

# Information Technology Policy

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	General Manager IGI		
Review Date	November 2026		
Relevant to	IGI Students and Staff		
Related Documents	Academic Inquiry and Freedom of Speech Policy Device Borrowing Procedure Staff Code of Conduct Student Code of Conduct Student Support Policy Student Support Procedure PBL-IHSTS Shared Services Agreement		
<b>Version</b>	<b>Authorised by</b>	<b>Approval Date</b>	<b>Effective date</b>
1.1	General Manager IGI	12 November 2024	13 November 2024

## 1. Purpose

The purpose of this policy is to set the principles guiding the provision and use of information technology (IT) at PBL Education Pty Ltd trading as International Graduate Institute (IGI). This policy also sets out IGI's expectations regarding students' and staff use of IGI's IT systems and resources.

IT systems support both the governance of IGI and the day-to-day management of its operations, including critical business processes. As a result, IT systems must be adequately secured, maintained, monitored and improved. IT systems users must be appropriately trained and supported to operate them properly and effectively.

The requirements for the provision and use of information technology have been set to preserve the integrity of IT systems and ensure the quality and continuity of availability of IT systems and resources to students.

## 2. Definitions

In the context of this policy the following definitions apply:

Term	Definition
<b>IGI</b>	PBL Education Pty Ltd trading as International Graduate Institute (IGI)
<b>IT systems</b>	The information and communications technologies used by the IGI, including hardware, software and networks.
<b>IT resources</b>	Hardware or software or interconnected system or subsystem used to process, manage, access, or store electronic information.

### 3. Scope

This policy applies to all IGI students, IGI staff, and IT staff involved in management of IT systems and resources under the PBL-IHSTS Shared Services Agreement.

This policy applies to the use of IT systems and resources accessed via IGI-supplied devices and students' and staff's personal devices.

### 4. Policy Statement

- 4.1. IGI is committed to providing students with access to IT systems and resources to support their studies at IGI, including for course content, learning resources, assessments including group work, and communication and general interactions between students and staff.
- 4.2. IGI safeguards the availability, integrity, security, safety, and usability of IT systems and resources, including by:
  - determining accessibility requirements based on industry standards and characteristics of student cohorts, including English language and special needs requirements;
  - where reasonable, making adjustments to its services to provide equivalent opportunities relating to student participation in learning;
  - ensuring that learning resources are available to students when needed, having regard to the academic calendar and student feedback; and
  - having plans in place for reducing the impact of contingencies such as system maintenance or business disruptions.
- 4.3. Students and staff are expected to use the IT systems and resources responsibly, safely, securely, and lawfully.
- 4.4. A breach of this policy may lead to disciplinary action, up to cancellation of enrolment for students and termination of employment for staff. IGI may suspend or cancel access to IT systems and resources without notice where there is a risk to IGI's IT systems or in the event of serious misconduct.

### 5. Principles

IGI is committed to the following principles that underpin this policy:

- 5.1. IGI adopts a risk-based approach to the management of IT systems and resources and implements a range of controls for preventing and mitigating risks to student and business outcomes, including safety, academic integrity, and availability of services.
- 5.2. IGI identifies and prioritises requirements for IT systems, in particular those outlined in the Higher Education Standards Framework (Threshold Standards) 2021, including quality, sufficiency, access, security, safety, and privacy.
- 5.3. IGI selects systems in accordance with transparent criteria, including prioritised requirements, budgetary constraints, student and/or staff feedback, and supplier reputation.
- 5.4. IGI deploys adequate resources for the maintenance of IT systems and, where maintenance is outsourced, enters into an adequate service level agreement with the supplier.
- 5.5. IGI provides students and staff with guidance on safe and secure use of IT systems during orientation or induction, and issues regular reminders on online safety.
- 5.6. IGI provides support services relevant to the use of IT systems and resources, including introduction to the learning management system, use of IT facilities on campus, or support services for online incidents.

- 5.7. IGI routinely monitors the use of IT systems and resources by students and staff.
- 5.8. IGI considers and investigates all reported hazards, near-misses, and incidents.
- 5.9. IGI reviews the adequacy of IT systems and associated arrangements at least once every three years.

## 6. Provision of IT systems

- 6.1. IGI provides continuous access to the learning management system and learning e-resources, as far as reasonably practicable, so that students will not be disadvantaged by a lack of, or disruption to, access to IT systems and resources.
- 6.2. Where use of an IT device is required to participate in a unit or to undertake an assessment, students are expected to bring their own device unless otherwise specified in the course requirements and unit outline. The device must satisfy the requirements specified in the course information or relevant unit outline.
- 6.3. Subject to availability, IGI students may also borrow IT devices for limited periods of time, when and as required, in accordance with the IGI Device Borrowing Procedure.
- 6.4. IGI offers technical support to assist students connecting their personal device to the network and installing required software.
- 6.5. Information regarding IT system requirements and how to access IT support is available on the website and via the learning management system (Moodle).

## 7. Use of IT systems

IGI Students and staff must:

- 7.1 only access or use IGI IT systems and resources if they are authorised to do so;
- 7.2 use IT systems and resources for the purpose of their studies at IGI and the performance of their duties, respectively;
- 7.3 use IT systems and resources responsibly;
- 7.4 not pose a risk to their, or others', safety while using IT systems and resources;
- 7.5 preserve the confidentiality of their access details;
- 7.6 not access, or attempt to access, IT systems and resources without authorisation from the appropriate IGI staff;
- 7.7 not compromise the security of IT systems and resources;
- 7.8 not handle any unlawful material;
- 7.9 not breach intellectual property rights;
- 7.10 report any online hazard, incident, or near-miss to Student Services (for students) or their manager (for staff); and
- 7.11 where using personal devices with IGI IT systems and resources, immediately report the loss of the device to Student Services.

## 8. Responsibilities

- 8.1 The Governing Board:
  - approves the Information Technology Policy;
  - receives reports about the integrity, quality, and availability of IT systems and resources to students and staff; and

- may delegate its powers with regard to IT management in accordance with the Delegations of Authority Schedule.
- 8.2 The General Manager IGI is the owner of this policy and is responsible for monitoring and making recommendations for improvement regarding the provision and use of IT systems and resources by students and staff.
- 8.3 The Registrar is responsible for providing students with accurate and up-to-date information on IT systems and resources available, via the Orientation program and other available platforms.
- 8.4 IGI Students and staff are responsible for complying with this policy and are expected to use IT systems and resources made available by IGI for a proper purpose and in adherence with IGI's Student Code of Conduct and Staff Code of Conduct, respectively.

## 9. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Tertiary Education Quality and Standards Agency Act 2011
- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Cybercrime Act 2001
- Copyright Act 1968
- Spam Act 2003

## 10. Document History

Version	Date	Author	Reason	Sections
1.0	Oct 2020	PBL-IJET	Establish a new policy	All
1.1	Nov 2024	PBL-IGI	Review and minor updates	All