# Governance Institute of Australia

# Online Learning Policy

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| **Summary** | This policy outlines the principles, quality and academic integrity requirements and the responsibilities for online learning at Governance Institute of Australia. |
| **Authoring Department** | Education |
| **Contact** | General Manager, Education |
| **Applies to** | Higher Education and Training |
| **Distribution** | External |
| **Related documents** | Academic Integrity Policy<br>Academic Quality Assurance Policy<br>Admissions Policy<br>Assessment Policy<br>Enrolment Policy<br>Examinations Policy<br>Privacy Policy<br>Progression and Unsatisfactory Academic Progress Policy<br>Student Academic Misconduct Policy<br>Student Code of Conduct<br>Student Support and Responsibilities Policy |
| **External Legislation** | Age Discrimination Act 2004 (Cth)<br>Anti-Discrimination Act 1997 (NSW)<br>Australian Human Rights Commission Act 1986 (Cth)<br>Higher Education Standards Framework (Threshold Standards) 2021 (Cth)<br>Racial Discrimination Act 1975 (Cth)<br>Sex Discrimination Act 1984 (Cth)<br>Higher Education Standards Framework (Threshold Standards) 2021 (Cth). |

**Issued under the authority of Governance Institute of Australia Education Committee**

# Governance Institute of Australia

# Online Learning Policy

## Policy Statement

Governance Institute of Australia (hereafter referred to as Governance Institute) conducts learning and teaching, including assessments, in an online mode of study for all its accredited (postgraduate) and non-accredited courses.

## Overview

As all accredited and non-accredited courses are offered by Governance Institute in the online mode, this policy:

1.	reflects Governance Institute's commitment to supporting its students and staff with online learning;

2.	outlines the principles and requirements associated with online learning for accredited and non-accredited courses; and

3.	for accredited courses, does not supersede nor have precedence over the academic policies that govern the delivery of postgraduate courses, as listed in the 'related documents' section of this document.

### Definitions

4.	For the purpose of this policy:

	a.	Accredited courses comprise postgraduate award courses that are accredited by the Tertiary Education Quality and Standards Agency (TEQSA) and have been designed in accordance with the requirements of the Australian Qualifications Framework (AQF).

	b.	Artificial Intelligence (AI) is a broad term which captures various technologies, like 'machine learning', 'deep learning' and 'natural language processing'. AI utilises vast amounts of data, and processes to perform a complex analytical task. AI also has the capacity to adapt itself over time in order to improve its accuracy or reliability. Misuse of AI to complete academic work is regarded as plagiarism by Governance Institute (when a

student submits academic work generated by AI and claims it as their own academic work, idea(s) or intellectual property).

c.  Certificate is a non-accredited award issued by Governance Institute to a student who completes a specified number of short courses that meet the rules for the award.

d.  Face-to-face is a mode of delivering learning and teaching activities that are conducted with students who are physically co-located together in a classroom or similar facility.

e.  In-house is when a short course(s) is tailored and delivered to employees of an organisation, as per an agreement between the organisation and Governance Institute.

f.  Learning Management System (LMS) is an online platform that facilitates learning and teaching activities, including assessments, in an online environment.

g.  Non-accredited courses are short courses or certificates that are not accredited by an Australian vocational or higher education regulator and were not designed to meet AQF requirements.

h.  Online learning is a mode of delivering learning and teaching activities, including assessments, via an internet based LMS.

i.  Postgraduate course is an accredited award course, such as a Graduate Certificate or Graduate Diploma, offered by Governance Institute in accordance with the requirements of the AQF.

j.  Short course is a non-accredited course which has been developed by a subject matter expert for training and development purposes. A short course requires the completion of an online, multiple-choice examination to a prescribed standard, with multiple attempts permitted. The volume of learning of a short course comprises approximately six (6) hours of private study, or as otherwise stated for the particular short course. A short course may be completed within 12 months of registration. A short course may be offered as facilitated, online or in in-house mode, as determined by Governance Institute.

k.  Students undertaking an award course are Australian citizens, New Zealand citizens, a permanent resident of Australia, or a holder of a permanent Australian humanitarian visa (Refugee) studying in Australia; or an overseas student studying online. Students undertaking short courses, including certificates do not need to meet citizenship or residency requirements.

l. Teaching session is the period in a postgraduate course that incorporates the teaching weeks and examination week. There are two teaching sessions (semesters) each year.

## Part A – Principles of Online Learning

5. Governance Institute offers online learning as a mode of study to accommodate student enrolment preference. This is periodically reviewed, and quality assured based on student performance outcomes, feedback and market intelligence.

6. Governance Institute is committed to ensuring that its online learning environment and courses are appropriately resourced in terms of investment in appropriate technologies and course learning and academic support materials to effectively support students with online learning.

7. Governance Institute will quality assure online learning and uphold its commitment to academic integrity as per Part B and C of this policy, respectively; and

8. Governance Institute will, for transparency, ensure this policy is publicly available to all students, including those undertaking accredited and non-accredited courses.

## Part B – Quality Assurance of Online Learning

9. Quality assurance of online learning will be oversighted by the Education Committee. Operational responsibility lies with the General Manager, Education.

10. Quality assurance of online learning for accredited courses is an accordance with the Academic Quality Assurance Framework.

11. Indicators of quality in online learning include, but are not limited to:

    a. Student attendance and engagement.

    b. Student satisfaction, based on student survey data.

    c. Student progression rates in accredited courses.

    d. Student attrition levels in accredited courses.

    e. Completion rates within the maximum allowable period for non-accredited award students.

## Part C – Academic Integrity Considerations

12. Governance Institute is committed to upholding academic integrity as a provider of accredited and non-accredited education.

13. Governance Institute will mitigate risk associated with potential breaches of academic integrity that may occur in the online delivery mode by:

    a. Utilising online proctoring administered by a third-party provider for formal examinations administered in accredited courses, which is permissible under its Privacy Policy.

    b. Submitting accredited course students' written work to text-matching software to detect potential cases of plagiarism.

    c. Remaining abreast of developments in the use of Artificial Intelligence (AI), including AI chatbots such as ChatGPT, and contract cheating services; ensuring student guidance is updated regularly; and that alleged misuse of AI and/or contract cheating services by accredited course students is reported by academic staff;

    d. Utilising the provisions of the Student Academic Misconduct Policy to manage allegations of breaches of academic integrity that include alleged misuse of AI and contract cheating services.

    e. Providing training and academic resources for accredited course students and academic staff about academic integrity and managing allegations of student academic misconduct.

## Part D – Responsibilities

### Students

Students are responsible for:

14. Ensuring they have ongoing access to a PC or Laptop and reliable internet connection for the duration of their enrolment in an accredited or non-accredited course.

15. Paying the applicable Governance Institute fees for accredited and non-accredited courses to gain access to the LMS and course materials.

16. Attending the online classes each week to enhance their learning experience and ensure ongoing engagement with other students [accredited courses].

17. Understanding that online classes will be recorded and uploaded to the LMS for those who cannot attend the live sessions. Recordings will remain accessible for the duration of the relevant semester [accredited courses].

18. Abiding by Governance Institute's policies with regard to the appropriate use of its online resources.

19. Upholding academic integrity and not committing academic misconduct that includes inappropriate use of AI, contract cheating websites or services and other forms of academic misconduct, as outlined in the Student Academic Misconduct Policy.

19. Understanding that:

   a. the Student Code of Conduct applies to the online environment; and

   b. students will not discriminate in the online environment against other students, teaching or administrative staff or guests based on   age, race, religious beliefs, sex, gender identity, intersex status, sexual orientation, marital or relationship status, family responsibilities and pregnancy; and

   c. will not harass other students, teaching or administrative staff or guests online, which includes sexual harassment.

**Governance Institute**

Governance Institute is responsible for providing:

20. Appropriate resourcing and investment in online learning to maintain its competitiveness and quality in online learning.

21. Contemporary academic resources and content, which is developed with regard to the nuances of online learning and teaching for all accredited and non-accredited courses.

22. Ongoing quality assurance of its accredited and non-accredited courses in accordance with this policy.

23. As appropriate, an induction to new accredited and non-accredited award students with regard to accessing and navigating its LMS.

24. An online learning environment that is free for all forms of discrimination, based on age, race, religious beliefs, sex, gender identity, intersex status, sexual orientation, marital or relationship status, family responsibilities and pregnancy.

25. An online learning environment that is free from all forms of harassment, including sexual harassment.

26. Appropriate and reasonable adjustments to ensure that students with disability can access and participate in online education on the same basis as students without disability.

27. All enrolled students with a dedicated contact help point for resolution of IT-related matters.

28. Governance Institute will objectively investigate alleged breaches of the Student Code of Conduct, including allegations of discriminatory behaviour and harassment (including sexual harassment) and afford natural justice and due process to both complaints and respondents.

## Related Documents

- Academic Integrity Policy
- Academic Quality Assurance Policy
- Admissions Policy
- Assessment Policy
- Enrolment Policy
- Examinations Policy
- Privacy Policy
- Progression and Unsatisfactory Academic Progress Policy
- Student Academic Misconduct Policy
- Student Code of Conduct
- Student Support and Responsibilities Policy

## Relevant Legislation

- Age Discrimination Act 2004 (Cth)
- Anti-Discrimination Act 1997 (NSW)
- Australian Human Rights Commission Act 1986 (Cth)
- Higher Education Standards Framework (Threshold Standards) 2021 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)