

ONLINE LEARNING AND ICT SUPPORT POLICY AND PROCEDURE

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1.0 Purpose

The purpose of this document is to define the processes for planning, maintaining, updating, and supporting students in the use of educational, electronic, mobile technologies and infrastructure that support teaching and learning in Vocational Education and Training (VET) and Professional Certificate of Competency courses. This policy does not apply to non-award micro-credential courses or self-paced courses.

2.0 Scope

This policy and procedure applies to EIT Academic and IT staff, students enrolled in EIT VET qualifications and Professional Certificate of Competency courses, and any external support companies involved in supporting EIT's educational infrastructure. It specifically relates to the Moodle Learning Management System (LMS); web conferencing software packages; remote invigilation/proctoring services; remote labs and simulation software packages and the EIT website (www.eit.edu.au).

3.0 Objectives

EIT aims to:

- Ensure consistent, reliable access to learning technologies for students and staff
- Provide structured student support throughout their course
- Maintain the integrity and continuity of the Information Communication Technology (ICT) infrastructure used in online learning
- Ensure privacy, security, and responsible use of EIT's ICT resources
- Respond efficiently to technological issues affecting learning delivery
- Anticipate and manage changes in educational technologies

4.0 Policy Principles

4.1 ICT Availability and Reliability

As an online education provider, EIT recognises the importance of 24/7 access to ICT infrastructure for authorised users.

EIT understands the importance of ensuring the continuous availability of learning management infrastructure; hence, the integrity and support of the learning management infrastructure is a critical process within EIT. It is ensured that high-priority processes are in place to respond to any fault in the system.

The web conferencing facility can be particularly affected by poor bandwidth issues, and all students are warned of potential intermittent problems in this respect - operations depend on their local internet connection speeds.

4.2 User Privacy and Monitoring

While EIT respects the need for privacy for all users of ICT resources, EIT reserves the right to monitor user transactions and activity and take appropriate action if misuse of resources or illegal activity is identified.

4.3 Security and Access Integrity

When students commence at EIT, full ICT access (including username and passwords) is provided to the student by the relevant Learning Support Officer (LSO).

Users must always protect the security and integrity of their access, and if they believe their security has been compromised, they are to advise their designated LSO immediately.

4.4 Learning Environment Readiness

Each course or unit/module details are securely stored on the EIT Learning Management System as well as on the EIT file server.

4.5 Responsibility for Supported Systems

EIT only supports institute-approved online systems, platforms, and software. Support does not extend to personal devices or externally obtained software.

4.6 Change Management

Technology updates or replacements are planned carefully to minimise disruption, especially to existing student cohorts.

4.7 Privacy and Data Security

Data is protected through encrypted transmission, password-protected access, and firewalled systems.

Backup, recovery, and breach response protocols are in place.

5.0 Procedure

5.1 Provision of Student Support Procedures

- The student applies for a course through an online application portal. LSO's have access and is able to view the application by logging in to the system. The application is assessed by the relevant LSO. The submitted application information contains answers to specific questions and supporting documents to enable the LSO to ascertain the students' suitability for the course they are applying for, and to also provide valuable information to enable the LSO to provide high-level support to the student throughout the course.
- An LSO is allocated to an intake of a course by the VET College Manager. The LSO is then the first point of contact for the student and assists students with any administrative queries they may have throughout the course. The LSO makes regular contact with the students to guide them through the course.
- Relevant student details are entered or updated on the Learning Management System (Moodle). Moodle contains the information the students need during a course, which includes readings, slides, assessments, videos, webinar recordings, simulation and remote lab software, links to websites, quizzes and other materials that will enhance the students' understanding of a subject area. Moodle is constantly updated to ensure course materials are current and relevant.
- Instructors go through training to ensure that the webinar sessions are delivered at a very high quality. Instructors are also given regular feedback, highlighting positive comments and opportunities for improvement. Instructors are required to be interactive in sessions and to respond to student queries. In addition, students can contact instructors outside of webinar sessions with any questions they may have on the information presented. Instructors are required to respond to students in a timely manner and provide students with a suitable answer. This process is managed by the LSO.
- All current and prospective students have access to the EIT Policies and Procedures via the EIT website, and relevant information is provided to students via Moodle to inform students of their rights and responsibilities and the operations of the EIT ICT system as far as support is concerned. The student will be urged to read the detailed instructions relating to managing their connections, the operation of Moodle and the web conferencing system, along with details of how to remedy simple problems. Information is provided to students via Moodle so that the students have a full understanding of their responsibilities. The LSOs encourage all students to read through the documents provided on Moodle.
- For VET qualifications, after the course commences, a preliminary introductory webinar is conducted by the LSO and, when available and/or appropriate, a guest speaker. The LSO will outline the operation of the learning infrastructure, welcome the students to the course and respond to any questions the students may have. The LSO also encourages the students to contact them directly with any questions they have throughout the course.
- Webinars may have several sessions scheduled at various times in an attempt to cater for students in different time zones. The number of sessions is dependent on various factors.

- A recording is made of all webinars and made available to all students enrolled on the Moodle course page. This allows students who are unable to attend the live webinar to still receive instruction.
- Immediate problems with access are advised by the student to the LSO in the first instance by email or phone. Confirmation that action has been taken will be provided to the student, and detailed feedback on a solution will be provided. During weekends, there will not be immediate feedback, but an appropriate response will be provided on the next working day.
- An online helpdesk support form is also available for reporting any EIT system-related issues.

5.2 Planning of Student Support

- Regular meetings, as well as informal meetings on a needs basis, are held between the LSOs and the VET College Manager. Problems with the operation of the Learning Management System, web conferencing software and remote labs, and associated simulation software shall be identified and passed on to the Technology Manager for immediate rectification.
- Course questionnaires are reviewed by the LSOs for any complaints or comments.
- Any longer-term technical issues (for example, slowness in access due to increased loadings) are identified by the VET College Manager and then discussed with the Technology Manager. If potential issues are identified, a recommendation shall be made to the Dean of Engineering.

5.3 Changes in Technology (including Software)

- The VET College Manager, Technology Manager and Dean of Engineering will keep up to date with changes to technology (e.g., remote labs and video conferencing is growing significantly). If it is considered that a particular new technology should be adopted, this will be discussed, and the benefits and costs assessed.
- If a change is considered, this will generally only be done for a new cohort of students unless there is a minor change. Computer technology and software systems are continuously evolving. Any ramifications of updates shall be minimised, and patches identified by the Technology Manager and distributed through the VET College Manager and LSOs as quickly as they are identified.

5.4 ICT Privacy and Security Measures

Privacy and security of online students' personal and private data is paramount. The following steps shall be implemented to ensure this:

- Data is backed up automatically at the relevant hosting provider's storage on a regular basis.
- Any lecturer and student online interfaces are password protected.
- All data transfers are made over TLS / SSL.
- Access restricted via firewall and native hosting provider security/firewall.
- In case of breach, the following will be attempted:
 - Put system on lockdown
 - Scan for vulnerabilities

- Assess and patch vulnerabilities
- Ensure all applications are up to date
- System failure oversight mechanisms are implemented by means of backup recovery and alternative server switchover.

6.0 Definitions

Please refer to the EIT Glossary that can be found [here](#) for all definitions used in this document.

7.0 Related Documents

- Business Continuity and Disaster Recovery Plan
- Diversity, Fair Treatment and Equal Opportunity Policy.DS
- Emergency and Critical Incident Policy & Procedure.DS
- Ethics Statement.DS
- Facilities and Learning Resources.DS
- Information Management and Security Policy and Procedure.DS
- Learning and Teaching Policy and Procedure.VET
- Learning and Teaching Resources Policy.DS
- Privacy Policy.DS
- Records Management Policy.DS
- Risk Management Policy.DS
- Student Code of Conduct.DS
- Student Consultation Policy.VET
- VET Regulatory Compliance and Cooperation Policy.VET
- VET Student Loans Policy.VET

8.0 Related Legislation

The following legislation is relevant to this policy; however, not all are mandatory for education providers:

- [Age Discrimination Act 2004 \(Cwth.\)](#)
- [Australian Human Rights Commission Act 1986 \(Cwth.\)](#)
- [Copyright Act 1968 \(Cwth.\)](#)
- [Credentials Policy \(Cwth.\)](#)
- [Disability Discrimination Act 1992 \(Cwth.\)](#)
- [Equal Opportunity Act 1984 \(WA\)](#)
- [National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
- [Privacy Act 1988 \(Cwth.\)](#)
- [Racial Discrimination Act 1975 \(Cwth.\)](#)

- [Sex Discrimination Act 1984 \(Cwth.\)](#)
- [VET Student Loan Act 2016 \(Cwth.\)](#)
- [VET Student Loan Rules 2016 \(Cwth.\)](#)

9.0 Accountabilities

The Academic Board is responsible for the review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.