

Facilities, ICT Infrastructure and Resources Policy

Supporting plans, policies and procedures	<ul style="list-style-type: none"> • Resource Access and Usage Policy • Workforce Plan, Business Plan • ICT and Infrastructure Plan • Records, Data and Information Management and Security Policy • Code of Conduct • Critical Incidents Business Continuity Policy and Procedure • Health and Safety Policy and Procedure • Equity, Diversity and Aboriginal and Torres Strait Islander Peoples Framework and Policy • Library Policy • Risk Management Policy
Related legislation and references	<ul style="list-style-type: none"> • The Higher Education Standards Framework (Threshold Standards) 2021 • Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
Version	3.1
Approved by	Board of Directors and Academic Board
Date approved	07 December 2023
Document Review	This document is to be reviewed every two-years at a minimum from the date of final approval.

Version	Review Date and Person/Body	Notes
0.1	Draft prepared by CEO and approved at 7 January 2020 Board of Directors meeting	
1.0	Reviewed by Learning and Teaching Committee (LTC) on 4 February 2020	LTC recommends that the AB approve this policy and procedure
1.1	Presented to Academic Board on 18 February 2020 for approval	
2.0	Approved by Academic Board on 18 February 2020	Added reference to the Records, Data and Information Management and Security Policy
2.1	Reviewed and approved at 20 October 2020 Academic Board meeting	Minor amendments following comments from external reviewers
	Reviewed and approved at 28 October 2020 Board of Directors meeting	
3.0	Reviewed and approved by the Board of Directors and Academic Board via email circulation on 23 July 2021	Updates made following the response to the TEQSA Request for Information 23 July 2021
3.1	Reviewed and approved by the Academic Board and Board of Directors 07 December 2023	Minor updates on the current resources available for students and staff.

Background and Scope

This document outlines MIHE's approach to ensuring facilities Information, Communications, Technology (ICT) and infrastructure and resources are appropriate for the provision of higher education courses and services. This policy applies to all of MIHE's operations as well as all staff and students at MIHE.

Definitions

Refer to Glossary of Terms.

Policy

This policy ensures that there are sufficient facilities, ICT and Infrastructure and resources available to staff and students in accordance with the nature and projected staff and student numbers approved in the Workforce Plan, Business Plan and ICT and Infrastructure Plan. MIHE facilities, ICT and Infrastructure and resources must be sufficient and of the quality required to support staff and enable and support students to achieve the expected learning outcomes and help them achieve their academic endeavours. All students enrolled in a course must have the same access to and availability of learning resources. Specifically, learning resources will be appropriate for the level of study, with sufficient access and availability for both staff and students. Learning resources must also be current, authoritative and accepted in the relevant field.

Facilities

MIHE's campus and physical facilities are provided for the academic, administrative and commercial activities of MIHE. MIHE facilities must be used in a lawful and responsible manner at all times to ensure they do not pose any risk to fair and secure work environment. MIHE facilities must include, and not limited to, 1) classrooms appropriate for face to face teaching and classes; 2) all classrooms must be equipped with appropriate furniture such as tables, chairs and relevant ICT infrastructure (refer to ICT and Infrastructure Plan); 3) a library; 4) kitchen and break out area for students and staff; 5) drinking water fountain; 6) separate male and female toilets; 7) office area for staff; and 8) meeting rooms.

ICT and Infrastructure Resources

MIHE must provide the following resources and ICT infrastructure to staff and students (refer to ICT and Infrastructure Plan). Staff and students will have adequate, timely and secure access to ICT resources necessary for undertaking their work and study which includes:

- Free wireless internet;

- Computers and software;
- Google Workspace (students have free access while enrolled);
- Learning management system (using Canvas); and
- Digital subscriptions for textbooks (ProQuest) and other learning material

MIHE will take all reasonable steps to protect the security of ICT resources and will also impose security measures on the use of ICT resources. This policy should be read in conjunction with the *Records, Data and Information Management and Security Policy* which sets out the guidelines for all MIHE staff to abide by at all times to ensure the safety and security of all records and data collected by MIHE.

Human Resources

In alignment with the MIHE Workforce Plan, MIHE will ensure that both administrative and academic staff quality and levels are appropriate to support students in the achievement of the expected learning outcomes and help them achieve their academic endeavours. Specifically, MIHE will ensure that:

- students have access to staff to help them achieve their academic endeavours;
- there are sufficient academic staff and supporting administrative staff for the nature and number of students enrolled in courses;
- academic staff have appropriate qualifications for the subjects/course(s) that they teach/manage; and
- administrative staff have the appropriate skills and experience to fulfil their roles.

MIHE will ensure protection from unauthorised or unacceptable use and damage of its facilities, ICT infrastructure and resources. If there is any risk or threat to MIHE's facilities, ICT infrastructure and resources, MIHE will take all necessary actions to mitigate the risks with or without prior notice.