



Student Computer Loan Policy and Procedure

Policy Category	Academic
Policy Code	ACA-HE-29
Policy Owner	Dean/Director of Teaching and Learning
Responsible Officer	Academic Success Manager
Approving Authority	Academic Board
Approval date	5 th April 2023
Commencement date	6 th April 2023
Review period	3 years
Version	2023.1
Related Documents	Learning Technologies Policy Library and e-Resources Policy Intellectual Property Policy Communication and usage of Information and Communication Technology Policy and Procedure Student Code of Conduct Policy Sexual Assault and Sexual Harassment Policy and Procedure
HESF (Threshold Standards) 2021	2.1 Facilities and infrastructure 3.3 Learning Resources and Education Support

1. Purpose

The intent of this Policy and Procedure is to support students with the technology required for their learning with Australian Institute of Higher Education Pty Ltd ('the Institute').

2. Principles

The key principles informing this Policy and Procedure are that students:

- can borrow computer equipment for the required duration of class delivery or the Study Periods.
- pay a refundable deposit for the loan of the computer equipment.
- agree to only using the computer equipment for the benefit of their education at the Institute and not for personal profit making or commercial activities.
- will return computer equipment to the Institute on the required date or the Study Period.
- will be invoiced and required to pay for any damages or losses of the computer equipment and accessories borrowed, including power pack, mouse, computer bag;
- will not receive access to learning resources, marks, or transcript until computer equipment is returned in good condition or a payment required for damages or loss.



3. Context

This Policy and Procedure has been developed to ensure that:

- Students have access to technology needed for accessing their online learning material for their classes at the Institute.

4. Scope

This Policy and procedure applies to all Institute students who require technology support.

5. Definitions

See the AIH Glossary of Terms for definitions.

6. Policy and Procedure Details

This Policy and Procedure provides a framework of the Institute's Student Computer Loan Program which enables students who do not have access to the technology to access their learning materials to borrow and use the institute's computer equipment to support them in their studies.

6.1 Procedure

1. Students need to be studying in the current Study Period to be eligible for loan.
2. Students are required to fill in a Student Computer Loan Request Form (Appendix 1).
3. Students are required to pay a refundable deposit. If student is in hardship, student will fill in a separate form, Rule Waiver Request Form, for waiver of refundable deposit to be approved.
4. Students are able to borrow computer equipment for the duration of a Study Period .
5. Students are required to return computer equipment by the due date (or end of Study Period). If overdue, the deposit will be withheld.
6. If the computer equipment is damaged or lost the student will pay for the computer equipment.

6.1.1 AIH Responsibilities

1. Ensure that the Student Computer Loan Guidelines are clearly stated in the written form and provided to the Student prior to loan of the computer equipment.
2. Ensure that Student present their AIH Student Card, sign a loan form (Appendix 1) and abide by the Student Computer Loan Policy and Procedure.
3. Maintain a register of the computer equipment which is on loan that includes at least the following:
 - Serial number, make and model of the computer equipment;
 - Photocopy of AIH Student's ID card;
 - Student's full name;



AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION

- Student's current address;
 - Student's current phone number;
 - Student's AIH and personal email address;
 - Date of loan;
 - Due date and time for return of computer equipment;
4. Examine the computer equipment to confirm it is all present and in working order.
 5. Prior to loan, photograph of the equipment and serial numbers.
 6. Upon the return of the computer equipment, staff and student e jointly examine the physical condition of the computer equipment and check if in working order.
 7. If the Equipment is returned in a state or condition different from that in which it was loaned the Terms of Non-Compliance (6.1.3) will apply.
 8. Complete a register on every piece of computer equipment borrowed with the required controls on returning computer equipment and its status and condition in good working order.

6.1.2 Student Responsibilities

Students are responsible for the following:

1. Ensure that any computer equipment they remove from AIH premises has been officially registered for loan and removal.
2. The return of the computer equipment by the due date and time.
3. The safekeeping of the computer equipment whilst it is on loan and making sure that the computer equipment is returned in the same condition in which it was loaned.
4. All work must be saved to an external device. PLEASE NOTE: anything saved on the computer equipment will be deleted on return of the computer equipment.

Students agree:

1. Not to carelessly or wilfully damage the computer equipment.
2. To take reasonable precautions to ensure the safekeeping of computer equipment and minimise the opportunity for theft, loss of, or damage to, the computer equipment.
3. Not leave or attempt to leave AIH premises with any computer equipment or part of it which is not registered for loan.
4. Not use the computer equipment for any unauthorised purpose. The Student agrees to use the computer equipment and related information technology facilities only as set out in the Institute's policies including but not limited to:
 - Student Code of Conduct;
 - Acceptable Use of Information Technology Facilities;
 - Copyright at AIH;
 - Communication and usage of Information and Communication Technology Policy and Procedure;
 -



AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION

5. Not use the computer equipment in any way which may infringe the rights or endanger the safety of others.
6. If the laptop is stolen, report the theft to AIH at the time it occurred and provide a police report documenting the theft of the laptop.
7. Student acknowledges to pay the replacement costs of the computer equipment not fully returned or partially returned.
8. To immediately report any malfunctions or existing damage to the Equipment to AIH staff by contacting Student Services on studentservices@aih.nsw.edu.au or AIH Support on academicssuccess@aih.nsw.edu.au
9. To immediately report any loss, theft or damage of or to the Equipment to AIH by contacting Student Services on studentservices@aih.nsw.edu.au or AIH Support on academicssuccess@aih.nsw.edu.au.
10. To return the Equipment by the 'Date/ Time to be Returned' as instructed when borrowing.

6.1.3 Terms of Non-compliance

Where the staff of AIH believes or has suspicion on reasonable grounds that a Student has not complied with the Student Computer Loan Guidelines and in particular Student Borrower Responsibilities the staff member may do any or all of the following:

1. Place restrictions on the Student's future use of computer equipment.
2. Deny future loans of computer equipment to the Student.
3. Require payment by the Student of a specified amount not exceeding the amount of the value of the cost of replacement or repair of the computer equipment item as set out in Appendix 1, Replacement Cost.
4. Require the Student to lodge an increased conditional deposit as part of the loan conditions of any subsequent loan(s) of computer equipment.
5. Refer matter(s) to the Registrar who will deal with it in accordance with AIH Student Code of Conduct Policy that may result in the Student being denied the right to re-enrol or graduate, or to withhold assessment results, until the computer equipment is returned.
6. Where the staff member believes one or more of the actions in non-compliance are appropriate, the staff member will notify and give reasons to the student and the Registrar. The staff member may notify any other person of the decision and reasons on a need to know basis.

7. Legislation

This Policy and Procedure comply with Higher Education Standards Framework (Threshold Standards 2021):

2.1 (Facilities and infrastructure), this Section focuses on a provider demonstrating that there are sufficient facilities and infrastructure for delivery of a provider's course(s) of study and that they are appropriate for their intended educational purpose. This includes



AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION

necessary access to secured ICT facilities and systems. Specific facilities and resources for particular course(s) of study are covered at Domain 3 (e.g. Section 3.3).

3.3 (Learning Resources and Education Support), this Section focuses on both the quality of and access to learning resources that are specific to the learning needs of a course of study and its level. TEQSA will expect a provider to demonstrate that the learning resources provided and recommended are appropriate to the level of the course of study, consistent with the expected learning outcomes and modes of participation, and accessible when needed (including for individuals with special needs)..

8. Version Control

This Policy and Procedure has been endorsed by the Australian Institute of Higher Education Academic Board as at April 2023 and is reviewed every 3 years. The Policy and Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2020-1	Academic Success Manager	New Policy and Procedure	19 May 2020	20 May 2020
2022.1	Registrar	Updated Higher Education Standards Framework [Threshold Standard] 2021	25 May 2022	26 May 2022
2023.1	Dean and Program Managers	Review and avoid brands	5 April 2023	6 April 2023



Appendix 1

Student Computer Loan Request Form

Full Name	
Student ID	
Agreement Period	
Current Address	
AIH Email Address	
Personal Email Address	
Phone Number	
Start Date	
Return Date	

Terms of Agreement:

I acknowledge that I am responsible for the computer equipment and will return it:

- By the due date;
- In the same condition that I received it;

I agree to the following:

- To pay a refundable deposit of \$100 which will returned if the computer equipment is returned in the same condition it was loaned.
- The computer equipment is the property of Australian Institute of Higher Education (AIH).
- Not to deface or destroy the computer equipment in any way.
- To protect the equipment from theft and/ or damage.
- To notify AIH immediately if the equipment is damaged, lost, or malfunctioning.
- I will cooperate with AIH if an investigation related to damage or loss of the equipment is required.
- To pay for all repair/replacement cost resulting from damage or loss of the computer equipment or accessories while it is loaned in my name.

Replacement Cost:

- Computer equipment (Replacement cost as \$ _____)
 - Power cord and AC power pack (Replacement cost: \$50.00)
 - Computer bag (Replacement cost: \$50.00) – the Library will accept a replacement bag of equal size and quality in lieu of payment
 - Mouse (Replacement cost: \$10.00)
 - A charge for damage will be applied to your AIH student account
 - Deposit will be withheld in the case of overdue return.
- To use the equipment safely.
 - To not use equipment for viewing or creating inappropriate material (of a violent, sexual or political nature) which will result in losing the right to use this equipment.



AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION

- To not use the equipment for the purpose of personal profit making or for commercial activities.
- The use of the equipment including software, email and the internet is conditional upon compliance with all AIH policies, procedures, and guidelines, including the AIH Student Code of Conduct and Sexual Harassment & Sexual Assault Policy & Procedure.

I have read the Student Computer Loan Agreement form and I agree to follow these conditions of use.

Student Signature: _____ Date: _____

Office Use	
Computer equipment Serial Number, Make and Model	
Other Accessories	
Date of Loan	
Due Date	
Name of Staff Member	
Signature of Staff Member	
Add photographic evidence of the equipment	