



QUANTUM INSTITUTE OF HIGHER EDUCATION

ICT Services and Library Facilities Policy

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ICT Services and Library Facilities Policy

Purpose

The ICT Services and Library Facilities Policy ('the Policy') outlines Quantum Institute of Higher Education's ('QIHE' or 'the Institute') plan for managing information and communications technology ('ICT') and library facilities. This Policy ensures that all students and staff receive the necessary access to quality ICT services and library facilities to enable them to succeed.

Scope

This Policy applies to students and staff of the Institute and encompasses both physical and electronic ICT and library resources.

I. Policy Principles

Regarding ICT services and library facilities, QIHE upholds the following principles:

- i. **Provision of Adequate Facilities.** QIHE is dedicated to providing quality and contemporary ICT and library facilities to support the teaching and learning activities at QIHE;
- ii. **Accessibility.** Ensuring that all students and staff have a proper and appropriate access to the ICT and library facilities provided by QIHE;
- iii. **Fair and Sustainable Usage.** Clear rules and procedures of usage of the ICT and library facilities are provided to ensure fair and sustainable usage;
- iv. **Regular Reviews and Improvements.** QIHE will regularly review the ICT and library facilities to ensure they remain of a high quality and continue to support QIHE's activities.

2. QIHE Facilities and Resources

QIHE is committed to delivering exceptional higher education by providing dedicated facilities and resources to support the Institute's teaching and learning activities. These provisions include:

2.1 On Campus Library

- i. The library is located at the campus, and is available for staff and students during campus operational hours which are:

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| Monday - Friday | 9:00 – 5:30 |
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- ii. The library will remain closed on Saturday, Sunday and public holidays, except during campus events or other circumstances where the library's use is required according to the timetable.
- iii. The QIHE library will be managed by the Learning Support and Academic Integrity Manager, who will hold the responsibility for maintenance of QIHE's resources and provision of learning support.
- iv. In the event of campus events or other circumstances that require the use of the library, the Learning Support and Academic Integrity Manager must be informed and provided with details of the usage of the library. The Manager must then provide an approval of usage.
- v. QIHE's library contains an appropriate selection of physical books, textbooks, journals, magazines and other resources that are required for the teaching and learning activities in QIHE.
- vi. The selection of resources is managed by the Learning Support and Academic Integrity Manager.
- vii. The library will be equipped with computers as well as dedicated space and facilities for self-study and group work.

2.2 E-Library and Learning Resources

- i. QIHE's e-library provides students and staff with a comprehensive range of digital resources to support the academic teaching and learning activities at the Institute.
- ii. The e-library includes a diverse collection of e-books, e-journals, databases, e-magazines and other multimedia resources.
- iii. QIHE provides additional learning resources to support students' learning. Examples include citation guidance, learning techniques guidance and English language support.
- iv. QIHE employs Moodle as the learning management system (LMS) to support the learning and teaching activities as well as online learning.
- v. All LMS course sites will be fully populated with threshold content, to support learning and teaching activities including but not limited to:
 - a. Course outline;
 - b. Learning outcomes and weekly schedule;
 - c. Assessment descriptions and due dates;
 - d. Required readings or links to materials;
 - e. Contact and consultation details for teaching staff;
 - f. Other important information and resources for students.

- vi. The LMS will be made available for students one week before the official semester start date.
- vii. The e-library and additional learning resources is managed and maintained by the Learning Support and Academic Integrity Manager.
- viii. These resources will be available to students throughout their enrolment at QIHE, with access provided both on campus and remotely.

2.3 ICT Services and Facilities

- i. QIHE's campus is equipped with a computer lab that contain sufficient computers with necessary software required for QIHE's programs.
- ii. QIHE classrooms will be equipped with tools and equipment that will support in-class as well as online learning for students who are unable to attend class due to extenuating circumstances.
- iii. QIHE ensures that it provides the range of software and applications that are required for the programs that QIHE is offering.
- iv. The ICT services and facilities are managed and maintained by the ICT Manager.

3. Access to Facilities and Resources

All students and staff of QIHE are entitled to access QIHE's facilities and resources. Specific rules that apply for access to facilities and resources are outlined below.

3.1 Library

- i. Students and staff can borrow the resources that are available in QIHE's library by showing their student or staff ID to the Learning Support and Academic Integrity Manager or other library staff on duty.
- ii. Certain indicated physical resources may only be accessed within the library premises.
- iii. Students or staff must then note their details and the resources that they are borrowing to the Learning Support and Academic Integrity Manager or other library staff on duty in a dedicated register.
- iv. Each resource may be borrowed for 10 working days maximum, with the option to renew.
- v. There is no fee required to borrow the library's resources, however penalties may be charged to students or staff who do not return the items they borrowed in time and without notice.

3.2 E-Library and Learning Resources

- i. Students and staff can access the resources available in QIHE's e-library using their QIHE email with the login credentials which are given during their orientation or induction.
- ii. The resources are to be used for academic purposes only and downloading, distributing or reproducing the contents in QIHE's e-library for non-academic purposes are strictly not allowed.
- iii. Students and staff are prohibited from sharing their login credentials to others.
- iv. Any form of misuse or abuse of QIHE's resources may result in disciplinary action.
- v. Students may access their LMS and the learning resources within it by using their QIHE email and login credentials.

3.3 ICT Services and Facilities

- i. ICT services and facilities that are on campus are available to all staff and students of QIHE and can be accessed by providing their student or staff ID.
- ii. The ICT services and facilities must only be used for academic and work-related purposes.
- iii. Personal use of ICT services and facilities must not interfere with QIHE's operations.
- iv. All staff and students must take proper care and utilise QIHE's ICT services and facilities fairly and suitably.
- v. Misconduct regarding the usage of ICT services and facilities, such as downloading illegal content, engaging in inappropriate online practices, accessing illegal websites or stealing IP are strictly prohibited and will result in disciplinary action.
- vi. Only authorised software and applications may be installed and used on QIHE's devices.
- vii. Students who require support regarding the usage of ICT Services and Facilities can immediately contact the Institute's IT Team.

4. Management of Facilities and Resources

- i. The library, e-library and LMS are managed and maintained by the Learning Support and Academic Integrity Manager.
- ii. ICT services and facilities are managed and maintained by the ICT Manager.
- iii. The Learning Support and Academic Integrity Manager is in charge of the oversight of resources, including acquisition of relevant and high-quality resources as well as removal of outdated or irrelevant resources.

- iv. The ICT Manager is responsible for the regular maintenance and provision of the QIHE's ICT equipment and resources. The ICT Manager is responsible for ensuring that QIHE's digital resources are up to date, effective and properly utilised.
- v. Students and staff may provide feedback and report issues relating to ICT services and library facilities to the respective managers, through the contact details provided in the Student Handbook, on campus posters, or during orientation program at the start of the academic year.

5. Security

- i. Only QIHE students and staff are allowed to access and utilise the services and facilities in QIHE. Only the Dean can provide authorisation for usage by individuals other than students or staff.
- ii. Any personal information is only collected, stored and processed in QIHE's records and database in accordance with appropriate confidentiality protocols.
- iii. Strict access controls are enforced to ensure that only authorised individuals are able to access the personal data and information of QIHE.
- iv. The ICT Manager is responsible for the security of QIHE's ICT facilities. Therefore, they are responsible implementing security measures, plan and strategies to ensure that potential risks are avoided and mitigated.
- v. QIHE complies with the relevant state and Commonwealth rules and regulations regarding ICT services and cybersecurity.
- vi. Regular backups of critical data are performed to ensure data integrity and availability in case of a breach or other system mishap.
- vii. Students and staff are required to immediately report to the ICT Manager, or the Learning Support and Academic Integrity Manager should there be any issue or loss that relates to information security.

6. Privacy and Records Management

QIHE upholds the importance of everyone's privacy. All records and information regarding health and safety that involves any individual will remain confidential within QIHE's database. All records will be kept in accordance with the *Records Retention Policy*.

7. Monitoring and Review

QIHE is dedicated to effective and sustainable operations to provide high quality education. Therefore, QIHE regularly assesses the effectiveness of its policies and internal controls relating to provision of resources and facilities to support the teaching and learning activities in QIHE. The composition of this Policy and the strategies set within it will undergo regular reviews in accordance with the *Policy Review Schedule*. QIHE will also regularly review the

provision of resources and facilities to ensure that they continue to be up to date and enhance the academic activities of QIHE's students and staff.

Glossary

E-Library refers to QIHE's digital library that provides access to electronic books, journals, databases, and other online resources.

Course refers to QIHE's units of study or subjects.

ICT or Information Communication and Technology refers to an umbrella term that includes all technologies for the communication and management of information. ICT encompasses a wide range of technologies such as computers, the internet, telecommunications, audio-visual systems, and software applications, which facilitate the processing, storage, and exchange of information.

Learning Management System (LMS) refers to the software application for the administration, documentation, tracking, reporting, and delivery of educational courses or training programs.

Members of the Committee refers to all members of QIHE's Governing Body, including members of the Governing Council, Academic Board, Course and Industry Advisory Committee, Teaching and Learning Committee, Risk Committee, and Executive Management Team.

Program refers to the Bachelor of Business and Bachelor of Information Technology degree.

Version Control

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| Version | 1.1 |
| Last Review | 28 August 2025 |
| Policy Category | Governing Council |
| Related Documents | <i>Complaints and Appeal Policy and Procedure</i> <i>Planning and Review Policy</i> <i>Quality Management Policy</i> <i>Records Retention Policy</i> <i>Staff Code of Conduct</i> <i>Student Code of Conduct</i> |
| Legislation References | TEQSA Higher Education Standards Framework (Threshold Standards) 2021 Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth) Copyright Amendment Act 2006 (Cth) |
| References | Australia Institute of Higher Education Deakin University IHM Australia Lincoln Institute of Higher Education University of New South Wales University of Tasmania |