



Lead Institute
OF HIGHER EDUCATION



Student Orientation Program

Welcome

Lead Institute of Higher Education ('LIHE or the 'Institute) 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.



Our Facilities



General Information

Administration Office / Reception: Monday to Friday: 8.30 am to 5 pm

Library: Monday to Friday: 8.30 am to 5 pm

Computer Lab: Monday to Friday: 8.30 am to 5 pm

Campus Location: Suite 2, level 1 37-39, George Street, Parramatta- 2150

Phone: +61-286777077

Email: info@lihe.com.au (General Information), admin@lihe.com.au

Access to Library and Information Services

- ❖ LIHE Library resources complement and advance the teaching, learning and scholarly activities at the Institute, in accordance with the library collection practice of higher education providers.
- ❖ LIHE Library consists of prescribed, recommended, extended and general educational resources.
- ❖ Learning resources are be designed to accommodate students with specific access needs.
- ❖ The e-Library can be accessed by staff and students 24 hours, 7 days a week through personal computers at any location on the campus or remotely. Security will be maintained by access controls such as unique login and passwords and firewall protective systems.
- ❖ Books and other loanable items must be returned no later than the due date, or earlier if they are recalled by the Librarian. Fines will be charged on books and other loanable items kept overdue.
- ❖ Learning technologies will be made available to students and staff via the Learning Management System (LMS) and will be appropriately supported to ensure that staff and students are provided with the necessary resources to achieve learning and teaching goals.
- ❖ Penalties, fines and restriction or cancellation of access to library services will apply in case of student misconduct or misuse of library services.
- ❖ Students and staff are required to behave in a courteous and respectful manner, according to *Student Code of Conduct* and *Staff Code of Conduct* respectively and in compliance with applicable laws such as Privacy Act 1988, Copyright Act 1968, and Cyberbullying law in Australia.

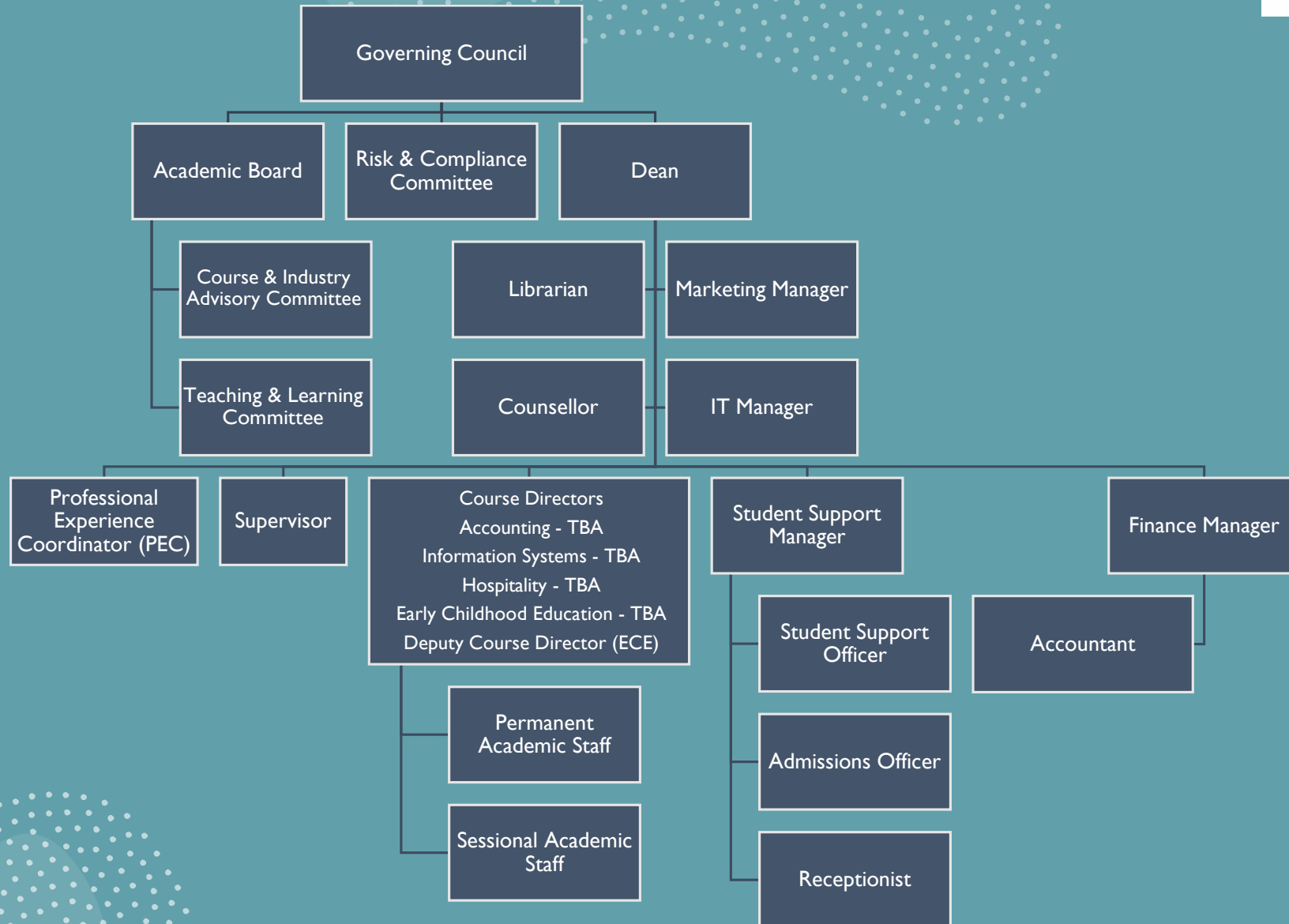
Student ID Cards

If you are a commencing student, you will need to order your new student ID card via your student dashboard. ID cards for commencing students are available for printing in person at the Administration Office.

Governance Structure



Organisational Chart



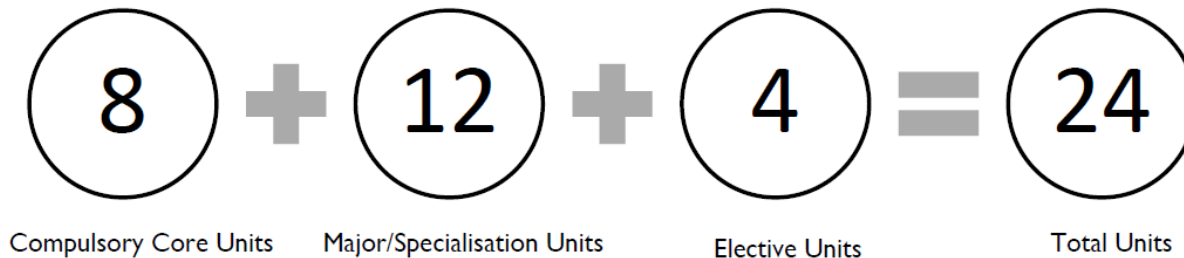
Bachelor of Business Administration

The Bachelor of Business Administration course aims to provide a general business management education which brings together the disciplines of accounting, information systems and hospitality management. This course combines theoretical and practical knowledge to build the students' understanding of Business Operations. It also equips students with the analytical, technical and practical skills to apply effectively in the business world.

Course Structure and Entry Requirements

Course Structure

Award Title	Duration	Credit Points	Study Mode
Bachelor	3 Years Full Time – 6 Semesters	240cps (10cps per unit)	On Campus - Face-to-Face



Graduate Diploma of Early Childhood Education

The Graduate Diploma of Early Childhood Education course aims to develop self-sufficient, versatile, and creative early childhood educators. The course is designed for students to gain the necessary skills to be able to nurture young minds at pivotal stages in their lives – setting them up for a lifetime of positive learning. The Graduate Diploma of Early Childhood Education is a one-year qualification which will provide students the pathway to become a qualified educator with an expert understanding in educational theory and pedagogical practices that equips them to make a difference to children's lives and early childhood employer services.

Course Structure and Entry Requirements

Course Structure

Award Title	Duration	Credit Points	Study Mode
Graduate Diploma	1 Year Full Time – 2 Semesters	80cps (10cps per unit)	On Campus - Face-to-Face



Assessment Tasks

- Assessments are designed to demonstrate student attainment of unit learning outcomes, course learning outcomes and graduate attributes;
- Assessment types may include essays, reports, case studies, oral presentations, video presentations using various tools, capstone projects, tests, quizzes, mid-semester exams, and final exams to assess academic progression through the course of studies;
- The submission deadline for written assessments will be specified in the unit outlines provided to the students. Late submission penalties will apply.
- For further details, please refer to the Assessment Policy and Procedure

Exam & Results

- The official examination timetable and date of release of result statements will be published by the Course Directors on LIHE Student Portal.
- Marks in individual assessment tasks and grades awarded in a unit will be published for each student on the LIHE Student Portal

Student Support

New Student Orientation Program

LIHE New Student Orientation Program is designed to provide students with an overview of LIHE campus, including the location of classrooms, student areas, and administration areas, as well as important information related to their studies. At the New Student Orientation Program, the students will be briefed about all relevant policies and procedures concerning attendance, course progress, refunds, critical incidents, complaints, and appeals.

English Language Development Support

LIHE recognises its responsibility to ensure all students, including those whose first language is not English, have sufficient English language proficiency. LIHE will facilitate ongoing and timely support for providing academic assistance and helps students develop their communication skills across a wide range of contexts relevant to the discipline using a variety of communicative assessment tasks. For additional support see the Student Support Manager.

Student Consultation

LIHE is committed to support student learning and facilitate student retention and progression by assisting students to understand units and assessment requirements through their course of study. LIHE ensures that all students have access to appropriate, timely and effective student consultation services with respect to both academic and non-academic matters.

Academic Matters

LIHE academic staff are responsible for assisting students to understand units and assessment requirements. Student consultation may take place for reasons including clarifying/explaining assessment tasks, units, tutorials, etc

Non-Academic Matters

There are many areas that may affect a student's ability to progress in their course and meet academic goals. Student consultation and support services include a range of services such as study support services, managing hardship, continuous monitoring, and counselling services.

Counseling 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 internal and if required, 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.

Aboriginal and Torres Strait Islander students

Support services are designed to provide tailored assistance to indigenous students which ensures that they have access to educational opportunities and can succeed in their studies. These support services include academic tutoring, mentoring, learning support and cultural support. LIHE aims to provide Indigenous students with a supportive and inclusive learning environment that recognises and respects their culture and background while helping them achieve their educational goals.

The Course Director will regularly evaluate and review the effectiveness of its support services for Indigenous students and report to the Teaching & Learning Committee regarding the progress of the students.

Special Entry

LIHE may admit students under 'Special Entry' to students from certain backgrounds, who may be able to successfully complete a given course, may not have had a reasonable prior opportunity to develop experience and qualifications sufficient to satisfy the entry criteria for that course. Reasonable adjustments to the Course may be applied where approved. See the Student Support Manager

Library and Learning Support

The Learning Management System (LMS) and Managing Student Placements Software (SONIA) will provide access to various learning resources and technologies for both students and staff. These technologies will be appropriately supported to ensure that necessary resources are available to achieve learning and teaching goals.

Student Support Staff

LIHE provides support services for students to assist them in developing approaches to address factors impacting their academic progress. Students may contact the Student Support Manager, who will arrange a consultation time between the student and the staff members.

Student Advisory Group (SAG)

The Student Advisory Group (SAG) aims to discuss all issues related to the student experience and improving education at the Institute through collaboration with staff.

For more information, please refer to Stakeholder Feedback Policy.

Grievance Management Procedure

Student Grievance Management Policy and Procedure

Stage 1: Informal discussion/negotiation

- 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 students and staff is normally the most effective way to resolve grievances and complaints.
- 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.

Stage 2: Formal grievance application

- A 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.
- The Student Support Manager will check the form for before forwarding it to the Dean.
- 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.
- 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.
- If the student is satisfied with the response at this stage, no further action is required.
- If the student is dissatisfied with the decision, outcome, or the time taken to resolve the matter, they can proceed to Stage 3.



Stage 3: Internal review

- All internal appeals will be considered by the Grievance Committee ('the Committee').
- 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 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 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.
 - 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.
 - If the student is satisfied with the response at this stage, no further action is required.
 - If the student is dissatisfied with the 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.



Stage 4: External/independent arbitration

- 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.
- 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.
- 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.
- External dispute resolution contact details

For more information, please refer to

Student Grievance Management Policy and Procedure



Domestic Students

Student Mediation Scheme
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/How-we-can-help/overseas-students>

Visa Conditions

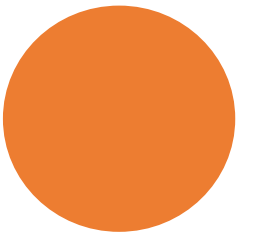
If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

- 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 LIHE of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the 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 your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.



Work Health and Safety

- LIHE proactively works at reducing the risk of injury and sickness to its staff and other individuals at the Institute by endorsing a standardized approach to the planning, implementation and management of Work, Health & Safety that involves the recognition, assessment, and control of hazards.
- The Institute promotes consulting, cooperating and coordinating with key stakeholders to achieve health and safety goals.
- The Institute participates in the process of monitoring and review to ensure the effective measurement, evaluation and continuous improvement of the Work, Health & Safety management system.
- LIHE is committed to providing leadership at all levels that is demonstrated through actions, accountability and dedication to the Work, Health & Safety of staff and the LIHE community.
- LIHE has a framework to promptly report any hazards, incidents, and injuries, investigate where necessary and implement control measures to eliminate or reduce the risk of recurrence.
- The Institute aims to provide appropriate health and safety training for all staff and regularly circulate health and safety information and instructions to all staff and students on campus.
- The Institute involves staff in a consultation process for making decisions when health and safety are impacted in the workplace.
- The Institute recognises that its staff are the most valuable resources and in the event of a work-related injury, implements fair claim management practices and ensures effective rehabilitation services are provided with the aim of full recovery and a safe and sustainable return to work.





Work, Health & Safety Management

- Develop a culture that encourages all staff to actively manage and minimize health and safety risks and injury.
- Work, Health and Safety is managed in accordance with the Institute's safety management systems.
- Manage and maintain communication and consultation on work health and safety matters with staff, students, and other relevant persons who manage the workplace, to ensure there are systems in place to provide a safe and healthy workplace.
- Specific key objectives are outlined for addressing high-risk health and safety issues and insufficiency recognised in the system.
- Responsibility for the security of the collaboration at workspace is shared equally by all participants in accordance with this institute's policy and its related procedures.
- Maintain an effective process for reporting and resolving health and safety issues.
- Manage workers' compensation claims promptly, fairly, and equitably.



Students at LIHE should be aware of their responsibilities toward health and safety responsibilities. All students must:

- Abide by LIHE Work, Health & Safety Policy.
- Promptly report work related hazards, injuries, and accidents to LIHE staff.
- Follow the emergency evacuation procedures and any instruction given by emergency management staff.

Critical Incident Planning and Management

The Critical Incident Officer will ensure that campus specific emergency plans and procedures are maintained and reviewed.

These plans and procedures will be overseen by the Dean to ensure they are consistent and meet the broad requirements of the Institute.

LIHE will ensure that the emergency evacuation plans and procedures will be communicated to staff and students during the staff induction and student orientation program respectively as well as regularly communicated to staff, students and visitors to the campus so that if an incident requires a response, appropriate procedures can be followed.

Critical Incident Response

- i. In the first instance, and if appropriate to the circumstances, the response to any critical incident will be the notification of Emergency Services. For further details, please refer to Appendix I – Emergency Contacts.
- ii. The Dean will be responsible for convening the CIT to manage critical incidents.
- iii. The CIT will be responsible for strategic direction, and implementation including student welfare considerations, review and management of the risks and incidents on campus.
- iv. Every critical incident will be dealt with according to the circumstances and the cohort of people affected.



Post Incident Management

- i. After managing the initial response to a critical incident, the CIT will review and refine, as necessary, any plans to manage the incident and put in place a recovery strategy.
- ii. When an incident disrupts a critical activity or process, the Institute's business continuity processes will be implemented.
- iii. Depending on the circumstances, the CIT may be disestablished by the Dean and the matter referred to the relevant manager to enable the effective continuation of services and planning for restoration to full recovery and return to business as usual.

Institute Contact Information and Emergency Contacts:

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

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



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




Police Station:

NSW Police Force Headquarters

1 Charles St, Parramatta NSW 2150

Phone: 13 14 44



Working while on a student visa

Most students do some amount of paid work while studying. It is important to be aware of some specific rules that may affect you if you'll be working while on a student visa. You should also understand your rights as an employee and be aware of how our Careers Centre can help you to find paid work.

How many hours you can work

If you are on a student visa, you are usually limited to working up to 40 hours per fortnight during semester and unlimited hours during holidays. A fortnight is calculated as a 14-day period starting on a Monday. You won't be able to work until after your course has started. If your employer requires confirmation of the Institute's holiday period, you can submit a request for letter.

If you have dependent family members included on your student visa, they are also eligible to work.



Tax file number

To be paid for working in Australia and pay the right amount of tax, you'll need to get a tax file number (TFN). This is a unique number that stays the same even if you change your job, personal details or residency status.

When you start work, your employer will ask you to fill out a Tax file number declaration to provide your TFN.

Apply for a TFN on the Australian Taxation Office website.

Finding a job

To apply for jobs, you'll need an up-to-date resume and a cover letter written specifically for each job you apply for. You may also need to respond to selection criteria.

You can search for work on websites such as Seek, CareerOne and Indeed.

Your rights at work

It's important that you're aware of your rights and responsibilities as a worker in Australia, and where you can go for help and advice. For example, every worker has rights around minimum wage, workplace health and safety, and discrimination.

Information and advice about working in Australia is provided by the Australian Government's Fair Work Ombudsman.

Tuition Fee Refunds

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

Tuition Protection Service

- 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.
- The legislation sets out what happens when a registered provider or an overseas student or intending overseas student default (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 is not 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 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](#).



Thank You