

Student ICT Support Policy

Date of Approval: 11th Sept '15

Date of review: Sept '19

1. Purpose

1.1 All students enrolled in a course at *Leaders Institute* (LI) will be provided with ICT access and support for the duration of their enrolment.

1.2 LI will create student accounts to ensure students can access all requisite information and technology services and general information relevant to their studies. Further students will be issued with all ICT support required to successfully engage with their learning experience.

2. Principles

2.1 To ensure all current students of LI have access to the information and technology services needed to support their learning journey.

2.2 To ensure that students are aware of all support mechanisms to ensure they maximize technology and information services to support their learning.

2.3 LI will delete all non-current student accounts to safeguard student security and ensure that data and space is used efficiently.

3. Scope

3.1 This policy applies to all students of LI.

3.2 This policy must be read in conjunction with:

- *Student ICT Support Procedures*

Student ICT Support Procedure

1. Context

1.1 All students enrolled in a course at *Leaders Institute* (LI) will be provided with ICT access and support for the duration of their enrolment.

1.2 LI will create student accounts to ensure students can access all requisite information and technology services and general information relevant to their studies. Further students will be issued with all ICT support required to successfully engage with their learning experience.

2. Procedures

2.1 The ICT Manager is informed about all new enrolments prior to the commencement of each semester.

2.2 The ICT Manager creates temporary passwords and accounts for all students.

2.3 All Students will be provided with student access to:

- Email
- Internet
- Moodle
- Campus ICT infrastructure
- Electronic Library Databases.

2.4 It is the responsibility of the student to activate their account once they have confirmed their enrolment. (Assistance to do so will be provided by the ICT Manager as required).

2.5 Student accounts may be disabled if:

- Students breach the code of conduct
- Students have not paid their fees/charges

3. Emails

3.1 Students are allocated an email account that has a storage capacity of 250MB.

3.2 Students will receive automated alerts when usage of the email storage approaches and exceeds 95% of the storage limit.

3.3 When the above situation takes place students will not be able to send email, but will continue to receive email.

3.4 When the capacity reaches 100%, students will not be able to receive or send email.

3.5 Students should contact the ICT Manager to help them archive their emails if and when required.

3.6 Students should contact the ICT Manager for all password resets to their accounts.