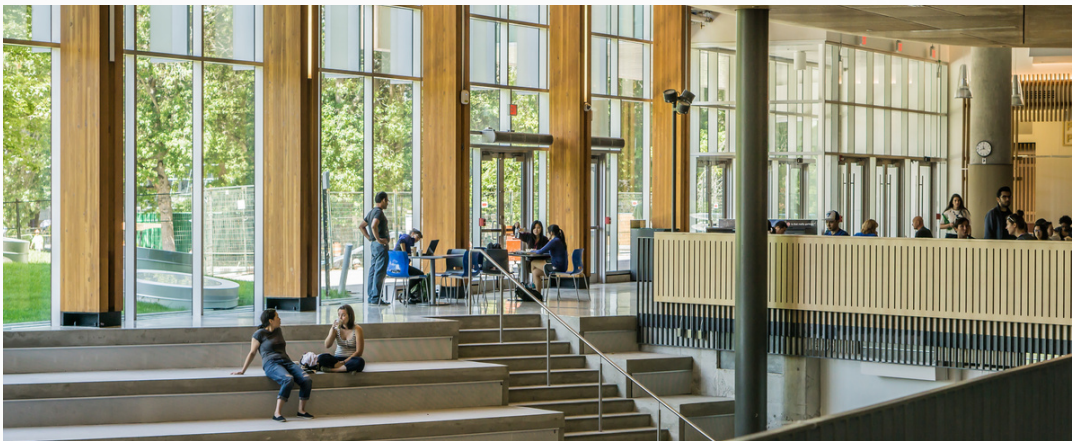
Train

Sydney International Airport contains a State Rail station and Airport link service that connects passengers to all rail lines in Sydney through Central Station – Sydney’s main rail station. The airport train is a convenient way to reach the centre of Sydney.

Central Station is a hub for light rail and bus connections to all parts of Sydney.

To travel by train to the Parramatta Campus, catch a train to Parramatta Station.

You require an Opal Card or contactless – tap credit or debit card or device (American Express Mastercard or Visa) to pay for tickets on Public Transport (Sydney’s train, bus and ferry system). You can get an Adult or Child/Youth Opal Card from the most train Stations. Train Ticket fares and other details are available at <https://transportnsw.info/tickets-opal>



More details are available on: <https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#train-transport-options-parking-and-transport>

Taxis

In Sydney, each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers.

Taxi Rank Locations, Taxi Fares and few Taxi companies are available on <https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#taxi-andrideshare-transport%20options-international-parking-and-transport>

Keeping in contact

Before you leave home, you should provide your family and friends, and the Institute with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven’t you can change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Australia, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank. You should not carry large sums of money with you, and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks. Find out more about money matters by exploring the Study Australia website. Living and education costs in Australia (studyaustralia.gov.au)

ACCOMODATION

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

<http://www.hostels.com/hostels/sydney/sydney-student-living/73573>

<https://www.yha.com.au/hostels/nsw/sydney-surrounds/sydney-central-backpackers-hostel/>

You can also stay with a family in their home. For more information, visit:

- **Oz Homestay**
- **Aussie Families Homestay Care,**
- **Homestay Network**
- **Meridian Homestay Services**
- **Global Experience**
- **Australian Homestay Network**

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond



Boarding or homestay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

It is important to remember that as an international Student, you have the same renting rights as local residents.

For more information about renting and your rights and responsibilities, visit the NSW Fair Trading web site at: [Renting_|_NSW Fair Trading](http://www.fairtrading.nsw.gov.au)

You may also contact us at the Institute if you need details or advice on this.

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details, visit:

www.border.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney are as follows:

- Centre-based childcare \$70-\$192 per day
- Family day care \$7.50-\$16.80 per hour dependent on location and service
- Nannies \$17-\$25 per hour live in \$17-\$35 per hour live out (+agency fee)
- Au pairs (living in your home) \$200-\$300 per week (+agency fee)

Find out more at:

<https://www.careforkids.com.au/>

For school children, costs vary depending on the school year.

To find out more about application processes and costs go to:

<https://education.nsw.gov.au/public-schools/going-to-a-public-school/enrolment>

<http://www.privateschoolsguide.com/NSW-Private-Schools>



HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, prevent and detect crime and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguish fires, rescue people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet.



If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking.

For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.



You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- **Australian Health Management OSHC** www.ahmoshc.com
- **BUPA Australia** www.overseasstudenthealth.com
- **Medibank-Private**
www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- **OSHC Worldcare** www.oshcworldcare.com.au
- **NIB OSHC** www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Department of Health and Aged Care](#)

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following website includes information about average living costs in Australia:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.



BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at: <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au



WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions. <https://www.studyaustralia.gov.au/english/live/work>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au



YOUR SAFETY

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyaustralia.gov.au/english/live/health-and-safety/transport-and-personal/transport-personal-safety>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical and psychological.



WATER SAFETY TIPS

The safest Australian beaches for swimming are the beaches patrolled by Lifeguards and Surf Lifesavers so always research the local patrolled beach closest to where you are staying.

Follow these guidelines and you will have lots of fun at our beaches and safely return home.

- Always swim between the red and yellow flags on beaches with lifeguards and surf lifesavers.
- Look for the beach signs at the entrance to the beach, they have lots of local information and will explain to you the meaning of the signs placed on the beach.
- Never swim alone, always with a friend.
- Never swim under the influence of alcohol or after a big meal.

SHOPPING

All Australian major town centres and capital cities have shopping facilities with opening hours generally from 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays.

Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.



CLOTHING

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

<https://www.studyaustralia.gov.au/english/live/living-costs>



STUDENT ORIENTATION PROGRAM

LIHE Student Orientation Policy aims to facilitate a positive and successful transition for all commencing and newly enrolled students to their course of study and campus through the orientation program which will provide academic, social, administrative and geographic familiarisation.

LIHE student orientation program will be compulsory for new students commencing their studies at the Institute. The orientation program will consist of presentations, tours, enrolment and information sessions that will help commencing students settle into the new study environment.

LIHE student orientation program will provide students with an introduction to studying at the Institute and assist and support students to successfully transition into their studies.

Information on student support services and procedures for accessing these services, including contact details of the Student Support Manager will be made available to all the students through:

a. Student Handbook;

b. LIHE Website;

c. Student Orientation Program.



All current and prospective students will be provided with a Student Handbook containing the essential information to adjust to tertiary studies. International students will receive information regarding life in Australia including external resources for international students, college facilities and resources to help them with their studies. This Student Handbook will also be available on the Learning Management System and in the Library





ACADEMIC PROGRESS STANDARDS

LHE is committed to maintaining academic standards and will have systems in place to monitor student progress and support students who are not meeting academic progress standards.

- i. Students must achieve satisfactory academic progress standards to continue their enrolment in their course.
- ii. The requirements for satisfactory academic progress are:
 - a. pass all core units;
 - b. pass more than 50% of completed credit points;
 - c. 80% attendance for face-to-face classes;
 - d. complete their course within the approved maximum period of completion (normal full-time duration plus 50% of the normal full-time duration, to a maximum of 4.5 years) or as specified in the Confirmation of Enrolment (CoE) (student visa holders only), from the time of first enrolment; and

e. comply with relevant policies, procedures, unit outlines and award requirements.

iii. A student's academic progress will be assessed at the end of each semester and can be re-assessed at any time during the course.

iv. It is the students' responsibility to understand and complete all the requirements of their course of study as stated in the Student Handbook and Course Outline document to be eligible to achieve the award.



ASSESSMENT

Assessments at LIHE are underpinned by the following principles;

- i. Assessments are designed to demonstrate student attainment of unit learning outcomes, course learning outcomes and the graduate attributes;
- ii. Assessment of units must comprise a variety of tasks that are reasonably achievable by students;
- iii. Grading of assessment items is consistent across the Institute according to the requirements of the level and type of study and, is comparable to standards at other Australian higher education institutions;
- iv. Grading of assessment items must be fair, inclusive and equitable for all students;



v. Students should have access to comprehensive and accurate information about assessment requirements and standards on or before commencing a unit of study;

vi. Students should receive timely and effective feedback on assessment items that support student learning.

For further details please refer to the Assessment Policy and Procedure.





ACADEMIC INTEGRITY

LIHE is committed to promote academic integrity to its staff and students and to detect and manage breaches of academic integrity. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work. A student completing their own work following research and content study is essential for learning and individual academic success.

To uphold academic integrity, academic staff and students should:

- i. Value the importance of individual learning and development through check point i of individual assessment;
- ii. Refrain from engaging in plagiarism, collusion, cheating, or contracting another person to write their work, or falsifying research data;
- iii. Acknowledge the work of others, and use the work of others in a way that reflects the author's actual intentions;
- iv. Apply correct referencing and citation practices to all work;
- v. Remain ethical and impartial in academic inquiry;
- vi. Support their work with sound scholarship and research drawn from legitimate sources;
- vii. Respect the worth, confidentiality and academic freedom of other staff and students.

For further details on possible penalties that may apply in case of academic misconduct, please refer to the Academic Integrity Policy.

FEES & REFUNDS

Bachelor of Business Administration

Fees	Total Tuition Fees	Per Course Fee	Per Semester Fee	Per Year Fee
Domestic Students	\$48,000	\$2000	\$8,000	\$16,000
International Students	\$52,800	\$2,200	\$8,800	\$17,600

Graduate Diploma of Early Childhood Education

Fees	Total Tuition Fees	Per Course Fee	Per Semester Fee	Per Year Fee
Domestic Students	\$19,200	\$2,400	\$9,600	\$19,200
International Students	\$22,400	\$2,800	\$11,200	\$22,400

Tuition Fee Refunds

- i. A student who wishes to claim a tuition fee refund will need to complete and submit the Tuition Fee Refund Application Form. The refund will be calculated in accordance with the conditions set out in the Tuition Fee Refund Schedule.
- ii. Refunds will be paid in Australian dollars to the student who enters into the contract with LIHE unless that student gives a written direction to pay the refund to another person.
- iii. Refunds will be made by direct deposit (electronic funds transfer) into a bank account nominated by the student on the Tuition Fee Refund Application Form unless the payment was made via credit card in which case the refund will be paid to the same credit card or another credit card nominated by the student.

v. Refunds will be paid within 20 working days of receiving the completed Fee Refund Application Form, except in cases of provider default where the refund will be paid within 10 working days.

Non-Refund of Tuition Fee

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

- i. student withdraws from their course after the census date for the course in which the student enrolled, and no special circumstances apply;
- ii. if a student chooses to defer the start of their course, all prepaid tuition fees will be held in credit towards future tuition fees. No refund will be available in the case of course deferment;
- iii. if 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 Fee

- i. LIHE reserves the right to review the fees annually and that the fees may change during the period of enrolment.
- ii. LIHE is dedicated to providing accurate and timely information regarding tuition fees, aligning with the Fee Refund Policy to ensure students have ample notice for informed decisions about their course of study.
- iii. 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 through direct email and the Learning Management System (LMS).
- iv. LIHE is committed to communicating 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 in a transparent manner.



Tuition Protection Service

- i. International students are protected by a 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.
- ii. 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).
- iii. 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.
- iv. 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.
- v. LIHE will join the Australian Government Tuition Protection Service upon registration with TEQSA and comply with all the requirements of the Tuition Protection Service. Further information can be obtained from Tuition Protection Service.



Streamlined
Fee Structure



Hassle-free
Tuition Fee Refund



Tuition
Protection service

STUDENT CONSULTATION

LIHE considers the need for students to consult with their lecturers and tutors as an essential aspect of LIHE's commitment to supporting student learning and to facilitate student retention and progression through their course of study.

LIHE academic staff are responsible for assisting students to understand units and assessment requirements and ensure that all students have access to appropriate, timely and effective student consultation services with respect to both academic and non-academic matters.

Student consultation may take place for reasons including, but not limited to:

- clarifying/explaining unit and assessment task requirements
- assisting students to catch up with content from any lectures and/or tutorials they may have missed;
- advising on progression rules and completion requirements;
- providing feedback on performance;
- time management issues;
- setting and achieving learning goals;
- advice on good study practice

LIHE is committed to encouraging academic interactions outside formal teaching through study groups, peer discussions, and participation in events to enhance the overall educational experience.

For more information, please refer the Student Consultation Policy



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. A list will be kept of counsellors and/or organisations specialising in counselling in a range of fields, to whom referrals could be made.



DEFERRAL, SUSPENSION AND CANCELLATION

LIHE ensures that Student and Institute initiated deferrals, suspension and cancellations are processed fairly and equitably. A student may request to defer or cancel their enrolment in a course at any time during a study period or the Institute may defer or cancel the enrolment of a student on the grounds outlined below:

- Student applications for deferral will be considered on the grounds of delay in visa approval or due to compassionate and/or exceptional circumstances.
- Applications for deferment on the basis of compassionate and exceptional circumstances must be validated by supporting documentation;

- LIHE may suspend or cancel a student's enrolment in a course on the following grounds:
 - Unacceptable level of academic progress;
 - Student misconduct as outlined in the Student Code of Conduct;
 - Student non-attendance and non-response to communications from LIHE by the specified due date;
- Students will be informed in writing of the outcome of their request for deferral or suspension. All documentation and discussions relating to this process will be kept on the student's file.

For more information please refer to the Deferral and Suspension Policy and Procedure.





STUDENT FEEDBACK

Student feedback is important to us and assists in ensuring that our services meet the student needs. We use feedback from students to contribute to our continuous improvement processes, so we are always striving to do better.

Formal evaluations and surveys (both internal and external), informal feedback and consultations, will be used to enhance the quality of teaching, learning and the student experience.

Formal evaluations will be conducted through the SAG. A student representative will be appointed to act as the representative of the Student Advisory Group (SAG) in the Academic Board and Teaching and Learning Committee to engage in discussions, proposed initiatives to enhance overall education.

Feedback is important for LIHE to:

- Provide students with opportunities to give meaningful feedback to promote learning and facilitate improvement of overall student outcomes and the student experience;
- Monitor the quality of staff, students and other stakeholder experience; and
- Assist with the development of workplace improvement plans.

**Your voice
matters**

**Building a
student-centric
institution**

**Your input,
our progress**

STUDENT CODE OF CONDUCT

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

The Institute provides students with the opportunity to:

- Be considered for selection into courses of study with selection criteria that are valid, explicit, fair and transparent;
- Enrol in courses of study that are of a high standard and satisfy relevant professional requirements;
- Have reasonable access to appropriately qualified academic staff and academic and learning support services, materials, equipment and other resources to enable completion of academic courses;
- Receive clear and timely information about courses, administrative procedures and feedback on assessment tasks;
- Study in an academic environment which fosters student participation in debate and where students can express alternative points of view in accordance with the principles in 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 Institute's policy, procedures and practice.

At all times students must:

- Treat every person with courtesy, and respect regardless of gender, age, ethnicity, social background, disability, sexual preference, or religious beliefs and customs;

- Respect the rights of others to hold and express a range of views;
- Behave appropriately in the learning environment (including online),
- Use respectful dialogue and debate;
- Consider others by not disrupting the classroom/learning space,
- Exhibit cooperation and courteous interactions at a level expected of beginning professionals;
- Express views with consideration for the feelings of others, and with an understanding of ethical and cultural implications;
- Respect the rights of academic staff to manage their time, and balance competing responsibilities;
- Undertake academic work without cheating, plagiarism and fabrication or falsification of data;
- Appropriately acknowledge the contribution of others in all academic work;
- Not encourage, persuade or incite others to engage in conduct or behaviour constituting misconduct in accordance with Institute's policies and procedures;
- Read and comply with admission conditions and the Institute's policies, procedures, guidelines and ethical requirements.
- Attempt to resolve issues through informal discussion before taking formal action;
- Familiarise themselves with the Institute's procedures for complaints and grievances and use these procedures appropriately;
- Raise issues or concerns with the Institute in a timely manner;




PRIVACY POLICY

In collecting your personal information LIHE will comply with the requirements set out in the Privacy Act 1988 the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected;
- Only use the personal information that you provide to us in relation to your study with us;
- Ensure your personal information is securely handled and stored;
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g., the Australian Government, as well as the purpose of disclosing this information e.g., for statistical purposes;
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation;
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent; threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law or;



**POLICIES
AND
PROCEDURES**

- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue;

Collection of Information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records, and online forms and submissions.

The types of personal information collected include:

- personal and contact details;
- employment information, where relevant academic history;
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on;
- training, participation and assessment information;
- fees and payment information;



STUDENT GRIEVANCE PROCEDURE

LIHE is committed to developing and maintaining an effective, timely, fair, equitable and comprehensive grievance management system, which is easily accessible to all students and are free of charge. A grievance or complaint may be made against any of LIHE decisions, actions or processes that may include (but are not limited to) concerns over matters such as application procedures, student eligibility, discrimination, financial matters, harassment, personal information, academic decisions.

Grievance Management Procedure

i. Stage 1: Informal discussion/negotiation

a. Where grievances and complaints are first addressed internally, it would be expected that most matters can be resolved informally by talking with the individuals concerned. Constructive and open dialogue about an issue between student and staff is normally the most effective way to resolve grievances and complaints.

b. If a resolution is not possible informally at Stage 1, Stages 2 - 4 provide formal mechanisms for dealing with the matter by internal review, appeal and ultimately and external arbitration.

ii. Stage 2: Formal grievance application

c. If dissatisfied with the response to the grievance or complaint, or the time taken to resolve the matter under Stage 1, the student may lodge a formal internal grievance or complaint by completing the Grievance Application Form and submitting the form to the Student Support Manager with relevant supporting documents.

d. The Student Support Manager will check the form for completeness to ensure all relevant supporting materials have been attached, including details of the outcomes of Stage 1 of the complaints and grievance process, before forwarding to the Dean.

e. The Dean will investigate the grievance and complaint with procedural fairness. This includes consulting with relevant academic and administrative staff and reviewing the student record as appropriate.

f. The written grievance and complaint will be dealt within a reasonable time, normally within ten (10) working days of receipt of the student submitting the Grievance Application Form for formal consideration.

g. If the student is satisfied with the response at this stage, no further action is required.

h. If the student is dissatisfied with the decision, outcome or the time taken to resolve the matter, they can proceed to Stage 3.

iii. Stage 3: Internal review

a. All internal appeals will be considered by the Grievance Committee ('the Committee'). This Committee will normally comprise the relevant Course Director, Student Support Manager and a member of academic staff nominated by the Dean. The Dean will appoint an alternative impartial member from the Institute's staff where the grievance relates to either the Course Director or Student Support Manager or a previous decision in which the Course Director or Student Support Manager have participated in its determination.

b. The student must submit his or her grievance and complaint with any further substantiation or evidence relating to their complaint to the Committee through Dean. The Dean will assess the information for completeness to ensure all relevant supporting materials have been attached, and that Stage 1 and Stage 2 of the grievance and complaints process has taken place. The complaint should:

- clearly outline the nature and further grounds in support of student grievance and complaint;
- provide the dates and information relating to the Stage 1 and 2 decisions and attach copies of any written communication between the student and the staff member that took place at Stage 1 and Stage 2;
- justify why a reconsideration is being requested;
- clarify the expected outcome they are seeking;
- attach any further substantive evidence not previously provided that supports his or her grievance and complaint, where available.

c. The student will be advised of the outcome of the Committee recommendations, in writing via email within 10 working days of the meeting of the Committee.

d. If the student is satisfied with the response at this stage, no further action is required.

e. If the student is dissatisfied with outcome of the Committee's decision, the student will be advised he or she can take the matter to external arbitration, which is Stage 4 of the process.

iv. Stage 4: External/independent arbitration

a. If the aggrieved student does not accept the outcome of the internal grievance and complaint process, they can elect to seek resolution via external independent arbitration to receive a final decision. The Institute will cover any fees charged by the External Mediator.

b. Domestic Students

If not satisfied with the Stage 3 decision, either the domestic student or the Institute may request that the matter be dealt with through an external independent dispute resolution process. A service for this purpose is provided through the Student Mediation Scheme by the Resolution Institute.

LIHE covers all fees charged by the Resolution Institute.

c. International Students

If not satisfied with the decision in Stage 3, the international student or Institute may request that the matter be dealt with through an external dispute resolution process via the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a grievance or complaint against a provider or want to lodge an external appeal about a decision made by the Institute. The Overseas Students Ombudsman will schedule and investigate disputed matters raised with them following their own external protocols at no cost to the student or the institute.

d. External dispute resolution contact details

Domestic Students International Students

Student Mediation Scheme

Overseas Students Ombudsman

Resolution Institute

Suite 602, Level 6, Tower B, Zenith Centre

821- 843 Pacific Highway

CHATSWOOD NSW 2067

02 9251 3366

<https://www.resolution.institute/membership-information/student-mediation-scheme>

International Students

Overseas Students Ombudsman

(OSO)

GPO Box 442

CANBERRA ACT 2601

AUSTRALIA

1300 362 072

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

For more information, please refer to Student Grievance Management Policy and Procedure

For up-to-date information visit
www.lihe.com.au

CONTACT US

PARRAMATTA

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Connect with us!



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