



Institute for Social Neuroscience  
ISN Psychology Policies and Procedures

Version 34



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# Definitions

**Course:** Consists of a degree awarded by ISN made up of a designated number of unit points.

**Year of Study:** Consists of 100-unit points and is equivalent to work requirements of a year level as so defined by the Australian Quality Framework.

**Unit of Study:** Individual units are weighted according to APAC recommendations and consist of specified unit points.

**Austin Precinct:** Geographical area which includes:

- ISN Clinic
- ISN College
- Florey Institute of Neuroscience and Mental Health
- Austin Hospital

**Australian Psychology Accreditation Council (APAC):** The accreditation authority for the psychology profession in Australia. They are an independent, non-for-profit quality and standard organisation appointed under Health Practitioner Regulation National Law Act 2009 as an external accreditation entity. All psychology degree courses and entry requirements must subscribe to these guidelines.

**Australian Psychological Society (APS):** The APS is a member's organisation for psychologists that advocates for the discipline and profession of psychology, support high standards within the profession, disseminates information related to psychology to the community, and provides members with support related to their career. There are nine APS Colleges representing specialist areas within the profession.

**Australian Qualifications Framework (AQF):** The national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

**Tertiary Education Quality and Standards Agency (TEQSA):** An independent statutory authority established in 2011. TEQSA is responsible for the regulation and quality assurance of Australia's Higher Education Sector. All Higher Education providers must be registered with TEQSA to provide educational services to the public.

**FEE HELP Study Assist:** A study loan to assist eligible fee-paying students to pay their tuition fees.

**Quality Indicators of Learning and Teaching (QILT):** Provides prospective students with information about Australian Higher Education courses from a graduate, student satisfaction and employment outcomes perspective.

## Committees

### Complaints and Ethics Advisory Committee (C&EAC)

The C&EAC committee will be made up of an external psychologist, two members of the Academic Board familiar with the psychologist code of conduct (AHPRA) and human based research and the Head of ISN if not party to the complaint. This committee will address any written complaints (other than student grievances which is dealt with via Section C. Grievance, Complaints and Appeals) in relation to the operational matters or staff of ISN Psychology or ISN Clinic. This committee will also address potential ethical breaches or conflicts that may arise in relation to psychological practice and research activities. If required, the C&EAC will be convened to address such complaints.

### ISN-Clinic Management Committee (ISN-CMC)

As stipulated in this policy, the committee will assess the day to day running of ISN Clinic and any matters arising. The Chair of this committee will be the Clinic Director responsible for coordinating clinical activities within ISN Clinic Pty Ltd. The ISN-CMC will consist of three additional members, the most senior clinicians appointed by the Directors of ISN Clinic and the Clinical Placement coordinator or their proxies. ISN-CMC will meet once a week to discuss caseloads and timetabling of weekly activities.

### Unit Grade Assessment Review Committee

The Unit Grade Assessment Review committee will consist of all unit coordinators and other ISN staff members who teach into a course. The relevant course coordinator will chair the committee. The committee will meet at the end of each semester after the examination period. They will assess the metrics and any special consideration for students enrolled in each unit and provide students with a final grade for each unit. The special consideration applied to a unit grade or examination provides a +1 or +2 % adjustment depending on the severity of the special consideration judged by the Unit Grade Assessment Review Committee.

### Course Progress Assessment Review Committee

The Review Committee will consist of the Head of Psychology, the undergraduate, Honours or postgraduate coordinator and all unit coordinators. The Head of Psychology will chair the committee. Each student will be discussed in relation to their progression through the course to ascertain whether an “at risk” or “show cause” notification is warranted as outlined in the policies and procedures manual.

### Staff Student Consultative Committee


Student representatives will meet with academic course coordinators, the Head of Psychology, and the registrar, twice per semester to discuss any matters arising from the delivery of the course material. The relevant course coordinator will convene and chair the committee meetings.

### Learning and Teaching Committee (L&T Committee)

ISN Psychology will ensure policies and procedures are systematically reviewed, their effectiveness monitored, and improvements implemented.

Each year a review of the concerns raised by the Staff Student Consultative Committees will be undertaken. The Registrar will collate a list of all student issues raised and how they have been dealt with or noted. This list will be tabled twice a year at the 2nd and 4th meeting of the Learning and Teaching (L&T) Committee meeting in each year cycle, corresponding to mid semester breaks.

The President will co-opt two external committee members at the 2nd and 4th meeting, as allowed under the governance framework, to provide an independent review and externally assess ISN policies in relation to issue



raised by the Staff Student Consultative Committees, and more generally to provide advice in relation to learning, teaching and assessment practices. This and other information, including advice and discussion from committee members will be taken into consideration. The Chair will formulate working parties to develop, adapt and implement new plans, policies and procedures where required, based on these deliberations and external review.

The working parties will have 2 months to complete their work and respond to the Chair of the L&T committee, who will table any changes to policies and procedures at the next L&T meeting. Changes will be further discussed, amendments made where necessary, and then prepared as a final draft for submission to the next Academic Board Meeting for further consideration and ratification.

## Coordinators

### Unit Coordinators:

Each unit of study has a coordinator responsible for the delivery of the unit material and liaising with staff who teach into that unit. The unit coordinator is responsible for setting the assignments, due dates and addressing student concerns that may arise in relation to that unit. **Undergraduate Coordinator**

The undergraduate coordinator will be responsible for overall administration of the undergraduate program. The main tasks of the undergraduate coordinator are to:

- provide advice to students about course options and career paths
- help resolve any concerns raised by students
- coordinate orientation and other student learning initiatives and support services outside of unit learning arrangements
- consolidate marks and final review of the course marks
- coordinate student feedback and teaching surveys
- make recommendations to the Head of Psychology for course improvement
- coordinate student admission interviews and provide feedback on the suitability of student enrolment into the course
- coordinate teaching staff.


### Honours Coordinator

The honours coordinator will be responsible for overall administration of the honours program. The main tasks of the honours coordinator are to:

- provide advice to students about course options and career paths
- help resolve any concerns raised by students.
- coordinate orientation and other student learning initiatives and support services outside of unit learning arrangements
- consolidate marks and final review of the course marks
- coordinate student feedback and teaching surveys
- make recommendations to the Head of Psychology for course improvement
- coordinate student admission interviews and provide feedback on the suitability of student enrolment into the course
- coordinate teaching staff.

### Postgraduate Coordinator (Director of Clinical Programs)

The postgraduate coordinator will be responsible for overall administration of the postgraduate master's courses



(AQF Level 9) and as such will be designated the title Director of Clinical Programs. The main tasks of the postgraduate coordinator are the same as that of the undergraduate and honours coordinator but at a postgraduate level. The postgraduate coordinator will also receive reports from the Placement Coordinator.

## College Administration and Management

### *President*

The President will be responsible for the administration and overall management of the strategic development of the College set in conjunction with the College Council. The main tasks of the President are:

- To oversee and direct the implementation of the strategic development plan of ISN Psychology
- To liaise with stakeholders to develop partnerships and initiatives for the growth of ISN Psychology
- To oversee the Learning and Teaching initiatives within ISN as Chair of the Learning and Teaching Committee
- To promote research and development initiatives and grow the R&D profile of the institute in accordance with the strategic plan
- To work with the registrar and higher-level management staff to oversee the compliance for all external and internal bodies as required by regulation.

### *Head of Psychology*

The Head of Psychology will be responsible for leading the academic staff in their academic pursuits. The main tasks of the Head of Psychology are:

- To coordinate the implementation of ISN Psychology's academic strategic plan in the management of academic staff and their duties.
- Manage the workload of academic staff and their workplans.
- Maintain oversight, achievement, and quality of courses.
- Monitor and evaluate the development of learning and teaching strategies.
- Oversee student progress and attainment.
- Overseeing and implementation of safeguards for student welfare.
- Facilitate a learning experience that provides students with the opportunity to achieve their individual potential.
- Provide research leadership to assist academics in their role as research supervisors to facilitate the vision and purpose of ISN Psychology. This includes assisting the development of research partnerships with other organisations to expand opportunities for student research engagement.

### *College Registrar*

Responsible for the administration of student records and class enrolments, the main tasks of the ISN Registrar are:

- organisation of internal paperwork related to applications, enrolments, and complaints and/or appeals and direct communications with the student body regarding these matters.
- to develop and maintain strategies for the ongoing expansion of student enrolment.
- to stay abreast of internal paperwork related to re-accreditation and registration of the Institute.
- the maintenance of the student management system (i.e., Job ready Plus).
- annual reporting of student numbers and finances to all external Bodies as required by regulations.



### *Clinic Director and Placement Coordinator*

The Clinic Director will have the responsibility of coordinating Clinical activities within ISN Clinic Pty Ltd and chairing the ISN-Clinic Management Committee. The Placement Coordinator will have the responsibility of facilitating clinical placements for students both internally, at ISN Clinic, and externally. The position may be held by the same person or split into two roles. In either case these positions report to the Director of Clinical Programs.

### *Student Liaison Officer/ Student Advocate*

The Student Liaison Officer will be responsible for the provision of student support. The main tasks of the Student Liaison Officer are:

- Provision of information regarding study programs and advice related to student administration policies and procedures.
- Assist with resolution of any difficulties arising during any given study period.
- Identifying resources to support student learning.
- Facilitate student engagement and retention.
- Identify ways to enhance student experience.
- Support students through the process of complaints and/or appeals.

### *Boards of Management*

ISN Board of Directors - consists of the Executive, College Council and Academic Board as defined in ISN's Governance Framework.

### *College Council*

Through delegation from the Board of Directors, the College Council is empowered to be the effective governing body of ISN, with overall responsibility for the pursuit of the vision and mission of ISN. The College Council is delegated the powers and authorities to:

- Pursue the mission and vision of ISN;
- Carry out the objects and purposes of ISN; and
- Undertake the functions set out in the delegation of authority and all other functions which are incidental or convenient for the purposes of the above power and authority.

### *Academic Board*

The role of the Academic Board is to uphold the integrity of the courses being offered, to adjudicate on matters relating to student complaints, student withdrawal of admission, confirming actions resulting from show cause notices and to partake in an advisory capacity for course review. In reference to the Chair of the Academic Board, he/she may nominate another member of the Board as a proxy to stand in this role should he/she be unavailable provided that a quorum is reached.

# A. Admissions: Credit Transfer

## 1. Policy

ISN will provide credit for any units of study undertaken as part of an APAC accredited sequence applicable to the current course being undertaken as indicated in this policy and as referred to in the current APAC standards 5.1.9-5.1.11. A copy of the guidelines can be found at the following address: [http://www.psychologycouncil.org.au/education\\_provider\\_resources](http://www.psychologycouncil.org.au/education_provider_resources) (APAC Accreditation Standards June 2010)

## 2. Coverage

The policy is applicable to any of the programs offered and awarded within ISN pertaining to undergraduate and postgraduate study of psychology and it covers:

- 2.1 Granting of credit in an ISN award because of prior learning at other tertiary institutions within the period of 10 years.
- 2.2 Credit will not be granted if the period of prior learning is greater than 10 years.
- 2.3 Credit will only be granted if the prior learning has a corresponding unit equivalence accredited by APAC and the completed units for which advanced standing is to be granted are part of an APAC accredited sequence.

## 3. Definitions

The following terms are defined in this policy as such:

- 3.1 Course: A degree from ISN granted at the completion of a course of study.
- 3.2 Total Unit Points: the minimum number of units needed to fulfil the requirements of a Course.
- 3.3 Credit Points: credit granted in unit value for a topic of work completed.

## 4. Responsibility

- 4.1 The responsibility for granting of credit for prior learning shall fall on the individual course coordinator.
- 4.2 The course coordinator will determine (with reference to APAC guidelines) the appropriate level of credit.
- 4.3 The course coordinator will record the outcomes of each application on the Student Management System

## 5. Applications for Credit

- 5.1 Applications for credit will consist of a letter outlining the request, together with full documented evidence, submitted to the relevant course coordinator as part of the returned forms required for acceptance of the offer.
- 5.2 Documentation will consist of a certified copy of the applicant's academic transcript, together with the handbook and any course material associated with the unit for which credit is sought.
- 5.3 Decisions on applications not received with the acceptance of offer forms may not be made in time to allow students to adjust their enrolment and may therefore have implications for their tuition fees where applicable.
- 5.4 Applications for credit cannot be made prior to a letter of offer.

## 6. *Nature and Amount of Credit Granted*

- 6.1 Specified credit will be awarded when the work presented is of substantially the same standard and has substantially the same syllabus as an equivalent topic offered at ISN.
- 6.2 The work presented must be of a significant standard and be consistent with the pass grade policy of ISN for any given unit of study.
- 6.3 No more than one third of the total unit value of the award will be granted as credit.

## 7. *Notification of Applicants*

- 7.1 ISN will notify the applicant of the outcome of their credit application prior to the last day of enrolment. This notification will include:
  - 7.1.1 the nature and amount of credit granted in the course.
  - 7.1.2 the requirements of the course remaining unfulfilled.
  - 7.1.3 details of any amendment to the applicant's enrolment required because of the outcome of the application.

## 8. *Appeals*

An enrolled student may lodge an appeal under ISN's policy on Student Appeals and Complaints on the grounds that the amount or type of credit granted towards a course contravenes this policy.

## B. Admissions: Entry Requirements

### 1. APPLICATION FOR ADMISSION AND SELECTION PROCESS

- 1.
- 1.1 ISN endeavours to have fair and equitable processes for admission into all courses.
- 1.2 Application for admission is completed online through ISN's web page.
- 1.3 Applications for course entry must be made prior to cut off dates published on the website for individual course offerings.
- 1.4 Applications will consist of submission of an application form together with original documentation outlining student achievements, past secondary and tertiary education results, and references where applicable.
- 1.5 Applications can be received at any time throughout the year although cut off dates will be published for commencement within any given semester.
- 1.6 Applications received past the published deadline for any course offerings in a given semester may not be considered.
- 1.7 Applicants may apply for entry into the following course offerings either part-time or full time:
  - 1.7.1 Bachelor of Psychology (Honours) (Year 1 -4)
  - 1.7.2 Bachelor of Psychological Science (Honours) (4th year only)
  - 1.7.3 Master of Psychology (Clinical) (Year 5-6)
  - 1.7.4 Bachelor of Psychology (Honours) & Master of Psychology (Clinical) sequence (Year 1-6)
  - 1.7.5 Bachelor of Psychological Science (Honours) & Master of Psychology (Clinical) (year 4-6)
- 1.8 Applications for the following multiple course combination offerings will be permitted as full-time course offerings only:
  - 1.7.4
  - 1.7.5
- 1.9 Quotas will be imposed on courses in line with available resources.
- 1.10 Students must complete their course within a timely manner. Students must maintain an enrolment of at least two units per semester for part-time (or in the case of part time Honours students, 50 credit points per year) and four units per semester (or in the case of Master students, five units) for full-time status. Failure to maintain this level of enrolment may result in a "Show Cause" notice. The appropriate course coordinator, in consultation with the Head of Psychology, may provide special dispensation allowing for fewer units/credit points to be undertaken per part-time year in special circumstances.
- 1.11 Current year 12 VCE students applying for 1.7.1 will be selected based on study scores and Tertiary Admissions Ranking Scores.
- 1.12 For all other, non-year 12, applicants or applications for other courses (1.7.2, 1.7.3, 1.7.4 or 1.7.5) the acceptance into a course or course sequence may involve a two-stage process:
  - 1.12.1 Submission of an application form with relevant documentation.
  - 1.12.2 An interview process (all short-listed master or combined sequence applicants).
- 1.13 Applicants will be notified of their progression to stage two following the outcome of a process of evaluation by a subcommittee of ISN representing senior members of the Academic Board (President and/or Head of Psychology or a proxy), together with the Undergraduate Coordinator, and/or Honours Coordinator, and/or Postgraduate Coordinator and/or their proxy (staff with relevant academic or clinic experience).
- 1.14 Applicants not considered having the necessary combination of academic achievements and psychology related work experience will be notified of the outcome within one month of the application cut-off date.

- 1.15 Master and combined sequence applicants considered for the stage two interview process will be considered to have the necessary combination of academic achievement and/or psychology related work experience.
- 1.16 Master and combined sequence applications consideration will be based on the ISN subcommittee's score for each applicant determined by averaging committee members' assessment of academic achievement, referee reports and/or psychology related work experience. Students will be ranked and notification of request for a stage two interview will be sent out to individuals over a number of rounds until course quotas are fulfilled.
- 1.17 Masters and combined sequence (see 1.7.4; 1.7.5) applicants who have achieved a high subcommittee score (top 75th percentile) will be notified to book vocational and related psychological assessments through ISN Psychology prior to attending a second stage interview. The results will be provided confidentially to the postgraduate coordinator (Director of Clinical Programs) to assist in the subcommittee's deliberations following the second stage interview.
- 1.18 Consideration to interview is no guarantee of admission into the course.
- 1.19 Interviewed applicants will be assessed for their overall suitability to the course. Final ranking by the subcommittee will be based on academic achievement, level of psychological engagement, psychological assessment, where applicable, and performance at interview.
- 1.20 Applicants who have applied for the combined sequence offering and were granted an interview with a psychological assessment but who were not successful following the interview for the multiple course offering, may be offered entry into the relevant course 1.7.1 or 1.7.2.
- 1.21 While applicants may be offered a course sequence, progression through this sequence is conditional on meeting minimum entry level expectation for each of the courses undertaken (see section B3 Requirements for Admission).
- 1.22 The subcommittee will not deliberate further once a decision has been made.
- 1.23 Offers for admission will be made over several rounds.
- 1.24 Should the quota not be filled, a second call for applications will be made. These applicants will be assessed on an ad hoc basis and upon reaching levels considered to be of admission standard (by way of application and interview) will be made an offer of admission.
- 1.25 To be considered for a place in 1.7.2, 1.7.3, 1.7.4 or 1.7.5, applicants must have completed the necessary prior levels of an APAC accredited sequence of study in psychology.
- 1.26 Students offered the sequence degree 1.7.4 or 1.7.5 must maintain an enrolment and pass grade in four units per semester to remain eligible for automatic entry into the next AQF level, provided entry requirements are met.

## 2. COURSE INTAKE QUOTAS

- 2.1 A quota will be imposed on specific courses which will be determined by:
  - the staff: student ratio as prescribed by Australian Psychology Accreditation Council (APAC).
  - the resources available to service student research offerings.
  - the number of equivalent full time (EFT) students currently enrolled in the course.
  - the number of available places.

## 3. ACADEMIC REQUIREMENTS FOR ADMISSION

- 3.1 The ISN selection subcommittee will determine minimum standards.
- 3.2 The subcommittee will consist of a mixture of academic and clinical staff (as relevant).
- 3.3 Competitive requirement to enter 1st year (AQF 7):
  - 3.3.1 Prerequisites: Victorian Certificate of Education (VCE), or equivalent, Units 3 and 4 a study score of at least 20 in one of Biology, Chemistry, Geography, Mathematics, Psychology or Physics; Unit 1 and 2 Mathematics preferred but not essential; and a study score of at least 25 in any English (except English as a Second Language (EAL)) or at least 30 in English (EAL).

3.3.2 All applicants must meet the equivalent of the VCE or year 12 school leaver prerequisites. Examples of equivalent prerequisites include:

- None VCE/ VCAL (60% +) average or above;
- Studies completed at university level with a credit (60% +) average or above;
- Diploma level studies with an average grade of 60% or above will also be considered.

Non-Year 12 applicants should provide evidence of further studies and work experience as part of their application for entry along with a personal statement of 500 words explaining why they wish to study psychology at ISN.

3.4 Competitive Hurdle requirement to enter 4th year (AQF 8):

3.4.1 A credit grade point average (60-69%) or higher must be attained in the second and third year psychology units of an APAC accredited psychology degree, or equivalent, to qualify for entry to the 4th year.

3.4.2 A Grade Point Average (GPA) is a numerical calculation, weighted by credit points of the mean of the grades received.

3.4.3 In addition, a yearly intake quota will be administered, and entry from GPA qualifying students will be competitive.

3.4.4 If an ISN student achieves the minimum average GPA in the first 3 years required for entry, the student will have the opportunity to enrol in the 4th year.

3.4.5 An ISN student who meets the minimum entry requirements can decide to decline an offer of enrolment in the 4th year and will then be exited with a 3-year Bachelor of Psychological Science degree.

3.4.6 If the student does not achieve the minimum GPA for entry but achieves pass marks in all units in the first 3 years, they will be exited with the 3-year Bachelor of Psychological Science degree.

3.4.7 In addition, as per APAC standards, successful completion of an APAC accredited three- year sequence of study (or equivalent) in psychology within the last 10 years is required prior to entry into an Honours Program.

3.5 The minimum requirement for master's level (AQF Level 9), as stipulated by APAC standards, is based on academic achievement in an APAC accredited four-year sequence of study in psychology, completed within the last 10 years, with greatest weighting given to the 4th year (Honours). Students must achieve an upper second-class Honours (H2A, 75%) in their 4th year of study, and be eligible to register as a provisional psychologist with the Psychology Board of Australia (PsyBA) to be considered for entry into the Master of Psychology (Clinical).

3.5.1 The minimum academic entry requirement is 75% or above, as stipulated in the Australian Psychology Accreditation Council (APAC) guidelines.

3.5.2 Applicants who can demonstrate that they are currently registered as a psychologist and complying with the CPD requirements of the Registration Board will be exempted from the aforementioned entry requirements and considered for entry into the postgraduate course based on experience in the field.

3.5.3 Short-listed applicants meeting the academic criteria will be invited to attend a formal interview.

3.5.4 As special considerations have normally been applied to prior learning, no special considerations will be entered into or can be applied towards meeting this minimum standard.

3.5.5 Candidates must be eligible to apply for provisional registration with the PsyBA.

3.6 Upon acceptance into the Master of Psychology (Clinical) all Master students will be required to submit proof of registration with the Psychology Board of Australia (PsyBA), a current police check, Working with Children's Check, and proof of professional indemnity insurance. These documents need to be supplied to ISN psychology prior to enrolment.

#### 4. DEFERRAL/ LEAVE OF ABSENCE

- 4.1 Students enrolled into a Course of study can apply to take a leave of absence for a period equivalent to 1 year of study only.
- 4.2 Application for this process must be received before the census date as indicated on ISN's web page.
- 4.3 Students cannot defer a Course of Study or apply for a leave of absence at the offer stage.
- 4.4 Students must supply all requested documentation as part of the leave of absences application, including any evidence as part of special considerations and outlining a clear reason for the leave of absence application.
- 4.5 Approval to grant a leave of absence will normally be given unless the student is in receipt of an open show cause notice or do not supply documentation as outlined in 4.4, upon which course deferral will not be granted.
- 4.6 There is no obligation to approve deferral if applications are submitted after the census date of each advertised semester.
- 4.7 Students will not be financially penalised for deferral before census date.
- 4.8 Should the student fail to return after a period of deferral/ leave of absence, the student will be required to reapply for admission into the course. No guarantees of acceptance, or any right to future leave of absence is offered.
- 4.9 Approved applicants and applicants accepted through readmission will only be allowed 1 period of deferral for any given course being undertaken. In the case of a health-related issues multiple periods of deferral/ leave of absence may be allowed by written application to the Head of Psychology.

#### 5. WITHDRAWAL FROM A COURSE

- 5.1 Students may withdraw from the course before the census date.
- 5.2 ISN is not obliged to accept the withdrawn student in a subsequent application round regardless of their admission rank.
- 5.3 Students withdrawing from a course after the census date will be liable for the full fee applicable to the course of study for the semester in which the student is enrolled.

#### 6. WITHDRAWAL OF OFFER OF ADMISSION

- 6.1 Where an applicant has been offered a place in a course as a result of inaccurate or incomplete information, the Head of Psychology in consultation with members of the Academic Board, may withdraw the offer and cancel any enrolment allowed on the basis of acceptance of the offer.
- 6.2 The Head and Academic Board will take into account the course degree in which the applicant is enrolled and what stage through the course the applicant resides when the errors were detected.
- 6.3 Prior to withdrawing the offer, the applicant will be provided with the opportunity to explain the inaccuracies or omissions in the information provided and this information will be considered by the Academic Board in addition to 6.1.

#### 7. GRIEVANCE & COMPLAINTS

- 7.1 Any formal complaints related to the process of admissions or entry requirements will be considered through ISN Psychology's Grievance, Complaints and Appeals procedure.

## C. Grievances, Complaints, and Appeals

### INTRODUCTION AND OVERVIEW

ISN Psychology (ISN) has incorporated four sequential avenues for resolution of grievances, complaints and appeals. While ISN will endeavour to resolve the issue initially through an informal process, it acknowledges that this may not always be possible and that formal procedures are necessary. Our policy and procedures in relation to this matter have been carefully considered to adopt a sequential process over four stages to provide every opportunity to resolve the complainant's grievances and/or complaints:

*Stage 1 INFORMAL CONSULTATION* - is an informal review of the situation. In most cases ISN will endeavour to resolve the issue to the satisfaction of the parties involved at this stage of informal discussion, obtaining independent advice, and utilising the complainants support services through the student liaison officer or the registrar.

*Stage 2 APPEAL TO HEAD OF PSYCHOLOGY* - If the informal review does not produce a satisfactory outcome, the Head of ISN Psychology should be contacted and a formal written complaint submitted to the Head through the Registrar. The Head of Psychology will endeavour to resolve the issue with the complainant and relevant parties having the authority to instruct staff of appropriate actions required to resolve the situation.

*Stage 3 APPEAL TO ACADEMIC BOARD* - If the Head of ISN Psychology is unable to resolve the situation, the matter can be referred by appeal to the Academic Board who has authority to instruct the Head and/or President of ISN on how best to resolve the issue. Through the Governance structure of ISN, the Academic Board is composed of independent members from other Universities and Institutions. A formal process including interviews with stakeholders will be undertaken to resolve the situation. To maintain the independence of the Academic Board through this process, any party involved in the case prior to Stage 3, including the Head of ISN Psychology, will be precluded from being part of this appeal and review process.

*Stage 4 APPEAL TO INDEPENDENT EXTERNAL ASSESSOR* - If the complainant feels matters are still not resolved or are not in agreement with the decision undertaken by the Academic Board, they may appeal to the highest and final level of appeal through ISN Psychology. Stage 4 involves the appointment of an external investigator who will conduct an independent external review and assessment of the case being considered. This review will explore all new and existing evidence and formulate an outcome in coordination with the Chair of the Academic Board.

Before students elect to undertake this appeals process, careful consideration should be given to the decision undertaken by the Academic Board in Stage 3.

The complainant's point of contact through the various stages of this process is the Student Liaison Officer and the Registrar. Phone numbers and contact details are available on our Website.

The Student Liaison Officer is an independent member of staff, appointed by the Academic Board.

The policy and procedures for GRIEVANCES, COMPLAINTS AND APPEALS are set out in the following provisions.

#### 1. JURISDICTION

- 1.1 For all grievances, complaints and appeals related to FEE HELP matters see E. Financial.
- 1.2 ISN Psychology will hear complaints and appeals arising from:
  - 1.2.1 Assessment.
  - 1.2.2 Student Progress.
  - 1.2.3 Academic Integrity.



- 1.2.4 Potential breach of any of the policies and procedures stated in this document including providing a ruling on relevant matters not specifically listed.
- 1.3 Academic courses offered.
- 1.4 Committee or subcommittee decisions made on academic matters.
  - 1.4.1 Administrative operations including student admission.
  - 1.4.2 Unlawful discrimination, harassment and bullying which are dealt with in the ISN Policy Academic section 10 Student Misconduct.
  - 1.4.3 Staff misconduct.
  - 1.4.4 Matters relating to applicants seeking enrolment in an ISN Psychology course.
  - 1.4.5 Non-Academic matters relating to the function or day to day business of ISN Psychology.
- 1.5 A student who has ceased enrolment with ISN may have a complaint considered under this policy and procedure for a period of 3 calendar months after their enrolment has ceased.
- 1.6 These policies and procedures are available on the ISN website.

## 2. APPEALS PRINCIPLES

- 2.1 Complainants should make complaints or appeals responsibly and ISN will treat them seriously. With regard to the rights of all parties there should be provision to protect ISN from vexatious or malicious complaints.
- 2.2 The rights of all parties involved in an appeal or complaint should be protected.
- 2.3 The complainant's appeals process will be administered in accordance with the principles of natural justice and fairness to all parties.
- 2.4 Lodgement of a formal complaint or appeal will not incur a fee. All formal complaints (Stage 2-4) should be sent directly to the Registrar at: [complaints@isn.edu.au](mailto:complaints@isn.edu.au) with the subject heading indicating the Stage under which the complaint is to be addressed. The complainant should clearly state the issue, outline a process to resolve the issue, and propose a desired outcome. Receipt of the complaint will be acknowledged by the registrar within forty-eight hours of receipt. Based on the stage of formal complaint requested, the registrar will refer the matter to the appropriate parties.
- 2.5 Students and other complainants are required to seek complaints resolution through an orderly process beginning with Stage 1 and progressing through Stage 2, 3 and 4 in a sequential manner if the issue is not resolved and the student evokes their right to appeal the decision under this policy.
- 2.6 All parties involved in an appeal or complaint must be kept informed regularly, in writing, of progress or outcomes, including the reasons for the outcome.
- 2.7 Grievances, complaints, and appeals will be treated confidentially at all stages of the process.
- 2.8 A student may remain enrolled in his/her course of study pending the outcome of an appeal, including enrolment in any topic for which the topic under appeal is a prerequisite, unless it is demonstrated to the satisfaction of the Head in consultation with the Academic Board that ISN's duty of care to the public is such that the student should not be permitted to continue his/ her enrolment. In determining the matter, the Academic Board will take into account material presented by ISN and the student. If the appeal is denied, the student will be required to withdraw from any topic for which the topic under appeal is a prerequisite or to withdraw from the entire course if failure in the topic under appeal makes him/her ineligible for re-enrolment in the course.
- 2.9 A complainant may refer a complaint or appeal arising from the Institute's complaints and appeals process (Stage 3) to an external reviewer (Stage 4).
  - 2.9.1 ISN Psychology upholds the right to request an external representative from an external dispute resolution arbiter to act as an independent external reviewer. ISN Psychology has elected Resolution Institute as an independent external arbiter for the review of grievance, complaints, and appeals outcomes. Please visit <http://www.resolution.institute/> for further information.
  - 2.9.2 Review of the complaint or appeal by the ISN nominated independent reviewer does not preclude a student from seeking a different external professional independent mediation service.

Complainant's appeal to Stage 4 may attract costs for the lodging of an external review. The complainant is liable for payment of cost associated with their use of an external mediator or arbiter. The complainant and ISN shall pay cost associated with mediation in equal shares. Please visit <https://www.resolutions.institute/membeship-information/table-of-fees>, for detailed information about potential costs and fees.

**Resolution Institute Contact Details:**

Level 1 & 2, 13-15 Bridge Street

Sydney NSW 2000

Phone: (+612) 92 513 366

Fax: (+612) 92 513 733

Freecall: 1800 651 650

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

- 2.10 The policies and procedure set out in this document does not:
- 2.10.1 replace or modify procedures or any other responsibilities which may arise under TEQSA Higher Education standards or under statute or any other law;
  - 2.10.2 remove the complainant's right to take further action under Australia's Consumer Protection Laws, nor circumscribe the complainant's right to pursue other legal remedies.
- 2.11 Implementation of any decision and/or corrective and preventative action must be immediate.
- 2.12 The Registrar has the responsibility to maintain record-keeping and access to records. Through the record keeping process:
- 2.12.1 Staff members have the responsibility to forward documentation in relation to the case, in an organised, clear, and confidential manner, to the Registrar.
  - 2.12.2 Records of grievances, complaints and appeals and their outcomes will be kept strictly confidential and filed in a separate file, with a unique folio identifier and stored in the Office of the Registrar for a period of at least five years.
  - 2.12.3 The Registrar shall maintain a De-identified Register of Formal Grievance, Complaint and Appeal Cases that records the unique folio number of the case, the date the case was first lodged by the complainant, the policy and procedure/s under which the case was considered, the procedural stages at which the case was considered, and the date the matter was resolved. This information will form part of the Annual review of Grievance, Complaint and Appeal Cases under provision 9 below.
- 2.13 For each stage of the process, a third-party representative may accompany the complainant and respondent.
- 2.14 It is ISN Psychology's preference to resolve matters without involving legal representatives where possible. If a complainant intends to bring legal representation, notice must be given two weeks prior to a meeting to allow ISN to consider appropriate representation.

### 3. STAGE 1: INFORMAL CONSULTATION


This will provide an opportunity to achieve a satisfactory outcome for those matters that can be resolved informally by seeking advice from an independent member within ISN.

- 3.1 Complainants may raise a problem or issue relating to academic offerings by ISN, for example, the content or structure of a unit, or of a whole course, or its means of assessment, to the person or body with immediate responsibility, viz.:
- 3.1.1 the Unit Coordinator, for complaints relating to a particular unit;
  - 3.1.2 the Course Coordinator, for complaints relating more generally to a course including relevant curriculum, teaching or assessment concerns.

- 3.1.3 the Head of Psychology for complaints relating more generally to a course, including policies concerning curriculum, teaching or assessment and relating to academic procedures generally.
  - 3.1.4 Alternatively, complainants may make a complaint about such a matter in the appropriate committee through one of their student representatives.
- 3.2 Complainants may raise a problem or issue relating to non-academic matters, for example, admission processes or decisions; enrolment processes or decisions; timetabling processes; ISN's decisions in relation to non-academic misconduct; financial status of a student (with the exception of Tuition Fee or FEE HELP refunds); any discrimination, harassment, bullying or intimidation, to the person or body with immediate responsibility, viz.:
- 3.2.1 the person(s) involved.
  - 3.2.2 the Head of Psychology for complaints relating more generally to ISN and its operations.
  - 3.2.3 the Student Liaison Officer/ Advocate in instances where direct discussion is impracticable, or the complainant is unable to approach the person(s) directly.
- 3.3 Complainants wishing to raise a complaint or grievance should first seek advice from an independent person knowledgeable about the process and aware of potential outcomes, such as:
- 3.3.1 student liaison officer and/or
  - 3.3.2 an appropriate administration or academic staff member who is not involved in the matter in question,
- 3.4 In the instance of academic grievance, the student and the student liaison officer will work together to:
- 3.4.1 consider whether the complaint is reasonable
  - 3.4.2 clarify the details of the matter, including the events that occurred, the basis for the complaint and the resolution sought, and
  - 3.4.3 where appropriate, identify the most appropriate process under which the matter may be pursued.
- 3.5 In the instance of non-academic grievance, the complainant, and the person(s) involved and/or the student liaison officer will work together to:
- 3.5.1 consider whether the complaint is reasonable; and
  - 3.5.2 clarify the details of the matter, including the events that occurred, the basis for the complaint and the resolution sought; and
  - 3.5.3 where appropriate, identify the most appropriate process under which the matter may be pursued.
- 3.6 The complainant may, based on this discussion:
- 3.6.1 take no further action
  - 3.6.2 make an informal approach to the person concerned, and/or
  - 3.6.3 proceed directly to Stage 2 of the complaint or grievance process.

#### 4. STAGE 2: APPEAL TO HEAD OF PSYCHOLOGY

- 4.1 Complaints should be received in writing (see provision 2.4), where possible, within ten working days of the event or receipt of the decision made in stage 1.
- 4.2 Written complaints to the Head of Psychology will be dealt with by an internal process of consultation with relevant parties and if that matter is not resolved by written confirmation within one month, the matter will be sent to the Academic Board for consideration (Stage 3).
- 4.3 The Head of Psychology receiving a written complaint will acknowledge its receipt in writing within five working days, and will reply in writing within ten working days informing the complainant(s) of the outcome of the complaint, or stating what progress has been made and when the next report to the complainant(s)



will be made, and so on, until the matter is resolved. Where a complaint has a particular impact on an individual staff member/s responsible for a course unit, the staff member/s will be kept fully informed as to the progress of the matter.

- 4.4 Depending on the severity or nature of the complaint, the Head of Psychology can refer the matter to the President who can assist in seeking a resolution before sending the matter to the Registrar for consideration under Stage 3.
- 4.5 If the Head of Psychology is a party to the complaint, the complainant can bypass this stage and write directly to the President of ISN for the matter to be resolved before sending to the Registrar for the matter to be considered directly under Stage 3.
- 4.6 Responsibility for dealing with the complaint may be transferred to the Academic Board, but the complainant(s) must be kept informed as to who has carriage of the matter at any time.
- 4.7 Where a complainant has raised a matter in writing at the Head of ISN level and is not satisfied with the outcome, the complainant may escalate the matter by appeal to the Academic Board (Stage 3).

## 5. STAGE 3: APPEAL TO THE ACADEMIC BOARD

The Academic Board will hear complainant appeals and will be convened to hear complaints in one or more of the situations under its jurisdiction.

- 5.1 An appeal to the Academic Board can only be made on one or more of the following grounds:
  - 5.1.1 the appropriate policy was not adhered to or correct procedures were not followed in considering the matter;
  - 5.1.2 the decision was made without due regard to facts, evidence, or circumstances; and or
  - 5.1.3 the penalty, where applicable, was disproportionate.
  - 5.1.4 Such an appeal must be lodged with the Registrar (under provision 2.4) within one month from the date of the dispatch of the notification from the Head of ISN Psychology. The appeal must: be accompanied by a copy of the letter the complainant has received from the Head of Psychology; include details of the complaint and details of the action which the student has taken thus far and the grounds for the appeal, including the evidence in support of the complainant's case, together with supporting documentation; specifying what outcome is being sought.

The make-up of the Academic Board will be as so defined with the exception that no member of the Academic Board may sit or be involved in any aspect relating to the appeal if he or she was involved at any stage in the decision under appeal.

- 5.2 The Academic Board convened for this purpose will ensure a suitable gender balance is maintained.
- 5.3 A member of the committee may continue to act as a member for the duration of an appeal even if he or she loses the status, which was the qualification for membership. Notwithstanding this provision, the committee may continue to hear an appeal even if one or more members are no longer able to serve on it, provided the quorum is maintained. Except where it is necessary to maintain the quorum, a new committee member whose term of office commences during the course of an appeal hearing should not participate in that particular hearing.
- 5.4 The quorum of the committee is three persons, one of whom must be the Chair.
- 5.5 The non-voting Registrar will be appointed to keep confidential minutes of all committee meetings concerned with appeals and is responsible for ensuring that these are retained securely.

### The Appeal Process

The proceedings of the Academic Board in relation to assessment of complainant appeals is subject to the

following provisions:

- 5.6 The Chair of the Academic Board through the Registrar
  - 5.6.1 will acknowledge receipt of the relevant letter and associated supporting documents presented in writing by the complainant;
  - 5.6.2 will check that the nature of the concerns and the circumstances of the complaint are clearly articulated;
  - 5.6.3 may seek further clarification from the complainant if the nature of the complaint is unclear.
  - 5.6.4 will advise the complainant of the make-up of the Board;
  - 5.6.5 will advise the complainant of the date and time the Board will meet to consider the matter;
  - 5.6.6 will advise the complainant that all discussions in this meeting are confidential.
- 5.7 The complainant may seek replacement of Board members in writing to the Chair, if they have evidence to indicate that Board members had prior involvement in the matter under consideration.
- 5.8 The Academic Board will convene at its next sitting to address the matter in question and where relevant:
  - 5.8.1 Ask all relevant stakeholders including the complainant questions regarding the case;
  - 5.8.2 Consider the material presented;
  - 5.8.3 Discuss the case during the hearing with fellow Board members without the stakeholders and their representatives present. They will be asked to leave the room until the Academic Board has had sufficient time to conduct the necessary discussions.
- 5.9 The Chair may adjourn the case to facilitate more enquiries if necessary in which case a new date will be set as mutually agreed between parties.
- 5.10 The Committee must arrive at a decision to deny or uphold the appeal and must be made by a majority vote.
- 5.11 The decision of the committee will be conveyed to the parties involved by written letter outlining the reasons for the decision.
- 5.12 The complainant will be given 10 business days to lodge an appeal to the decision of the academic board and progress to Stage 4 of an external review.

## 6. *STAGE 4: APPEAL TO INDEPENDENT MEDIATION SERVICE*

The proceedings of an independent mediation service in relation to assessment of complainant appeals is subject to the following provisions:

- 6.1 Upon receiving the outcome letter from the Academic Board and within 10 business days of such notice, the complainant may make a written request to the Registrar (under provision 2.4) to take their grievance, complaint or appeal to a mutually agreeable independent external arbiter nominated by the complainant or ISN.
- 6.2 The mediation process will proceed in a timely manner in accordance with the independent mediator mediation rules (<https://www.resolution.institute/documents/item/1897>).
- 6.3 Once a decision has been made on the appeal, the Registrar will note the outcome of mediation. When appeal avenues are exhausted, the decision is final and no further avenues for appeals will be granted.

## 7. IMPLEMENTING OUTCOMES OF UPHELD APPEALS

If an appeal is upheld either in stage 3 or by appeal through Stage 4, the recommended actions specified that may be taken by the Academic Board are outlined in this clause.

The Academic Board may take the following actions:

### 7.

#### 7.1 Appeals against the outcome of a request for the re-mark of an assessment exercise

- 7.1.1 In cases where a re-mark has not occurred, the Head of Psychology may direct the Unit Coordinator to arrange for a re-mark in accordance with the provisions for re-marking of assessment exercises in this policy.
- 7.1.2 In cases where a re-mark has occurred but, in the opinion of the Academic Board, this was not properly conducted, the Head of Psychology will direct the Unit Coordinator to arrange for a further re-mark in accordance with proper procedures.
- 7.1.3 A re-mark will be undertaken by a suitably qualified person other than the staff member responsible for either the original assessment or for any reconsideration of the final grade already undertaken.

#### 7.2 Appeals against final Unit grades

- 7.2.1 The Head of Psychology will direct the relevant Lecturer or Unit Coordinator to carry out the assessment of the student's work in accordance with the requirements for the unit as approved by ISN and outlined in course manuals. (Where full compliance with the original assessment requirements is not practicable, the Academic Board, in consultation with the Head of Psychology and the applicant, may direct the relevant Lecturer or Unit Coordinator to appropriate an alternative assessment arrangement).
- 7.2.2 If an amendment to the final grade is recommended as a result of this assessment, the Course Progress Assessment Review Committee will amend grades to reflect this change.
- 7.2.3 If the dispute relates to the calculation of the final grade, the Head of Psychology may direct staff not involved in the disputed grade to conduct a relevant independent review including an arithmetic check of the calculation of the final grade; a re-mark of all examination scripts and a re-mark of assessment exercises.
- 7.2.4 The review will be as independent as possible, and all necessary material will be provided to ensure an accurate calculation can be made.
- 7.2.5 This review will be discussed with the original assessor(s) with the view of reaching an agreed grade. If agreement cannot be reached the matter is referred back to the Chair of the Academic Board who will mediate a final outcome and submit his or her recommendations to the Course Progress Assessment Review committee for approval.


#### 7.2.6 The Chair of the Academic Board may direct:

- The Head of Psychology to permit the student to resubmit part or all of the assessment for a given unit within a specified time for re-assessment.
- The Course Progress Assessment Review committee to permit students to undertake supplementary assessment(s).
- Refer any policy issue to the relevant staff member for further consideration.

#### 7.3 Appeals against final Unit grades for clinical placement

- 7.3.1 Field placement is either a pass or fail grade, the assessment of which is determined by competencies in a range of criteria including interpersonal skills, ability to work constructively with clients and demonstrated skills applicable to the profession in which the course of study is being undertaken.

- 7.3.2 Where an external placement is being undertaken, assessment is undertaken by professionally endorsed supervisors registered by the governing body. Their assessment of the student grade in consultation and agreement with the Course Coordinator is final and cannot be appealed.
- 7.3.3 Further placement days may be offered by external placement providers in order to assess competency but given the nature of external placements the Academic Board cannot mandate that this be provided as a point of resolution.
- 7.3.4 Appeals can only be made for the failure of an internal practicum. In which case:
- The Head of Psychology can be directed to request that an independent review be undertaken by a registered external supervisor of case notes and student logs. The independent reviewer will also conduct confidential interviews with relevant parties to formulate an independent assessment.
  - The Head of Psychology can be directed to instruct the Course Coordinator and the supervisor responsible for the grade to extend the current placement for an agreed time to reassess competencies.
  - The results of the independent review will be conveyed to the Chair of the Academic Board who will table it at the next scheduled meeting for review where a decision will be made on whether the grade should be altered to a pass.
  - The Academic Board can then direct the Course Progress Assessment Review committee to alter the final grade.
- 7.3.5 Where students fail successive external or internal placements or a combination thereof, a “show cause” notice will be issued and if the matter is not resolved the Academic Board can judge whether the circumstances warrant an appeal to be upheld and can direct the Head of Psychology to permit the Coordinator to allow the student to undertake a third placement.
- 7.3.6 Students are permitted to undertake additional placements while under review except where a “show cause” notice has been issued to the student. In which case no, further field placements will be permitted until there is a resolution by the Academic Board.
- 7.4 Appeals against review of student progress and for application for re-admission to a course or for re-enrolment in a Unit.
- 7.4.1 Direct ISN to review its/their decision/s, considering any comments made by the Academic Board which may include a statement of that Board’s own view of what the appropriate action should be; or it may negotiate a new finding with ISN and the complainant.
- 7.4.2 Where the committee believes adverse circumstances out of the control of the student contributed to the decision that may have resulted in poor student progress and a failure to show cause the Academic Board can direct the Head of Psychology to allow the student to continue in the course by re-enrolling in failed units.
- 7.4.3 Refer any general policy issues arising from a case to the Head of Psychology for further consideration.
- 7.4.4 The Academic Board is not obliged to support the outcome requested by the student. For example, where a decision for termination has been overturned, other restrictions on the student’s candidature may still be applied.
- 7.5 Appeals against allegations of plagiarism and other breaches of academic integrity. The provisions of this clause do not apply for student misconduct. (Matters related to student misconduct are referred to in ISN’s policy E. Academic, 10. Student Misconduct):
- 7.5.1 Upon reviewing the evidence, if the committee is of the opinion that no breach has occurred or there is insufficient evidence to support a case, the Academic Board will instruct the Head of Psychology to cancel any penalty imposed.
- 7.5.2 If the penalty imposed is deemed to be excessive the Academic Board will instruct the Head of Psychology to determine a new penalty in consultation with the Academic Board and the Lecturer involved in the assessment.

- 
- 7.6 For all general appeals and complaints under the jurisdiction of the Academic Board, the Academic Board can:
- 7.6.1 Direct the Head of Psychology to review its/their decision/s, taking into account any comments made by the Academic Board or independent external review which may include a statement of what the appropriate action should be;
  - 7.6.2 or it may negotiate a new finding with ISN and the complainant.
  - 7.6.3 Refer any policy issue to the relevant staff member for further consideration.

## *8. IMPLEMENTATION OF DECISIONS*

- 8.1 The decision of the committee must be implemented as directed within reasonable time to allow the recommendations to be put in place.
- 8.2 If the complainant is not satisfied the recommendations are implemented in full, he or she, by written submission, can notify the Chair of the Academic Board, who can inform and direct the President to instruct the Head of Psychology to implement the recommendations in full. Both the complainant and ISN may seek advice and/or advocacy from 3rd parties at this stage, but this will be at each parties' expense.

## *9. ANNUAL REPORT*

- 9.1 The Academic Board will submit in their Annual Report generic de-identified data on the number and nature of complaints received, how many were upheld and the recommendations of the committee in relation to possible review of academic policies and procedures.



## D. Information and Communication

### 1. MOBILE TECHNOLOGY

- 1.1 Mobile phones must be turned off or put on silent when:
  - 1.1.1 attending to or observing a client during a consultation.
  - 1.1.2 attending a lecture, class or case conference, seminar or any official event.
  - 1.1.3 attending meetings.
- 1.2 Personal mobile phone numbers should not be passed onto clients and/or students.
- 1.3 The Clinic Coordinator will be responsible for distributing ISN mobile devices for work related activities relating to ISN Clinic.
- 1.4 If work specific mobile phones are required for student or research related activities, a request for such a device must be made in writing to the President of ISN.

### 2. COMPUTERS

- 2.1 Each workstation will be equipped with a computer to serve staff and student needs undertaking study or work within ISN.
- 2.2 Use of computers is for the purpose of facilitating work and study requirements.
- 2.3 Software running on computers must be appropriately licensed.
- 2.4 Computers must not be used to access offensive or pornographic material. Such access will result in staff disciplinary measures or a “Show Cause” notice issued to students if the offence is deemed serious enough by the Head of Psychology.

### 3. INTERNET

- 3.1 Students will have access to the Internet once issued with an account.
- 3.2 Student access to the internet is primarily for academic, clinical and research related activities.
- 3.3 Access to reputable news sites is permissible.
- 3.4 Access to private Facebook and associated social network sites must be done so with discretion and at times when it does not interfere with other duties or learning activities.

### 4. EMAILS

- 4.1 Students will be issued with an email account in the form of initialsurname@student.isn.edu.au
- 4.2 Staff will be issued with an email account in the form of initialsurname@isn.edu.au and/or [initialsurname@isnclinic.net](mailto:initialsurname@isnclinic.net), depending on work roles and duties within ISN Psychology and Clinic.
- 4.3 Email addresses must not be used for personal business.
- 4.4 Email addresses are a point of contact and must be accessible to the student and staff throughout the degree of study or duration of employment, respectively.
- 4.5 It is the students and staff member’s responsibility to check their email address on a regular basis to keep informed of announcements.
- 4.6 Due to illness or other personal reasons, lecturers or clinical supervisors may need to make alternate arrangements to meet with students. The primary means of notification of such events will be via email or Moodle announcements.
- 4.7 Email signatures must be a true reflection of the individual’s status judged at the discretion of the Head of Psychology.
- 4.8 Use of group emails or “reply to all” must be used with discretion and be directly relevant to those to whom the email is sent.


- 4.9 There is no expectation for staff to address any email marked urgent or otherwise that is sent outside of normal business hours (9-5pm Monday to Friday).

## 5. MOODLEROOMS ACCOUNT (LMS)

- 5.1 ISN utilises an online learning management system (LMS) to provide students with online access to all relevant course information, assessments and materials.
- 5.2 Upon enrolment, or shortly thereafter, an account to access the LMS will be created.
- 5.3 All students will have access to online versions of required materials such as lecture slides and video recordings (if applicable), through the LMS.
- 5.4 Students must post comments and ask questions responsibly and related to the topic at hand.
- 5.5 Students must maintain an active account and check unit and course information regularly.
- 5.6 Students must not post any material that is likely to offend.
- 5.7 Students will abide by online etiquette as prescribed by Unit Coordinators and instructors when using the LMS system and online video conferencing facilities.
- 5.8 Assignments will be submitted through the LMS unless otherwise instructed by the Unit Coordinator.
- 5.9 Assignments will be analysed through analytical software (Turnitin) to determine levels of plagiarism in student work. Excessive or blatant plagiarism will be penalised as per section F. 13 of the ISN policies and procedures.
- 5.10 Online materials are not permitted to be distributed outside of the LMS environment, including texts, lecture slides, lecture recordings and any other copyright materials. Breach of this policy will result in student misconduct as per section F.10 of the ISN policies and procedures and/or possible legal action dependent on the severity of the offence.
- 5.11 ISN promotes a harassment and bullying free environment for all students and staff, including the online learning environment. Any behaviours deemed to be harassment will be considered misconduct.
- 5.12 Any suspected misconduct can be reported to Unit Coordinators or the Student Liaison Officer. Please also refer to section C of the ISN policies and procedures.
- 5.13 Students are responsible for the safekeeping of private information related to usage of the LMS i.e., passwords. Student should report a breach of this to the IT help desk as soon as feasible to insure the protection of private data.
- 5.14 ISN outsources IT support via a third-party provider known as Nautilus BH.
- 5.15 Students experiencing technical difficulties can contact the ISN IT help desk a [support@nautilusbh.com.au](mailto:support@nautilusbh.com.au)
- 5.16 Students will be asked to complete an online survey at the end of semester to provide feedback regarding the function and usability of the LMS.
- 5.17 The LMS system has metrics that record student usage and will provide reports to Unit Coordinators on student engagement and activity to monitor and enhance the student experience and serve to identify potential At Risk students.

## 6. LIBRARY SERVICES

- 6.1 Students and staff will have access to online resources through EBSCO database, allowing students and staff access to information resources on or off campus, such as APA PsychNet and Science Direct, PubMed and PsychINFO.
- 6.2 The ISN head librarian will be responsible for the acquisition, culling, renewal, and retention of library resources.
- 6.3 The head librarian will have suitable qualifications and experience to support and identify student learning needs.
- 6.4 The librarian will liaise with academic and support staff regularly to ensure the necessary resources are available to meet staff and student needs.
- 6.5 The library has computers and/or space for personal laptops available at allocated times for students to perform online research and access online materials and course content.



6.6 The library has hard copies of all required textbooks and additional referencing and writing resources.

## 7. *PRINTING AND PAPER CUT*

- 7.1 ISN Provides printing services on campus.
- 7.2 Students can upload credit on their student card and use the credit for printing at all ISN locations.
- 7.3 Printing credits once uploaded are non-refundable.
- 7.4 It is each student's responsibility to ensure uploaded credit is only for a reasonable amount required for printing each academic year.
- 7.5 Credit will carry over to the next academic year and valid for up to 3 months after a student complete their degree with ISN.
- 7.6 A guide to printing at ISN is available on the ISN web site under IT Guide.

# E. Financial

## 1. FEE STRUCTURE, FEE CREDIT AND REFUND POLICY

### 1.

- 1.1 Students must complete their course within a timely manner. Students must maintain an enrolment of two units per semester for part-time (or in the case of part time Honours students, 50 credit points per year) and four units per semester (or in the case of Master students, five units) for full time status. Failure to maintain this level of enrolment may result in a «Show Cause» notice. The appropriate course coordinator, in consultation with the Head of Psychology, may provide special dispensation allowing for fewer units/credit points to be undertaken per part-time year in special circumstances.
- 1.2 This policy does not remove the right of the student to take action under Australia's consumer protection laws.
- 1.3 Any tuition fee increases will need to be approved by the Executive in line with CPI increases within the education sector.
  - 1.3.1 Tuition fees and/or student contribution amount determination will not have regard to any matter related to the manner or timing of:
    - any student's payment of the student contribution amount or tuition fee to the provider; or
    - the Commonwealth's payment to the provider:
      - of any amount lent to any student in discharge of the student's liability to pay the student contribution amount or tuition fee; or
      - of any FEE HELP or HECS HELP discount for the unit.
- 1.4 A schedule of student contribution amounts/tuition fees for any given year and/or study period, will be made available on the ISN website at least four months prior to the commencement of the relevant study period and census date. Study period one commences on 1 January and ends on the 30 June and study period 2 commences on 1 July and ends on 31 December of the academic calendar year.
  - 1.4.1 In accordance to the Higher Education Provider Guidelines 2012, ISN Psychology may only vary a student contribution amount or tuition fee for a unit of study up to two months before the earlier of:
    - the date of commencement of the unit of study; and
    - the last date the student can enrol in the unit of study without incurring a late enrolment fee.
- 1.5 The offer once made will be valid for a period of 14 days.
- 1.6 Upon acceptance of the offer (or prior to the beginning of the enrolment period for enrolled students undertaking a course degree sequence), students will be required to indicate any prior learning to be considered as credit towards the degree and whether the student wishes to apply for any disability assistance.
- 1.7 From the period of acceptance to the period of enrolment, any credit transfers and disability provisions that may apply will be assessed and communicated prior to enrolment.
- 1.8 Based on the information provided in the acceptance, enrolment forms will be issued where students will be able to verify enrolled course degree units and the cost of units will be outlined together with payment options.
- 1.9 The student will pay the balance of the semester fee prior to or on the census date of each semester.
- 1.10 ISN Psychology's eligibility to provide FEE HELP to students will be published on the ISN website (isn.edu.au) and communicated to current students through the appropriate channels.
  - 1.10.1 Upon ISN Psychology receiving approval by the Minister of Education to provide FEE HELP to ISN


Students, students may be eligible to apply for FEE HELP, which is an Australian Government loan scheme that assists eligible fee-paying students to pay all or part of their tuition fees (<http://studyassist.gov.au>).

- 1.11 After initial enrolment, students will receive semester dues for enrolled units in the course degree.
- 1.12 Students who do not pay their fees on time will be issued with a late payment notice within 7 days after the census date.
- 1.13 A final notice will be issued if at 21 days the amount is still outstanding. A late penalty of 5 % will be added to the semester course fee. Failure to pay the outstanding amount on this notice within 7 days will result in a “Show Cause” notice.
- 1.14 Students who withdraw from a unit after census dates will not receive a refund or credit and will be required to pay the full fee for any similar units required to complete the course upon enrolment in the next semester when the unit is offered.
- 1.15 Students who withdraw from a unit, and are no longer enrolled in a unit of study, prior to census date will receive repayment of his/her tuition fee for the unit(s) of study made on or before the census date.
- 1.16 Students should be familiar with all provisions stipulated in the ISN Psychology Policies and Procedures Manual.
- 1.17 All ISN courses are APAC accredited. Reaccreditation of courses will occur from time-to-time as deemed necessary by APAC. In the event that a course of study is not reaccredited, a full refund will be provided as per the Tuition Assurance Statement available on the ISN website <http://isn.edu.au/uploads/2017/07/Statement-of-Tuition-Assurance-for-Students.pdf>
- 1.18 A student issued with a “Show Cause” notice and failing any appeal will forfeit all monies paid if still enrolled after the census date (Please refer to section F. Academic “Show Case” Policies and Procedures).
- 1.19 In the event a course or unit is not delivered, students will receive a full refund.
- 1.20 Students must complete their course within a timely manner. Students must maintain an enrolment of at least two units per semester for part-time (or in the case of part time Honours students, 50 credit points per year) and four units per semester (or in the case of Master students, 50 credit points per semester) for full time status. Failure to maintain this level of enrolment may result in a «Show Cause» notice. The appropriate Course Coordinator, in consultation with the Head of Psychology, may provide special dispensation allowing for fewer units/credit points to be undertaken per part-time year in special circumstances.
- 1.21 This policy does not remove the right of the student to take action under Australia’s consumer protection laws.

## 2. REFUND AND RE-CREDITING OF TUITION FEES AND FEE HELP UNDER SPECIAL CIRCUMSTANCES

### 2.

- 2.1 If a student has been enrolled in a unit with ISN Psychology; and has not completed the requirements for the unit during the period in which the student undertook, or was to undertake the unit, the student may request in writing a refund of their tuition fees or re-crediting of their FEE HELP balance for the unit in question, where the circumstances of the withdrawal:
  - are beyond the student’s control; and
  - do not make their full impact on the student until on or after the census date for the unit of study in question; and
  - make it impracticable for the student to complete the requirements for the unit in the period during which the student undertook or was to undertake the unit.
- 2.1.1 Circumstances beyond a student’s control are defined as circumstances where the situation is that which a reasonable person would consider is not due to the student’s action or inaction,

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- either direct or indirect, and for which the students is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
- 2.1.2 Supporting evidence of the circumstances is required for any request to be reasonably considered. Any request involving health related issues requires signed statements from a medical practitioner and/or psychologist supporting the recommendation that the student would be unable to complete the course requirements as a consequence of this issue.
  - 2.1.3 The request will be reviewed by the Registrar of ISN Psychology or a delegate - if the reviewer is satisfied that the circumstances satisfy the requirements then ISN Psychology will refund or apply a credit to the student's FEE HELP balance for that unit.
  - 2.1.4 A Notice of Decision will be sent to the student detailing the reasons for the decision, and the outcomes of the decision. This notice of decision will be written as soon as practicable, within 45 days for the request for crediting.
- 2.2 An application made in 2.1 must be made by the student within 12 months of being given notice by ISN Psychology that the withdrawal by the student has taken effect. Alternatively, if no withdrawal notice was given, the student must make an application within 12 months from the end of the period during which the student undertook, or was to undertake, the unit. This time limit may be waived on the discretion of the Registrar if it is not possible for the student to apply before the end of this time period.
- 2.3 A student may request an appeal of the decision made by the Registrar, by requesting in writing to the Registrar within 28 days of receiving the initial decision. A second reviewer or review body appointed by the President of ISN Psychology, with standing senior to the original decision maker, will undertake the review. All correspondence between the student and Registrar, as well as any supporting evidence, and the original decision will be reviewed.
- 2.3.1 The Registrar must acknowledge receipt of the application of a reviewable decision in writing. The Registrar must inform the student of the student's right to appeal under the C. Grievances, Complaints and Appeals policy or 2.4 of the current policy if the review is unsuccessful, the student has not been advised regarding the outcome of a review after 45 days of receiving Notice of Receipt, it should be assumed ISN Psychology has confirmed the original decision of the Registrar. If a Notice of Decision is sent to the student, it will detail the reasons for the decision and identify outcomes from the decision.
- 2.4 Should a student be unsuccessful in their application and review under 2.3 for a FEE HELP refund, they have a right to lodge an appeal to the Administrative Appeals Tribunal (AAT) within 28 days of receiving notification of the decision, or within 28 days after the 45-day decision review period if no notification is given. If directed by the AAT, ISN Psychology will credit the student's FEE HELP balance the amount paid for the unit in question.

An application to the AAT incurs a fee of \$884 (as of 1 July 2016, subject to change), payable by the applicant.

**Contact details of the AAT:**

<http://www.aat.gov.au/>

Phone: 1800 228 333

Fax: 03 9282 8480

Address: Level 16 HWT Tower, 40 City Rd, Southbank VIC 3006

Postal Address: GPO Box 9955, Melbourne VIC 3001

## F. Academic

### 1. ASSIGNMENT DUE DATES

For the purpose of this policy the definition of an assignment is a task or piece of work allocated to a student as part of a course of study. The definition includes a thesis, research report, literature review or any other piece of work so requested as part of the course of study for the purpose, but not exclusive of, assessing competency.

- 1.1 Assignments must be submitted by the due date unless one of the following conditions are met:
  - 1.1.1 The student has a medical certificate which states that he or she was unfit to conduct the work in the week prior to the assignment is due date.
  - 1.1.2 The student has been given a credit for the assignment.
  - 1.1.3 The student has requested and obtained written permission from the unit coordinator for an extension over a specified period.
- 1.2 The coordinator of the unit in which the assignment is due can, upon exercising their own discretion provide an individual student with an extension to the due date.
- 1.3 In order to receive an extension, the request must be in writing and provide a case specifying the reasons for an extension and the duration requested.
- 1.4 The granting of an extension to one student does not imply that all students will receive an extension based on similar circumstances. Extensions are case specific but generally the following constitute grounds for extension:
  - 1.4.1 Special Consideration on compassionate grounds.
  - 1.4.2 Special consideration such as in the event of a student suffering from a chronic condition which by its nature impedes the student's ability to conduct the work on time.
  - 1.4.3 Disability. Depending on the nature of the disability, more time may be provided to complete the assignment. This will be agreed between the unit coordinator and the respective student considering written evidence of the condition and written notice from a qualified health practitioner.
  - 1.4.4 A delay in obtaining approvals:

In the event an assignment is contingent on relevant approvals being in place (e.g. Human Ethics approval) the student may receive an extension for the period of the delay provided that:

- the delay is not a consequence of late submission of the ethics application.
  - is not a result of an inability to satisfy ethics guidelines;
  - is not a result of student inaction.
- 1.5 Extensions can only be granted retrospectively in the event of a medical certificate being presented or if the matter is on compassionate grounds a statutory declaration must be signed. Retrospective extensions must be claimed for in writing within 5 working days following an assignment due date.
  - 1.6 A written request for an extension must be delivered electronically via email or through a web-based portal to the unit coordinator no later than 2 weeks prior to when the assignment is due.
  - 1.7 The coordinator must reply within 1 week of receiving a request for extension.
  - 1.8 Assignments that are not handed in on time will be subject to a penalty if the coordinator has not granted an extension.
  - 1.9 The penalty will consist of 5 percentage points deduction per day the assignment is overdue including non- business days (up to 1 week/ 5 days).
  - 1.10 If the assignment is greater than 1 week overdue the assignment will not be graded, and the student will receive a score of 0%.
  - 1.11 Assignments are due electronically by the due date and will follow APA formatting style as detailed in the 6th edition of the Publication Manual of the American Psychological Association.

- 1.12 Students will receive a receipt of submission of assignments with a date and time of submission through Moodle rooms as proof of submission.
- 1.13 Should a student experience difficulty submitting an assignment and claim no receipt of submission was received, the unit coordinator may access metric data in Moodle to confirm the student's activities on the platform.
- 1.14 Assignments will be required to be submitted by 5pm on the due date after which they will be considered overdue.
- 1.15 For the purpose of this policy, a 5pm cut off time designates days overdue.

## 2. WORD COUNT ON WRITTEN ASSIGNMENTS

- 2.1 The word count on assignments designates the requested number of words recommended to complete the piece of work at the appropriate standard.
- 2.2 Submitted Assignments (as defined in section 1 Academic) must contain a word count no more than 10% of the word count set for the assignment (title page and reference list not included).
- 2.3 Where the word count exceeds 10% of the set word count a penalty will apply consisting of 10% for every 10% over the word limit.

## 3. MARKING, ASSIGNMENTS AND AWARDED GRADES

- 3.1 Assignments will be marked against a rubric which will be published before and provided with the assignment.
- 3.2 Assignments will be marked out of 100 and then scaled to reflect the % contribution to the over- all Course or Unit grade.
- 3.3 Unless specified all assignments will be marked by a single staff member qualified to do so.
- 3.4 Unless specified assignments will be marked internally although on occasion external casual staff and or honorary staff may be called upon to mark an assignment.
- 3.5 Substantive work such as a thesis and literature review will be double marked and the average of the two marks will be adopted as the final grade for the assignment provided that the marks fall within 10% of each other.
- 3.6 If an assignment is double marked and the grades differ by more than 10% the work will be marked by a third person suitably qualified to mark the work.
- 3.7 If a third marker is asked to mark an assignment based on the above clause 3.6 then the final grade will be the average of the two marks which differ the least rounded up in case the third marker is the middle mark.
- 3.8 Assignments together with rubric and comments will be returned to the student no later than 4 weeks after submission.
- 3.9 In the case where an assignment is graded by a single marker, the student can if dissatisfied with the mark received, appeal by requesting from the coordinator that the work be re-assessed within 5 days of receiving the mark.
- 3.10 If a second marker is assigned to grade work as a result of a student appeal, the student will be awarded the mark of this second marker which may in some circumstances be lower than the original grade.
- 3.11 Incomplete submitted assignments will be marked against the rubric criteria. It is the student's responsibility to make sure all aspects of the requested assignment have been completed.

## 4. STUDENT GRADES

- 4.1 All units of study, with the exception of field placements, will be graded as a percentage.
- 4.2 The Unit Grade Committee will assess the metrics and any special consideration for students enrolled in each unit (See section 7 below) and provide each student with a final grade for each unit.
- 4.3 Student competencies may be assessed through a number of measures including, and not restricted to, examinations, assignments, verbal presentations, class interaction and participation.
- 4.4 The measures may or may not have equal value.
- 4.5 No single measure of assessment on its own will exceed 50% of the unit grade, with the exception



- of research units.
- 4.6 The final grade for any of the competency measures will be aggregated and totaled out of 100 to provide the final unit grade as indicated:
- 4.7 The final unit grade will include the final percentage (FP) score in addition to a mark designator

H1+ 90% or above

H1 80<90%

H2A 75<80%

H2B 70<75%

H3 65<70

HP 60<65

LP 50<60 F<50

INC Incomplete

GPA Grade Point Average

- 4.8 Field placements will be awarded a pass or fail grade together with the designator P or F.
- 4.9 If students withdraw from the unit of study prior to the census date no mark will be recorded nor, will any grade table reflect prior enrolment in this unit.
- 4.10 Withdrawal from a unit after census date will be indicated by the following designator: WD
- 4.11 A Grade Point Average (GPA) will be calculated to determine overall academic performance and listed on the academic transcript. The WAM is the average mark achieved across all completed units in a course and is weighted based on credit points per unit.
- 4.12 Students who fail a unit by less than 3% of the pass grade will be provided the opportunity to undertake an additional supplementary assignment or exam.
- 4.13 Students who pass a unit via supplementary examination will be awarded a pass grade for that unit.
- 4.14 In order to be awarded an Honours degree a 65% average aggregate score of all units undertaken must be achieved and a minimum of a pass across all units. In addition to individual unit marks, a final Honours aggregate score will be provided on the academic transcript in the form of a Grade Point Average (GPA).
- 4.15 For Masters level students, the pass grade is set at 70% for all units where grades are provided.
- 4.16 The Course Progress Assessment Review Committee will sit at the end of each semester where each student will be discussed in relation to their progression through the course to ascertain whether an "At Risk" (AR) or "Show Cause" (SC) notification is warranted as outlined in Section 5 below.

## 5. PRE-EMPTIVE REMEDIAL, AT RISK, AT RISK (HONOURS) AND SHOW CAUSE NOTIFICATIONS

### *Pre-emptive Remedial Plan*

- 5.1 As part of ISN's early intervention strategies, Academic staff will use summative (i.e. weekly online quizzes, performance in initial assignments) and formative (i.e., a student's involvement in class, their critical thinking and ability to make concepts their own, and understanding of topics) assessment strategies to identify students who may be at-risk of failing (1) a unit, or (2) in the case of an Honours student, their average mark after completing half of their total units (50 points) is less than the 65% required for passing of the Honours course, a Pre-emptive Remedial Plan process will be initiated (see point 5.7).
- 5.2 Tutors and lecturers who have concerns based on the aforementioned observations and professional judgements will notify the unit coordinator. An informal meeting will be arranged with the student to identify possible causes and to work out a Pre-emptive Remedial Plan in collaboration with the student, that will remain in effect for the remainder of the Semester.
- 5.3 Based on the Pre-emptive Remedial Plan, students will be directed to one or more of the following support services

### 5.3.1 Academic:

- Academic Skills Workshops
- Academic Skills Labs

### 5.3.2 Personal:

- General Counselling (3 sessions per student each academic year, paid by ISN)
- Disability Support Services

- 5.4 Students will be required to attend fortnightly meetings with the appropriate staff members to track their progress and attend the relevant academic support services as set out in the Pre-emptive Remedial Plan for an agreed period of time. Students will present evidence of their efforts in the form of a logbook at the fortnightly meetings.
- 5.5 If during the course of fortnightly meetings, a student is still having difficulties a more formal meeting will be called with the student and all staff involved to discuss an action plan. This will be to ensure that ISN Psychology has considered and implemented all reasonable avenues of support for the student and academic, counselling, and disability support services will be set in place where appropriate for the remainder of the semester. Should a student, despite a Pre-emptive Remedial Plan, fail more than one unit or, in the case of an Honours student, obtain a mark less than 65 in a unit, they will be sent an 'AR' notice. This will activate the process as set out below.
- 5.6 Counselling services can be outsourced to a third-party provider. Students seeking counselling support can contact the student liaison officer [hmadsen@isn.edu.au](mailto:hmadsen@isn.edu.au) to discuss their needs. The student liaison officer will provide students with a third-party provider's contact details or assist students to book in for such services.
- 5.7 ISN will pay for up to 3 sessions of counselling per student each year. Any counselling service required in excess of 3 sessions is the responsibility of each student.

### *At Risk and At Risk (Honours)*

#### 5.8 Students who fail:

- 5.8.1 more than one unit within a given semester will be designated "At Risk" and will be sent an AR notice, or
- 5.8.2 in the case of an Honours student, their average mark after completing half of their total units (50 points) is less than the 65% required for passing of the Honours course, will be designated "At Risk (Honours)" and will be sent an AR(H) notice.

#### 5.9 Students sent an AR notice or AR(H) notice will be asked to attend a meeting with the unit coordinator.

- 5.9.1 In the case of an AR notice the meeting attendees are required to identify the reason they failed multiple units and what plans will be put in place to rectify the situation upon re-enrolling in the unit.
- 5.9.2 In the case of an AR(H) notice the meeting attendees are required to identify the reason for the <65% average mark and what plans will be put in place to rectify the situation for future units.

#### 5.10 A written account of the meeting together with a plan must be provided and countersigned by the unit coordinator before re-enrolling in the unit (in the case of AR), or before commencing future Honours units (AR(H)).

#### 5.11 Students issued with an AR or AR(H) notice will be put on an AR register.

#### 5.12 Students on an AR register would be expected to make contact with relevant staff on average once per fortnight for assistance during the staff consultation hours.

#### 5.13 Students on an AR register will be required to attend 80% of all tutorials available for the repeat unit.

- Students on an AR(H) register will be required to attend 80% of all tutorials available for any future units.
- 5.14 Students on an AR register must maintain a diary of consultation and tutorials attended countersigned by the relevant staff member.

## 6. *Show Cause Policies and Procedures*

- 6.1 Students who fail the same unit for a second time will be asked to “Show Cause” via a SC notice.
- 6.2 Students provided with a SC notice must present a written case to the Academic Board of why they should be permitted to continue in the course of study and where relevant, present their diary as supporting evidence.
- 6.3 The written case must be presented within 10 business days of a SC notice being issued.
- 6.4 The case must provide a plan of action and reasons why the unit was repeatedly failed.
- 6.5 In considering their course of action, the Academic Board will consider progress in other units and any circumstances deemed to have contributed to the repeated failure.
- 6.6 The secretary of the Academic Board, upon receiving the case in response to a SC notice, will notify the student of receipt of information and arrange for an interview with the Academic Board at the next available sitting.
- 6.7 The process of academic deliberation on this matter will follow the ISN’s Policy of Student Appeals and Complaints.
- 6.8 Student’s may continue undertaking course units while the matter is being considered or under appeal unless otherwise stipulated by the relevant provision (e.g. student misconduct policy).
- 6.9 A resolution of the case and final notification will be issued before census date.
- 6.10 The resolution will indicate whether the student will be allowed to continue in the course.
- 6.11 An adverse finding will allow the student to immediately withdraw from the sitting semester at no cost.
- 6.12 Students may appeal the decision of the Academic Board as outlined in ISN’s Policy of Student Appeals and Complaints.

## 7. *EXAMINATION*

- 7.1 Examinations will assess competencies as prescribed for each individual unit in the respective handbooks.
- 7.2 Examinations may be held at any time during the semester and may have weighting no more than 50% of the entire unit grade.
- 7.3 Examinations will be supervised by the unit coordinator or their proxy and one other person for every 30 students in an examination venue.
- 7.4 Examinations will include a set period of time reserved for reading of the examination paper.
- 7.5 The examination will be defined as closed or open book.
- 7.6 A closed book exam will not permit any written or electronic material to be brought into the examination room related to the unit material under examination.
- 7.7 An open book exam will permit written material to be brought into the examination room.
- 7.8 In an open book exam, the degree of written material that can be brought into the exam will be indicated in the relevant course handbook for the unit under examination.
- 7.9 Examinations will be of a fixed duration.
- 7.10 At the conclusion of the examination period and when told to do so, students must cease adding

- additional answers to the question posed in the examination.
- 7.11 Failure to stop the examination when requested to do so will impose a 10 % penalty. A continued refusal to a request to stop contributing to the examination will result in an immediate fail grade of 0% for the examination.
  - 7.12 Failure to adhere to any requests from the examination supervisor will result in a 10 % penalty in the first instance. Continued failure to adhere to a request will result in an immediate fail grade of 0%.
  - 7.13 The examination supervisor will clearly articulate a request to a student with the final request ending in the verbal or written phrase “this is a warning please adhere to my request”.
  - 7.14 Students must adhere to a request within a reasonable time consisting of no more than 30 seconds.
  - 7.15 In the case where students have a hearing impairment the supervisor must be notified prior to the examination period by the unit coordinator if the hearing impairment has been registered as a disability upon enrolment.
  - 7.16 In case of a hearing impairment, a written note will be placed on the examination paper by the exam supervisor to indicate the examination period has ended, or to indicate a request.  
Students caught with unauthorized material pertaining to the course work under examination will be issued with a SC notice and immediately requested to leave the examination room and will receive a
  - 7.17 score of 0% for the examination.
  - 7.18 Students issued with a SC notification will be referred to the Academic Board as per ISN’s Policy Academic section 5 and relevant sections of ISN’s Policy of Student Appeals and Complaints.
  - 7.19 Students may appeal the outcome of the SC notice as outlined in ISN’s Policy of Student Appeals and Complaints.
  - 7.20 Students granted special consideration to sit the examination at an alternate time will be offered to sit a comparative exam during the supplementary examination period or at a time set by the coordinator.
  - 7.21 Students granted special consideration but unable to sit an examination within the semester (due to the nature of the special consideration) will receive an incomplete grade and “INC” will appear for that unit grade on their academic transcript. An alternate date will be arranged at the discretion of the unit coordinator for the examination.

## 8. SPECIAL CONSIDERATION

- 8.1 A student may apply for special consideration on medical or compassionate grounds if the student believes that illness, disability through accident and/or other special circumstances significantly affected the student’s performance in an examination or assessment item resulting in an overall grade that does not reflect the student’s abilities or potential.
- 8.2 Applications for special consideration must be made by written submission using the Special Consideration Form available on ISN’s website.
- 8.3 The application must be received within 5 business days of the final assessment or examination for the unit or units in question.
- 8.4 If multiple special consideration is sought for multiple units, these must be specified on the application form.
- 8.5 Special consideration can also be applied for individual assignments as outlined in ISN’s policy Academic 1. Assignment Due dates.
- 8.6 Special consideration for individual assignments must be indicated in the application form.
- 8.7 Special consideration for individual assignments provides an extension as a successful outcome of the submission. No adjustment in overall assignment grade can be accounted for by special consideration.
- 8.8 Students will receive acknowledgement of the electronic submission of the special consideration form.
- 8.9 The request to award a special consideration pertaining to an individual assignment will be made by the unit coordinator as indicated in ISN’s policy Academic 1. Assignment Due dates.
- 8.10 The request to award a special consideration pertaining to an overall unit grade or final examination will be made by the Unit Grade Assessment Review Committee.
- 8.11 The special consideration applied to a unit grade or examination provides a +1 or +2 % adjustment depending on the severity of the special consideration judged by the Unit Grade Assessment Review Committee.

- 8.12 A special consideration can be approved to defer an examination. The special consideration will constitute the deferment. The duration of deferment will coincide with the period of supplementary examination or at a time agreed by the unit coordinator.
- 8.13 Apart from the provisions indicated here, no additional credit, grade adjustment or extension can be granted through special consideration.

## 9. DISABILITY PROVISIONS

- 9.1 Students with a disability must indicate prior to their enrolment that they intend to apply for disability provisions to undertake the Course of study.
- 9.2 On a separate form marked "Private & Confidential" the nature and extent of their disability is required to be articulated. This form can be posted or personally presented at ISN reception at the ISN Clinic on Level 6, 10 Martin Street Heidelberg. It should be addressed to the Disability Officer. Or if the form is chosen to be submitted by email must be sent directly to [disability@isn.edu.au](mailto:disability@isn.edu.au). Disability as defined also includes a long-term health condition for the purpose of this policy.

## 10. INCOMPLETE GRADE

- 10.1 A student who does not complete the requested assignments, including submission of a thesis before semester grades are issued will receive an 'INC' grade provided approval for the late submission has been granted under the provisions set out in ISN's policy Academic 7. Special Consideration.
- 10.2 A student who does not complete a clinical placement within the allotted semester through no fault of their own will receive an 'INC' grade. The coordinator and field supervisor must approve carry over of clinical placement to the next semester.
- 10.3 "INC" grades can be updated with the approval of the course coordinator and Head of Psychology once the assessment for the unit is complete.

## 11. STUDENT MISCONDUCT

- 11.1 A student deemed to have breached policies governing the operation of ISN and in particular any of the provisions indicated herein will be issued with a SC notice in accordance with the provisions indicated here and ISN's Academic Policy 5.0 At Risk and Show Cause Notifications.
- 11.2 Depending on the severity of the incident in question, the student may be suspended from undertaking any further classes or unit activity while the SC notice is in effect.
- 11.3 A student misconduct committee consisting of the Head and three other senior staff will decide on whether the incident is severe enough to warrant immediate suspension which will be indicated on the SC notice.
- 11.4 Student misconduct (academic) includes but is not limited to conduct that:
  - 11.4.1 involves academic fraud, cheating, plagiarism and any other dishonest conduct by a student to gain academic or general advantage; and/or
  - 11.4.2 contravenes the provisions of ISN Psychology's academic policies, procedures and/or guidelines;
  - 11.4.3 adversely impacts on ISN Psychology's reputation including the reputation of staff, students or other members of the Institute community; and/or
  - 11.4.4 is criminal or unlawful on ISN premises or the premises of affiliated parties or property, or on a location where a student is present under the auspices of ISN; and/or
  - 11.4.5 damages or wrongfully deals with any property under the control of ISN, any property on ISN premises, or property on a location where a student is present under the auspices of the Institute; and/or
  - 11.4.6 obstructs any staff, student or other member of the ISN community in the performance of their duties; and/or
  - 11.4.7 assaults, threatens, bullies, harasses, or endangers any staff, student or other member of the ISN community or causes fear for personal safety; and/or
  - 11.4.8 attempts to improperly influence or bribe any staff, student or other member of the ISN community in the performance of their duties; and/or disobeys any instruction of any duly

- authorised staff or other member of the ISN community, including the failure to leave any building or part of a building when directed to do so, or the failure to comply with an imposed penalty or agreed outcome under ISN rules and policies; and/or
- 11.4.9 impairs the reasonable freedom of other persons to pursue their studies or research or to participate in ISN activities; and/or
  - 11.4.10 disrupts, interferes with, or is detrimental to the conduct of any teaching, study, assessment, research, or administration of ISN; and/or
  - 11.4.11 refuses, withholds, or fails to identify oneself truthfully or furnishes false personal information to any staff, student or other member of the ISN community; and/or
  - 11.4.12 falsifies, or attempts to falsify, ISN's records or official files/documents; and/or
  - 11.4.13 breaches confidentiality or privacy requirements or obligations in respect of ISN, its staff, students or other members of the Institute community; and/or
  - 11.4.14 significantly obstructs or interferes with the business of ISN; and/or
  - 11.4.15 is lewd or obscene or racially discriminatory; and/or
  - 11.4.16 encourages, persuades or incites any other person to engage in conduct or behaviour constituting non-academic misconduct;
- 11.5 Student misconduct (research) means a serious or deliberate breach of the Australian Code for the Responsible Conduct of Research that involves intent and deliberation; recklessness or gross and persistent negligence; serious consequences, such as false information on the public record; or adverse effects on research participants, animals or the environment. It includes, but is not limited to conduct that:
- 11.5.1 fails to declare or manage a serious conflict of interest;
  - 11.5.2 fails to follow research proposals as approved by a research ethics committee;
  - 11.5.3 conceals or facilitates research misconduct by others.

## 12. RESEARCH PROJECTS

- 12.1 Students will be required to undertake a research project as part of their Masters or Honours degree.
- 12.2 Students must choose a project currently on offer by staff which will either be advertised on ISN's website or disseminated by orientation week.
- 12.3 The project typically involves the following aspects making up the research component of the degree (proportion of the degree as stipulated by APAC) which will be assessed as part of separate units making up the course and weighted accordingly:
  - 12.3.1 Literature Review (30%)
  - 12.3.2 Research Proposal (20%)
  - 12.3.3 Ethics (10%)
  - 12.3.4 Thesis (40%)
- 12.4 Each of the aspects for the purpose of grading and assessment are considered assignments and governed by the provisions set out in ISN Academic Policy.
- 12.5 All research must be carried out in accordance with the National Health and Medical Research (NHMRC) Guidelines on Human and Animal Experimentation.
- 12.6 Research Ethics Applications involving animals will be submitted to the Florey Animal Ethics Committee for assessment.
- 12.7 Research Ethics Applications involving humans will be submitted to an NHMRC approved ethics committee such as ISN Psychology Human Ethics Committee.
- 12.8 Honours and Masters level students must complete in sequential order all research units each of which covers the aspects in 11.3.
- 12.9 All students will be required to verbally articulate the research proposal and research outcomes at two convened special retreats or mini conferences where staff critically assess and provide feedback to students on their research project.
- 12.10 The research proposal and research outcomes may be articulated in the form of slide or poster presentations. The format will be communicated to students during the relevant semester.

- 12.11 The time and location of the research retreat/mini conference for undergraduate level and postgraduate level courses will be announced during the relevant semester.
- 12.12 The percentage grade allocation of the verbal presentation will contribute no more than 10% of the mark allocation for the respective unit assessing provisions 11.3.3 and 11.3.4.


### 13. SPECIAL PROVISIONS FOR HUMAN RESEARCH

In accordance with the NHMRC National Statement for Human Research, this section will cover ISN policies and procedures for the following:

- managing conflicts of interest
  - monitoring research
  - handling complaints; and
  - ensuring accountability.
- 13.1 **Managing Conflicts of Interest.** Conflict of Interest Provision (adapted to ISN from the NHMRC “National Statement on Ethical Conduct in Humans Research”)
- 13.2 In the context of research, a Conflict of Interest (COI) exists where:
- 13.2.1 a person’s individual interests or responsibilities have the potential to influence the carrying out of his or her institutional role or professional obligations in research; or
  - 13.2.2 an institution’s interests or responsibilities have the potential to influence the carrying out of its research obligations.
  - 13.2.3 a conflict may relate to financial interests, it can also relate to other private, professional or institutional benefits or advantages that depend significantly on the research outcomes. A COI may compromise the research process itself and/or the institutional processes governing research and may lead researchers or institutions to base decisions about the research on factors outside the research requirements.
  - 13.2.4 A perception that a COI exists can be as serious as an actual conflict, raising concerns about an individual’s integrity or an institution’s management practices.
- 13.3 ISN Psychology will notify a COI bearing on research by informing the Austin Ethics Committee about the conflict.
- 13.4 The A&EAC or any Ethics Committee involved in approval of ISN research may adopt measures to manage COI involving researchers. These measures may require that:
- the information be disclosed to research participants;
  - a person other than the researcher make the initial approach to participants;
  - the information be disclosed in any report of the research;
  - the research be conducted by another researcher; or
  - the research not be conducted.
- 13.5 ISN Psychology will require potential COI’s to be declared with every submitted application to help identify any potential COI. Ethics applications will be reviewed by an approved NHMRC Ethics Committee to ascertain COI’s involving:
- 13.5.1 the institution itself or
  - 13.5.2 researchers.
- 13.6 Sometimes a researcher who discloses the fact that he or she has a conflict of interest may have an ethically acceptable reason for not disclosing what the conflict is, for example, that this might breach another person’s privacy. The researcher may then remain involved in the research only if the review body is satisfied that the conflict can be managed without its nature being disclosed.

- 13.7 Monitoring Research Provision. Monitoring of research refers to the process of verifying that the conduct of research conforms to the approved proposal. Responsibility for ensuring that research is reliably monitored lies with ISN under which the research is conducted.
- 13.8 ISN will monitor compliance by requesting any of the following:
- reports from independent agencies such as the Academic Board.
  - reports from researchers every six months.
  - review of adverse event reports.
  - random inspections of research sites, data, or consent documentation; and
  - interviews with research participants or other forms of feedback from them.
- 13.9 Students and their supervisors are jointly responsible for notifying the appropriate Ethics Committee of any potential breach or changes to the approved ethics according to their guidelines and operating procedures.
- 13.10 Students and their supervisors are responsible for providing reports to the relevant review body/ies and institution/s.
- 13.11 Students and their supervisors must provide information when requested to do so. Such information may include but is not restricted to:
- progress to date, or outcome in the case of completed research;
  - maintenance and security of records;
  - compliance with the approved proposal; and
  - compliance with any conditions of approval.
- 13.12 Researchers should inform the relevant institution/s and review body/ies that approved the research and, wherever possible, the research participants, if the research project is to be discontinued before the expected date of completion, and why. For research at more than one site, or research where there have been multiple ethical reviews, it must be clearly established, before the research begins, how this information will be communicated.
- 13.13 Where the ethics committee finds reason to believe that continuance of a research project will compromise participants' welfare, it should immediately seek to establish whether ethical approval for the project should be withdrawn. This process should ensure that researchers and others involved in the project are treated fairly and with respect.
- 13.14 Where ethical approval for a research project is withdrawn:
- 13.14.1 the researcher and, where possible, the participants should be informed of the withdrawal;
- 13.14.2 ISN Psychology will ensure that the researcher promptly suspends the research and makes arrangements to meet the needs of participants; and
- 13.14.3 the research may not be resumed unless either:
- the researcher subsequently establishes that continuance will not compromise participants' welfare; or
  - the research is modified to provide sufficient protection for participants, the modification is ethically reviewed, and the modified research is approved
- 13.15 If the Head of Psychology or review body considers that urgent suspension of research is necessary, the Head of Psychology will instruct the research to stop.
- 13.16 The Ethics Committee may require researchers to amend research procedures to protect participants. If such amendments cannot achieve that end, a review body may rely on the provision 12.13 Handling Complaints. ISN Psychology may receive complaints about researchers or the conduct of research. Complaints may be made by participants, researchers, staff of institutions, or others.
- 13.17 Where such complaints raise the possibility of 'research misconduct' as described in the Australian code for the responsible conduct of research, they will be handled in accordance with the 'research misconduct' processes specified in that document and the matter may be referred to the Academic Board under a SC notice.



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- 13.18 Where complaints about researchers allege serious misconduct that falls outside the range of ‘research misconduct’ as described in the Australian code for the responsible conduct of research, misconduct provision 10 will apply.
  - 13.19 Accountability. ISN will ensure that the research is both sound and lawful and is conducted or supervised by educated and experienced researchers. These responsibilities are set out in the Australian code for the responsible conduct of research. Ethics applications will be submitted to an NHMRC approved Ethics Committee with additional oversight by the C&EAC.

#### 14. PLAGIARISM

- 14.1 Plagiarism is expressly forbidden
- 14.2 No student will submit for assessment any piece of work that is not entirely the student’s own.
- 14.3 An exception applies in the use of the words or ideas of others where they are appropriately and duly acknowledged.
- 14.4 Students will not submit for assessment or otherwise any work that is fabricated or falsified.
- 14.5 No student will assist any candidate in any piece of assessed individual work, and no student shall accept assistance in such a piece of assessed individual work, except in accordance with approved study or assessment schemes.
- 14.6 No student will submit the same piece of work for assessment in two different assignments, except in accordance with approved study and assessment schemes.
- 14.7 Any piece of work submitted for assessment that is deemed to be substantially plagiarised will receive a mark of 0%. Where plagiarism is intentional and/or systematic, students may face the harsher penalty of cheating and a SC notice may be issued at the discretion of the Head of Psychology in consultation with the course and unit coordinator.
- 14.8 Assignments submitted through the LMS will be checked for plagiarism through Turnitin services (Originality Check). A similarity score over 25% may flag a paper for extra attention and may indicate that plagiarism has occurred requiring the judgement of the unit academic.

#### 15. STUDENT FEEDBACK

- 15.1 A course level student representative will be chosen by a student vote within the first two weeks of the start of the semester.
- 15.2 Students will be asked to self-nominate for selection.
- 15.3 Once nominated, students will provide a presentation in a suitable format to the course student cohort.
- 15.4 At the conclusion of the presentation students will be asked to vote on their representative via electronic submission.
- 15.5 Student representatives will attend two Staff-Student Consultative Committee meetings each semester.
- 15.6 The Staff-Student Consultative Committee will consist of all student representatives and teaching, and where relevant clinical, staff.
- 15.7 Student representatives are responsible for providing a consensus view of the Course offerings. They will have the opportunity to discuss any issue related to the Course offerings that they feel needs to be addressed and provide verbal feedback on the quality of the program.
- 15.8 Each student will be given the opportunity to provide individual feedback on each unit in which they are enrolled and on the quality of the course in general.
- 15.9 Individual feedback will be possible during the last week of semester by filling in the relevant survey.
- 15.10 The survey will be conducted through “SurveyMonkey” (e.g., [www.surveymonkey.com/mp/ education-surveys/?ut\\_source=header](http://www.surveymonkey.com/mp/education-surveys/?ut_source=header)) or a similar survey platform and distributed through the LMS, email or the student portal.

#### 16. CLINICAL PLACEMENT

- 16.1 Internal placements will be conducted within the ISN Clinic or associated entities.
- 16.2 Students will receive placements in the clinic and will conduct duties in accordance with their provisional registration.
- 16.3 A Police Check and working with children check will need to be in place prior to any engagement.

- 16.4 While ISN will endeavour to directly place students in external placements, these can be competitive, and an interview process may be required with external placement agencies.
- 16.5 Please see the ISN Clinic Policies and Procedures for further policies and procedures related to student placements.

## 17. COURSE REVIEW


- 17.1 The entire psychology course offering will be evaluated and reviewed annually by the Learning & Teaching Committee during one of their quarterly meetings and by the Academic Board. At the annual meeting (4th Quarter), student feedback through surveys will be examined and unit feedback and overall ratings assessed.
- 17.2 Each course coordinator will present a report detailing any issues that have arisen, suggested improvements and report on the rated quality of course offerings.
- 17.3 Following the meeting, the Academic Board will present a written summary report to the President of ISN and the Head of Psychology making recommendations for improvement.

## 18. HEALTH & SAFETY

- 18.1 See ISN Clinic Health and Safety Policy and Procedures and the ISN Psychology HR Policies and Procedures where relevant.
- 18.2 where relevant.
- 18.3 Students are required to abide by all policies and procedures relevant to any institution, university or hospital they are visiting and/or placed for research and/or clinical purposes.

## 19. STUDENT ADVOCACY AND SUPPORT SERVICES

- 19.1 Student support will be available through a contracted provider.
- 19.2 Student advocacy and support services will be coordinated and directed by the Student Services Liaison officer.
- 19.3 The student service liaison officer is appointed by the independent Academic Board.
- 19.4 The following support services will be offered by ISN Psychology
  - 19.4.1 Counselling and Clinical Psychology service to students (Offer by a third party).
  - 19.4.2 Orientation Program, including:
    - Transition workshops.
    - Facilities and Precinct Tour.
    - Writing workshop.
    - OH&S hand out materials including: pamphlets that outline student security across all affiliated locations in relation to disability access, real estate security, safety, harassment.
  - 19.4.3 Stress management classes free student classes and reduced rates for public workshops.
  - 19.4.4 Thesis and Experimental Design Workshops.
  - 19.4.5 ISN Seminar Series.
  - 19.4.6 Academic Skills Workshops
  - 19.4.7 Disability Support Services
  - 19.4.8 Undergraduate and Postgraduate Support Services
  - 19.4.9 Remote and Interstate Support Services
- 19.5 More specific information regarding support services will be available on the ISN website and in the student services handbook.
- 19.6 Surveys will be conducted each year on the quality of the support services offered. ISN Psychology will also canvass student needs through these surveys and add additional services as required.
- 19.7 The Student Liaison Officer will also report back to the Academic Board and make suggestions for



future revision of student schemes. This will be considered in relation to the annual report provided by the Academic Board relating to grievance data.

- 19.8 Students are encouraged to consult with staff to seek support with lecture content. Staff consultation hours will be made available and advertised on the (LMS).

## *20. AWARDING AND CONFERRING A DEGREE*

- 20.1 The Course Progress Assessment Review Committee, as part of its duties, will make recommendations to the Academic Board that Awards are to be granted to students who have met the criteria for each award.
- 20.2 With reference to the Bachelor of Psychology (Honours), the Course Progress Assessment Review Committee will also consider the hurdle requirements for entry into 4th year as indicated in Admission criteria in Provision 3.
- 20.3 Academic transcripts for each of the applicants to be awarded a degree will be provided to the Academic Board for ratification.
- 20.4 Where relevant and in the case of 4th year, entry requirements are not as per provision 19.2 and recommendations to award the Bachelor of Psychological Science will be made.
- 20.5 Once an award is ratified by the Board, a letter is sent out to the relevant student outlining successful completion of the requirements for the degree and they will be offered the opportunity to confer their degree at a graduation ceremony or choose to receive the award in absentia

## G. Privacy Policy

*ISN Psychology Pty Ltd (ACN 607 683 303) and its related entities (referred to as ISN Psychology, we, us or our) are committed to the protection of personal information that relates to you in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Cth) (Privacy Act)*

This Privacy Policy describes the manner in which we collect, hold and use information that is covered by the Privacy Act. It is not intended to cover categories of information that are not covered by the Privacy Act. If you wish to make any inquiries regarding this Privacy Policy, you should contact us in any of the ways specified in clause 14.

We may, from time to time, review and update this Privacy Policy including to take into account new laws, regulations and technology. All personal information held by us will be governed by our most recent Privacy Policy, posted on our website ([www.isn.edu.au](http://www.isn.edu.au)) (Website). Our most recent Privacy Policy will apply to our collection, use and disclosure of Personal Information.

### 1. What information is covered by the Privacy Act?

“Personal Information” is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether recorded in a material form or not.

“Sensitive Information” is Personal Information about an individual that includes health information, genetic information, biometric information or templates, or personal information that is also information or an opinion about an individual’s race or ethnicity, their religious, political or philosophical beliefs, opinions or affiliations, their sexual orientation or criminal record.

### 2. What kind of information do we collect and hold?


We may collect and hold Personal Information about you such as your name, gender, date of birth, contact details (including your address, phone numbers and emails, whether personal or for work), academic information, health or medical information (where applicable to support you in respect of disability or applications for special consideration), psychological assessment information (where applicable as part of our interview processes), financial information, payment details, bank account details, tax file number, services information and preferences. We may also collect Personal Information that you submit to us via the Website.

### 3. Why do we collect Personal Information?

#### 3.1 Why do we collect your information?

We collect Personal Information from students, clients, employees, contractors and other individuals that is reasonably necessary for one or more of our functions or activities, including: in order to allow us to conduct our teaching functions, research functions and business functions, to meet any regulatory requirements which apply to our teaching and research activities, to promote our courses and services and to conduct employee related activities.

#### 3.2 How you may deal with us



You have the option to deal with us anonymously or by using a pseudonym. However, you acknowledge that where this is impractical (for example when you enter into a contract with us) or where the law or a court order provides otherwise, we are not required to provide these options to you. If you choose not to provide your Personal Information to us, we may not be able to undertake certain activities for you such as providing you with requested information, products or services.

#### 4. Collecting Personal Information

##### 4.1 When and how do we collect your information?

We collect Personal Information directly from you when you: visit our Website, apply for a course of study, request our services, request information about us or our courses or services, provide feedback, respond to a survey, change your content or email preferences, enter into an agreement or contract with us, fill in a form or a request for services (including an application for a student account with us or an application to participate in research activities), fill in a form on our Website (including a registration form to register as a member), become a student or an employee of ISN Psychology, or contact us by telephone, facsimile, email, post or in person.

If you provide Personal Information about other individuals to us, you must ensure that you have informed those individuals that you are providing their Personal Information to us and that you have obtained their consent and advised them of our Privacy Policy.

##### 4.2 Do we collect information about you in other ways?

We may also collect Personal Information about you via third parties including from our online student resources providers, suppliers, merchants, direct mail, events or online marketing.

In some circumstances we may receive Personal Information that we have not requested. If this occurs, we will comply with our obligations under the Privacy Act. You acknowledge that we may de-identify and/or destroy this information unless we are required to keep it by law.

#### 5. Information collected via our Website

##### 5.1 Website terms of use


This Privacy Policy together with our Website usage terms and conditions (Website Terms of Use) govern how we use, collect or disclose Personal Information provided on our Website. By using the Website, you agree to the terms and conditions contained in this Privacy Policy and the Website Terms of Use. Both the Privacy Policy and the Website Terms of Use are posted on the Website ([www.isn.edu.au](http://www.isn.edu.au)).

We will not collect any Personal Information about users of our Website except when they knowingly provide it or as otherwise described below. For example, we may collect Personal Information from users of the Website when they:

- (a) complete an online form, including registering to receive updates, promotional material or other information; and/or
- (b) otherwise correspond with us.

##### 5.2 Click Stream Data

When you visit and browse our Website, our Website host may collect Personal Information for



statistical, reporting and maintenance purposes. Subject to clause 7.2, the Personal Information collected by our Website host will not be used to identify you.

The information may include:

- (c) the number of users visiting our Website and the number of pages viewed;
- (d) the date, time and duration of a visit;
- (e) the IP address of your computer; or
- (f) the path taken through our Website.

Our Website host uses this information to administer and improve the performance of our Website, including to assist with the diagnosis of and to provide support for any issues with our Website or services.

### 5.3 Cookies

Cookies are small text files that are transferred to a user's computer hard drive by a website for the purpose of storing information about a user's identity, browser type or website visiting patterns.

If you access our Website, a cookie is downloaded onto your computer's hard drive when you first log on to our Website. We use cookies to allow us to personalise your browsing and online shopping experience on our Website, including to remember any items in your shopping cart. You can adjust your internet browser to disable cookies, however we may not be able to provide you with all the service or functionality you require on our Website if you choose to do so.

### 5.4 Web Beacons

Web beacons are images that originate from a third-party site to track visitor activities. We may use web beacons to collect aggregate data and provide this information to our Website host to administer and improve the performance of our Website.

### 5.5 Advertising

We may use Google and/or other third-party service providers to serve ads on our behalf across the Internet and sometimes on our Website. They may collect anonymous information about your visits to our Website (not including your name, address, email address or telephone number), and your interaction with our products and services. They may also use information about your visits to the Website and other websites to target advertisements for goods and services in order to provide more relevant advertisements about goods and services of interest to you.

### 5.6 Links to external websites

If you follow any links to external websites from our Website, the Privacy Policy and the Website Terms of Use will not apply to those websites which may have their own policies relating to privacy and data collection and website usage. If you choose to access any linked website or to provide any Personal Information on such websites, you should review their policies and terms of use to learn more about how they may use your Personal Information. We are not responsible for and will not be liable for the operations or policies of any external website.

## 6. How we use Personal Information?

## 6.1 How we use the Personal Information we collect about you?

We use the Personal Information we collect about you for our teaching, research and business functions and activities, which may include the following:

- (g) to provide you with information, products or services you have requested, including where we engage third parties to provide you with goods or services on our behalf;
- (h) to provide you with a student account and student services, including evaluating and processing your application for a student account;
- (i) to manage your student account including access to online student services, learning tools, library and research services;
- (j) to communicate with you including to provide and promote our services to you and to communicate with you via SMS or email newsletters;
- (k) to personalise and customise your experiences on our Website; (f ) to help us research the needs of our students;
- (g) to conduct research for the purposes of improving existing courses or services or creating new courses or services;
- (h) to provide you with ongoing information about us and our activities;
- (i) to allow us to provide third party information and services in which we believe you may be interested;
- (j) to use aggregated or de-identified information for the purposes of data analysis, research and reporting;
- (k) to comply with regulatory or other legal requirements;
- (l) for purposes related to the employment of our personnel and providing internal services to our staff; and
- (m) for any other use required or permitted by law or any other purpose communicated to you at the time that the Personal Information was collected or for which you provided your consent.

We may use your Personal Information for a secondary purpose if that secondary purpose is related to the purposes listed in this clause 6.1, if we have your consent or if otherwise provided for under the Privacy Act.

Generally, we will only collect and use your Personal Information in accordance with this Privacy Policy. In the event that we collect or use Personal Information in ways other than as stated in this Privacy Policy, we will ensure that we do so in accordance with the Privacy Act.

## 6.2 Direct marketing


We may use your Personal Information to provide you with direct marketing materials if you would reasonably expect us to or if you consent to receive direct marketing materials. We will seek your consent to provide you with direct marketing materials if we have obtained your Personal Information from a third party. Direct marketing material may include promotional material about us or the products or services we offer.

You may opt out of receiving direct marketing material by contacting us in any of the ways specified in the direct marketing materials or as set out in clause 14.

## 7. When do we disclose Personal Information?

### 7.1 Who do we disclose your Personal Information to?

Depending on the nature of your relationship with us, we may disclose your Personal Information to our officers and employees, other businesses within our group of companies(i.e., ISN Clinic Pty Ltd for provisionally registered psychologists on placement), service providers who assist us in our teaching, research and business operations (including third party service providers based overseas, not limited to



but including Moodle [Learning Management System], Wisenet & JobReady Plus [Student Management System]), government agencies, other third parties, (including parties that we engage to provide you with courses, teaching and research services on our behalf or who are connected with or involved in our relationship with you), or otherwise as required by law. De-identified and aggregate data may be shared with third parties, parties involved in the purchase or sale of any of our businesses, & shareholders for reporting purposes.

## 7.2 Service providers

We may also disclose your Personal Information to our Website host or service providers in certain limited circumstances, for example when our Website experiences a technical problem or to ensure that it operates in an effective and secure manner. To the extent that we do share your Personal Information with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this Privacy Policy.

We may also share non-personal, de-identified and aggregated information for research or promotional purposes in connection with providing requested information or services to you, or for the purpose of improving our services. We will not sell your Personal Information to third parties for marketing purposes.

Unless otherwise specified in this Privacy Policy, we or our Website host will not disclose any of your Personal Information to any other organisation unless the disclosure is required by law, is otherwise permitted by the Privacy Act, or is with your consent.

## 7.3 FEE HELP

Personal information regarding a student's FEE HELP status, FEE HELP applications, requests for re-crediting FEE HELP due to special circumstances, repayment of FEE HELP loans, or any information gathered for the purpose of Chapters 2, 3 and 4 of the Higher Education Support Act 2003 will not be disclosed to parties outside of those stipulated or implied in the ISN Policies and Procedures document, to parties not required by official employment duties, or those not stipulated by the relevant Acts. In the course of employment duties, the information may be shared with an external finance team, accountants and/or auditors as required. Unauthorised access or misuse of FEE HELP related personal information is considered a criminal offence.

## 8. Disclosure of your Personal Information overseas

Your Personal Information may be disclosed outside of Australia to an entity in a foreign country, including entities in which we have an ownership interest or to third party service providers (Overseas Entities). It is possible that the Overseas Entities may be subject to foreign laws that do not provide the same level of protection of information as in Australia. We take reasonable steps to ensure that these overseas entities do not breach the APPs and that they are obliged to protect the privacy and security of your Personal Information and use it only for the purpose for which it is disclosed.


## 9. Employee Records

Employee records are not generally subject to the Privacy Act. As such this Privacy Policy may not apply to the handling of employee related information. Please contact us directly for information about our employee information handling practices.

## 10. Storage and security of Personal Information held by us

We will take reasonable steps to protect your Personal Information from misuse, interference and loss and from unauthorised access, modification or disclosure.





We aim to keep your Personal Information secure and up to date. We will comply with our obligations under the Privacy Act in relation to any Personal Information that we handle, including information which is held on our computer systems.

Personal Information that is held by us in hard copy is stored securely on our premises and is only disclosed or used for the purposes described in this Privacy Policy.

#### 11. Updating and correcting your Personal Information

We will take reasonable steps to ensure that the Personal Information that we hold is accurate, up-to-date and complete. You can update your Personal Information at any time by contacting us in any of the ways specified in clause 14. We welcome any changes to your Personal Information so as to keep our records up to date.

#### 12. How long will we keep your Personal Information?

We will keep your Personal Information only for as long as required by Australian law for the purposes of conducting our teaching, research and for our business purposes.

Where we no longer need to keep your Personal Information in accordance with this clause 12, we will take reasonable steps to destroy or de-identify your Personal Information.

If you wish to have your Personal Information destroyed or de-identified, please let us know and we will take reasonable steps to do so (unless we need to keep it for legal, auditing or internal risk management reasons, or as otherwise required by law).

#### 13. Finding out what Personal Information we hold about you

You are entitled to access Personal Information that we hold about you. If you request access to your Personal Information, we will grant your request unless providing you with access would unreasonably impact upon the privacy of others or is not otherwise permitted under the Australian Privacy Principles or at law. If we refuse your request to access your Personal Information, we will provide you with written reasons for the refusal.

A request for access can be made by contacting us in any of the ways specified in clause 14.

#### 14. How to contact us and more information?

If you feel that your privacy has not been respected or that we have conducted ourselves inconsistently with this Privacy Policy, the Australian Privacy Principles, a registered APP Code and/or the Privacy Act in respect of your Personal Information, or for any other queries, problems, complaints or communication in relation to this Privacy Policy, please contact us in any of the following ways:

14.1 By email: [reception@isn.edu.a](mailto:reception@isn.edu.a)

14.2 By post:     Att: Privacy Officer  
                  ISN Psychology Pty Ltd  
                  Level 6, 10 Martin Street,  
                  Heidelberg VIC 3084

You can find out more information about the Privacy Act and the Australian Privacy Principles from the Office of the Australian Information Commissioner. The Information Commissioner may be contacted at [www.oaic.gov.au](http://www.oaic.gov.au) or by email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).

# Document and Version Control

## Document

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Marisca Gouws, Registrar

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Authorities		
Name	Title	Role
Graeme Jackson	Chair of the Academic Board	Approver
Tony Paolini	Chief Executive Officer/ president	Approver
Marisca Gouws	College Registrar	Reviewer & Distributor

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1	Academic Board	31 May 2016	31 May 2016
31	Academic Board	25 October 2016	25 October 2016
32	Academic Board	25 July 2017	25 July 2017
33	Academic Board	26 October 2017	26 October 2017
34	Academic Board	27 April 2018	27 April 2018

## Amendments:

*V.32 New sections and amendments - Learning and Teaching Committee added; Updates related to the Higher Education Support Act 2003 i.e., Privacy Policy (including FEE HELP privacy requirements); Refund policies and procedures related to FEE HELP; review of admissions and enrolment (fair and transparent); special considerations and circumstances; general administrative review and amendments.*

*V.33 Exceptional circumstances for deferrals; changes to Complaints and Ethics Advisory Committee - removed Austin Ethics and replaced with Bellberry Limited; At Risk Process for Honours students; Pre-emptive Remedial Plan added for 'At Risk' students; Registration, police check and working with*



children check requirements for Master students updated, minor updates to wording throughout document.

V.34 Update to C. Grievance, Complaints and Appeals Policy and procedures (p. 11-18) section C. Grievance, Complaints and Appeals; update to B. Admissions: Entry Requirements (p.7-8); minor changes to formatting throughout document. Yearly review of all policies and procedures. Formatting changes throughout document. Changes made in B. Admissions: Entry Requirements, C. Grievance, Complaints and Appeals, D. Information and Communication and F. Academic. For a full list of changes contact ISN directly.

#### Review Date

V.31 July 2017  
V.32 October 2017  
V.33 April 2018  
V.34 June 2018

#### Disclaimer:

All policies and procedures within this document was written in accordance to the Higher Education Standard Framework 2011/2015, the Higher Education Support Act 2003 and Guidelines, the Privacy Act 1988, and APAC/APS Accreditation Guidelines for Psychology Courses.