

# Privacy and Policy

Non-awarded courses



Institute of Health &  
Management Pty. Ltd.

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[www.ihm.edu.au](http://www.ihm.edu.au)



## Academic Integrity Policy and Procedure

IHM uses clear, educative approaches to communicate the importance of academic integrity requirements to students and academic/teaching staff. Failure to maintain academic integrity is considered academic misconduct. IHM expects all members of the IHM community to contribute practicing, promoting and defending academic integrity and identify and report suspected cases of academic misconduct. The [Academic Integrity Policy](#) and [Procedure](#) is available at [IHM Policies and Procedures](#)

## Attendance Policy and Procedures for Students Undertaking Fully Online Units of Study

### Attendance

Where IHM delivers units of study fully online students do not attend lectures or tutorials at a physical location. Therefore, a broader definition of attendance is required to account for interaction occurring through a variety of electronic means. As such, attendance is defined as bilateral or multilateral interaction involving or observed by the academic staff allocated to a unit of study and, more specifically, participation in activities that have been specifically identified as involving such interaction while being integral to the teaching and learning activities of a unit of study.

### Working relationships between students and staff

For Lecturers to teach effectively, it is important that they interact with their students. This allows them to identify their students' individual needs, ensure that they can verify that students' academic development is genuine and provide personalized support, not only when students are struggling, but whenever there is an opportunity for improvement.

### Verification of identity

Lecturers will be provided with photographs of each student for identification purposes through student portal. If a student attending a class does not appear, in the opinion of the Lecturer, to match the appearance of the photograph accompanying their identity on the class roll, the Lecturer may ask the student to provide other evidence of their identity. This may include answering questions about their enrolment and contact details or showing photo identification.

## Student Complaints and Appeals

### Informal resolution preferred

Where a complaint is made to an IHM staff member, any such course of action as is available to remedy the cause of the complaint, or to provide a satisfactory explanation to the complainant, will be undertaken by that staff member, provided that doing so is within their delegated authority.

### Complaints valued as a contribution to continual improvement

In seeking excellence as an institution, IHM acknowledges the valuable contribution students make by raising complaints and grievances. Where a problem or issue exists, it is only through awareness and acknowledgement that we may begin to address it. Any problem that affects a student adversely is also detrimental to IHM's reputation and to our ability to achieve our goals as a provider of high-quality education. Though we seek at every opportunity to identify and pre-empt or address such problems, complaints and grievances are a valuable secondary means by which we receive feedback.

### Confidentiality

Those who raise complaints and grievances have the right to do so in confidence. Information about the matters raised may be passed only with the prior consent of the complainant. In cases where it is necessary to escalate the complaint beyond the person who initially addressed it, the complainant will first be informed of this necessity and has the right to decide whether to proceed. Where a complaint is escalated to a committee or board, it will be listed as a confidential item, to be disclosed only to the members of that committee or board and it will be heard and voted upon prior to the admission of observers to the meeting.

#### Fees, Charges and Refunds Policy and Procedure

IHM is committed to a fair and transparent application in relation to fees and charges, including the processing of refund request from students. The policy sets out the circumstances by which the student may receive a full or partial refund of any tuition fees that they may have paid and information on applying for a refund.

IHM as a commercial entity has both the right and the responsibility to charge fees for tuition, which is our primary source of income and the main service we provide. Fees, Charges and Refunds Policy and Procedure is available at [IHM Policies and Procedures](#)

**a. Charging fees for tuition / non-tuition fees**

IHM as a commercial entity has both the right and the responsibility to charge fees for tuition, which is our primary source of income and the main service we provide. Non- tuition fees paid during enrolment will be non-refundable even if withdrawn before census date.

**b. Charging costs in addition to fees for tuition**

In addition to tuition fees, IHM may charge other fees for additional services relating to study, if students are informed of those fees prior to enrolment.

**c. Charging fees for services other than tuition**

Though tuition is IHM's primary business, IHM may provide other services to students and other clients and charge for those services. Charges for services other than tuition are also subject to the terms of this policy.

**d. Refunding fees**

This procedure may be initiated either by a request for a refund being made by a student or where circumstances under which IHM is required to provide a refund are identified. A Refund Request Form (RRF) should be completed by a student, education agent or staff member and submitted online.

**e. Census Date:**

Census date is calculated as 20% of total duration of semester/course (For example: if the semester/course duration is 6 weeks, then census date for 6 weeks program would be 20% of 6 weeks, which is 1.2 (equivalent to Tuesday of week 2)

#### Privacy Statement

Information will be retained only for a reasonable duration and will be deleted upon the request of the prospective student. The prospective student may request a copy, either electronic or in print, of any records that are kept about them.

IHM will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.