



# Institute for Social Neuroscience ISN Psychology Policies and Procedures

Version 48

## Contents

Definitions .....	5
Committees .....	6
Coordinators .....	7
College Administration and Management .....	7
President .....	7
CEO .....	8
Dean .....	8
Associate Dean .....	9
College Registrar .....	9
Clinical Programs Co-ordinator and Placement Coordinator .....	9
ISN Clinic Services Director .....	9
Student Liaison Officer/ Student Advocate .....	10
Boards of Management .....	10
College Council .....	10
Academic Board .....	10
A. Admissions: Credit Transfer .....	11
1. Policy .....	11
2. Coverage .....	11
3. Definitions .....	11
4. Responsibility .....	11
5. Applications for Credit .....	11
6. Nature and Amount of Credit Granted .....	12
7. Notification of Applicants .....	12
8. Appeals .....	12
B. Admissions: Entry Requirements .....	13
1. APPLICATION FOR ADMISSION AND SELECTION PROCESS .....	13
2. COURSE INTAKE QUOTAS .....	14
3. ACADEMIC REQUIREMENTS FOR ADMISSION .....	14
4. DEFERRAL/ LEAVE OF ABSENCE .....	16
5. WITHDRAWAL FROM A COURSE .....	17
6. WITHDRAWAL OF OFFER OF ADMISSION .....	17
7. WITHDRAWAL FROM A UNIT .....	17
8. GRIEVANCE & COMPLAINTS .....	17
C. Grievances, Complaints, and Appeals .....	18
INTRODUCTION AND OVERVIEW .....	18

1. JURISDICTION .....	19
2. APPEALS PRINCIPLES .....	19
3. STAGE 1: INFORMAL CONSULTATION .....	21
4. STAGE 2: APPEAL TO ASSOCIATE DEAN .....	22
5. STAGE 3: APPEAL TO THE ACADEMIC BOARD .....	22
6. STAGE 4: APPEAL TO INDEPENDENT MEDIATION SERVICE.....	24
7. IMPLEMENTING OUTCOMES OF UPHELD APPEALS .....	24
8. IMPLEMENTATION OF DECISIONS.....	27
9. ANNUAL REPORT .....	27
D. Information and Communication .....	27
1. MOBILE TECHNOLOGY.....	27
2. COMPUTERS .....	27
3. INTERNET.....	28
4. EMAILS.....	28
5. MOODLE ACCOUNT (LMS).....	28
6. LIBRARY SERVICES .....	29
7. DIGITAL DOCUMENTS AND HARDCOPY DOCUMENTS_ ACADEMIC RECORDS, TRANSCRIPT, TESTAMUR AND AHEGS - QVAULT .....	29
E. Financial.....	30
1. FEE STRUCTURE, FEE CREDIT AND REFUND POLICY.....	30
2. REFUND AND RE-CREDITING OF TUITION FEES AND FEE HELP UNDER SPECIAL CIRCUMSTANCES .....	31
F. Academic.....	33
1. ASSIGNMENT DUE DATES.....	33
2. WORD COUNT ON WRITTEN ASSIGNMENTS AND TIME LIMIT ON VERBAL PRESENTATIONS.....	34
3. MARKING, ASSIGNMENTS AND AWARDED GRADES .....	34
4. STUDENT GRADES .....	35
5. PRE-EMPTIVE REMEDIAL, AT RISK AND SHOW CAUSE NOTIFICATIONS .....	36
6. Show Cause Policies and Procedures .....	38
7. EXAMINATION .....	38
8. SPECIAL CONSIDERATION.....	39
9. DISABILITY PROVISIONS.....	40
10. INCOMPLETE GRADE .....	40
11. STUDENT MISCONDUCT .....	40
12. RESEARCH PROJECTS.....	41
13. SPECIAL PROVISIONS FOR HUMAN RESEARCH .....	41
14. PLAGIARISM.....	44
15. STUDENT FEEDBACK.....	44

16.	CLINICAL PLACEMENT .....	44
17.	COURSE REVIEW .....	45
18.	HEALTH & SAFETY .....	45
19.	STUDENT ADVOCACY AND SUPPORT SERVICES .....	45
20.	AWARDING AND CONFERRING A DEGREE .....	45
G.	Privacy Policy .....	46
H.	Placement Policy .....	53
I.	Clinic Policy .....	57
	Document and Version Control .....	61
	Version Control .....	61
	Amendments: .....	63
	Review Date .....	64
	Disclaimer: .....	65

## 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.

**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

### *ISN Practice Placement Committee*

The Practice Placement Committee (PPC) reports to the Academic Board and is accountable to the Academic Board for overseeing and monitoring clinical activities and the day to day operation of placement activity throughout ISNs networks. The key responsibilities of the PPC are to provide strong governance and quality assurance for practice activities and to undertake oversight functions as necessary, including to:

- oversee and monitor the delivery and quality of psychological services;
- oversee and monitor caseloads and timetables;
- review and oversight of partnerships, agreements and outcomes; and
- develop and review clinic policies, guidelines and procedures.

### *ISN Innovation and Scientific Advisory Committee*

The Innovation and Scientific Advisory Committee (ISAC) is delegated by the Academic Board to manage and oversee the research activities of ISN. The ISAC is responsible for ensuring the suitability of student research projects, the propriety of work-integrated research and development arrangements, and the supportive supervisory environment that cultivates a culture of research and scholarship, thereby facilitating new knowledge generation and advances in clinical practice.

### *Learning and Teaching Committee*

Through delegation from the Academic Board, the role of the Learning and Teaching Committee (LTC) is to provide advice and make recommendations on academic matters to the Academic Board to support the achievement of ISN's academic goals. The LTC helps to ensure that appropriate academic governance is in place within the scope of its functions. This Terms of Reference sets out the role and responsibilities of the LTC as well as guidance relating to the membership and operation of the LTC. The LTC contains two sub committees (1) Course Progress and Grade Assessment Sub Committee and (2) Staff Student Consultative Sub Committee

### *Course Progress and Grade Assessment Sub Committee*

Through delegation from the Learning and Teaching Committee, the role of the Course Progress and Grade Assessment Sub Committee is to provide a forum for feedback from teaching staff on the progress of students through the courses, to track student progress and finalise grades. The Sub Committee will also determine and approve academic results on behalf of the Academic Board.

### *Staff Student Consultative Sub Committee*

Through delegation from the Learning and Teaching Committee, the role of the Staff Student Consultative Sub Committee is to provide a forum to consider, evaluate and monitor the quality and effectiveness of academic, administrative and student support services and functions. The Sub Committee is accountable to assist the LTC in implementing, monitoring and evaluating systems of continuous improvement and quality assurance in learning and teaching.

## 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.

### *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
- coordinate teaching staff.

### *Postgraduate Coordinators*

The postgraduate coordinators will be responsible for overall administration of the postgraduate Master and Doctoral Level courses (AQF Level 9). The main tasks of the postgraduate coordinators are the same as that of the undergraduate and honours coordinator but at a postgraduate level for their respective courses.

## College Administration and Management

### *President*

The President's role (akin to the Vice Chancellors role in a university) focuses on the broader mission of the institution, both academic and non-academic, and represents ISN in various internal and external capacities.

- Strategic leadership: Represents the overall direction for ISN, promoting high-quality teaching, learning, research, and community engagement.
- Representation: Represents ISN at academic, professional, and administrative conferences, events, and forums, enhancing the institution's overall reputation.
- Community engagement: Engages with the wider community, including industry, government, and non-government organisations, promoting ISN's achievements and fostering partnerships.
- Institutional oversight: Heads the overall Operational Unit of ISN, ensuring that all functions, including academic and non-academic, are in line with institutional goals and mission.



## CEO

The CEO's primary role is to lead and oversee the execution of ISN's strategic plan and maintain operational excellence across the institution.

- Strategic leadership: The CEO sets the strategic direction for ISN in line with the institution's mission and vision. This includes identifying opportunities for growth and innovation and addressing challenges that could impact the institution's success.
- Operations management: The CEO oversees the day-to-day operations of ISN, ensuring the smooth functioning of all departments, from finance to HR, from admissions to academic affairs.
- Financial stewardship: The CEO is responsible for ISN's financial health, ensuring the institution's revenue streams are strong and its resources are being used effectively and efficiently.
- Stakeholder management: The CEO engages with various stakeholders, including staff, students, partners, regulatory bodies, and the wider community, to build relationships and manage ISN's reputation.
- Risk management: The CEO identifies potential risks to ISN and implements measures to mitigate these risks, ensuring the institution's long-term sustainability.

## Dean

The Dean serves as the chief academic officer of the institution, responsible for promoting academic excellence, advancing the institution's academic and strategic mission, and leading the development and execution of the academic strategic plan. Given the focus of the institute on the psychology profession, the incumbent must also hold psychology registration. Relevant to these policies and procedures, the Dean's main responsibilities include:

- Academic leadership: Provides visionary academic leadership, fostering an environment that promotes academic excellence, scholarship, and innovation in teaching and learning.
- Academic governance: Chairs the Learning and Teaching Committee and is a member of the Academic Board, guiding the development and implementation of academic policies and procedures in accordance with TEQSA's Higher Education Standards Framework and APAC standards.
- Quality assurance and compliance: Ensures a culture of continuous improvement and quality assurance in all academic offerings, meeting and exceeding compliance and accreditation standards. This includes oversight of compliance with TEQSA and APAC regulations and upholding APAC standards.
- Faculty and student engagement: Interacts with faculty and students, understanding their needs and challenges, and works to improve their experience at ISN.
- Strategic planning and implementation: Develops, communicates, and implements academic strategic plans that align with the overall institutional strategy.
- Program development and review: Leads the development, implementation, and review of all academic programs and courses.
- Scholarly activity and research leadership: Fosters a research culture, encouraging and supporting faculty members in their scholarly activities.



### *Associate Dean*

The Associate Dean supports the Dean in the effective operation of the academic unit, particularly focusing on the management of academic programs. The Associate Dean ensures the delivery of quality education in alignment with the institution's vision and strategic objectives. Relevant to these policies and procedures, the Associate Dean main responsibilities include:

- Program leadership: Oversees all academic programs, including undergraduate and postgraduate courses. Ensures these programs meet the highest academic and professional standards.
- Quality assurance and compliance oversight: Assist the Dean in implementing quality assurance processes across academic programs and ensures compliance with TEQSA and APAC regulations. Takes a proactive role in maintaining compliance with changing regulatory requirements.
- Teaching and learning strategy: Assists the Dean in the development and implementation of teaching and learning strategies. Contributes towards continuous curriculum development and improvement.
- Research and scholarly activity: Facilitates an environment of research and scholarly activity within the institution. Ensures scholarly activities are integrated into student learning and teaching processes.
- Implementation and oversight of student-centred strategies: Responsible for overseeing and implementing the Dean's operational plans, facilitating an effective learning environment, ensuring safeguards for student welfare and implementing strategies aimed at enhancing student progress, attainment, and wellbeing.

### *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.
- annual reporting of student numbers and finances to all external Bodies as required by regulations.

### *Clinical Programs Co-ordinator and Placement Coordinator*

The Clinical Programs coordinator will have the responsibility of coordinating student clinical activities and work integrated learning within ISN Clinic Pty Ltd particularly relevant to the first placement. The Placement Coordinator will have the responsibility of facilitating placements for students in their second and third placements.

### *ISN Clinic Services Director*

The principal clinician at ISN Clinic responsible for client servicing through ISN Clinic.

### *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*

Through delegation from the College Council (Council), the Academic Board (AB) is primarily responsible for overseeing the processes involved in designing, delivering, and assessing ISN academic programs (also referred to as courses). It serves as the primary academic body within ISN and upholds the highest standards in teaching, scholarship, and research.

The key responsibilities of the AB are to provide strong academic governance and quality assurance for academic activities and to undertake oversight functions as necessary, including to:

- approve new courses and changes to existing courses consistent with registration and accreditation standards and requirements;
- monitor and approve student results and scholarships;
- oversee and monitor the academic quality of programs and courses;
- initiate academic reviews and improvements;
- develop, approve and review academic policies and procedures;
- maintain student academic integrity and oversight of conduct;
- monitoring research and development activities and their effectiveness; and
- providing oversight of research and scholarship activities.

## 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.

### 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
- 2.2 Credit will not be granted if the period of prior learning is greater than 10 years unless approved by the relevant Course Coordinator and Associate Dean.
- 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.
- 2.4 Applicants who wish to continue their studies in professional psychology education but have completed the four year sequence more than 10 years ago may be eligible to complete a refresher training program (<https://psychologycouncil.org.au/students/refresher-training>). It may be a registration requirement to complete refresher training to gain provisional registration as a psychologist. As part of the registration process, the Psychology Board of Australia (PsyBA) will assess your application and advise whether any refresher training is required. Applicants should contact the PsyBA directly for further information regarding any refresher training.

### 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

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- 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 unless approved by the Course Coordinator and Dean / Associate Dean.

## *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 ISN endeavours to have fair and equitable processes for admission into all courses.
- 1.2 Application for admission is completed online through ISN's webpage.
- 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 Psychological Science (Honours) (4th year only)
  - 1.7.2 Master of Professional Psychology
  - 1.7.3 Master of Psychology (Clinical) (Year 5-6)
  - 1.7.4 Master of Psychology (Sport & Exercise) (Year 5-6)
  - 1.7.5 Doctor of Psychology (Sport & Exercise, Clinical)
  - 1.7.6 Bachelor of Psychological Science (Honours) & any Master Level Course offering (year 4 and above)
  - 1.7.7 Graduate Diploma of Psychological Studies [4-year bridging (2 year program)]
- 1.8 Applications for multiple course combination offerings under 1.7.6 will be required to maintain a full-time status during the Bachelor of Psychological Science (Honours) year.
- 1.9 Quotas may 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 status and 50 credits (or equivalent) 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 Associate Dean, may provide special dispensation allowing for fewer units/credit points to be undertaken per part-time year in special circumstances.
- 1.11 Acceptance into a course or course sequence may involve:
  - 1.11.1 Submission of an application form with relevant documentation.
  - 1.11.2 An interview and/or psychological assessment process (predominantly for short-listed postgraduate and combined sequence candidates).
- 1.12 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 being processed.
- 1.13 Postgraduate and combined sequence applicants offered the assessment process will be considered to have the academic equivalence for entry and/or psychology related work experience.
- 1.14 The addition of an interview may be scheduled where there is the need to determine academic equivalence or recency in meeting the application criteria and may apply

to all courses.

- 1.15 Applicants will be notified of their progression to interview/assessment following the outcome of an evaluation by the selection team, typically consisting of the Registrar and/or Associate Dean or a proxy, together with the relevant course Coordinator and/or their proxy (staff with relevant academic or clinical experience).
- 1.16 Course acceptance will be based on the selection team's ranking and scoring of applicants determined by averaging members' assessment of academic achievement, referee reports, and/or psychology related work experience and where relevant outcomes of assessment and interview. Students will be offered a place at ISN (over a number of possible selection rounds) dependent on these evaluations of overall suitability for the course and any course quotas that are in place.
- 1.17 Consideration to interview/assessment is no guarantee of admission into the course.
- 1.18 Applicants who have applied for the combined sequence offering and were granted an interview/assessment but who were not successful following the interview/assessment for the multiple course offering, may be offered entry into 1.7.1.
- 1.19 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).
- 1.20 The selection team will not deliberate further once a decision has been made.
- 1.21 Offers for admission will be made over several rounds.
- 1.22 Should the quota not be filled, a subsequent round 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/assessment if relevant and considerations in 1.16) will be made an offer of admission.
- 1.23 To be considered for a place in any course, applicants must have completed the necessary prior levels of an APAC accredited sequence of study in psychology.
- 1.24 Students offered the combined sequence of degrees must maintain the pass grade for all units per semester to remain eligible for automatic entry into the next AQF level, provided entry requirements and GPA's are met.
- 1.25 Unless approved by the Associate Dean, students are required to enrol in the course for which they have accepted a position no later than the end of the second week of the first semester in which the course is offered.

## 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 the 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 team will determine minimum standards.
- 3.2 The team will consist of a mixture of staff.
- 3.3 Competitive Hurdle requirements to enter 4th year (AQF 8) programs are as follows:

For the Bachelor of Psychological Science (Honours) (4th year only):

- 3.3.1 Successful completion of an APAC accredited three-year sequence of study

(or equivalent) in psychology is required prior to entry into an Honours Program.

- 3.3.2 Candidates must meet minimum English language proficiency standards for entry to an AQF level 8 degree. This will require that candidates have successfully completed an APAC accredited three-year sequence of study (or equivalent) in psychology (or demonstrated English equivalency). For permanent residency students and/or students who have obtained their qualifications from overseas, in addition to providing their Australian Psychological Society (APS) documentation for equivalency, they would need to demonstrate appropriate International English Language Testing System (IELTS) scores. For AQF Level 8, an overall IELTS minimum of 6.5 with no band less than 6.0 is expected.

For the Graduate Diploma of Psychological Studies [4-year bridging (2-year program)]:

- 3.3.3 Students will have successfully completed a bachelor's degree or higher in a discipline other than psychology.
- 3.3.4 Students will meet criteria as a domestic student or have overseas qualifications translated into English and deemed equivalent to Australian qualifications by the Australian Education International – National Office of Overseas Skills Recognition (AEI-NOOSR).
- 3.3.5 Students will meet criteria 3.3.2 for English language proficiency standards for entry to an AQF level 8 degree.
- 3.3.6 A yearly intake quota may apply to all programs and entry will be competitive.
- 3.4 The minimum requirement for entry to an APAC accredited postgraduate course (AQF 9 or higher), is based on academic achievement in an APAC accredited four-year sequence of study in psychology with greatest weighting given to the 4th year (Honours or Graduate Diploma). Students must have completed an APAC accredited 4<sup>th</sup> 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 an APAC accredited AQF 9 degree (or higher) provided by ISN Psychology.
- 3.4.1 The minimum academic entry requirement is the completion of an APAC accredited 4<sup>th</sup> year of study with a weighted average equivalence across units. The average equivalence is set at credit average for AQF 9 (Master Level) courses in the Master of Professional Psychology program, and 70% for other AQF 9 Master of Psychology courses and 75% for AQF 10 (Doctoral Level). Entry into an AQF 9 or above course is competitive and requires consideration of academic results, relevant experience, references and the outcome of interviews/assessments.
- 3.4.2 Applicants who can demonstrate that they are currently registered as a psychologist and complying with the CPD requirements of the Registration Board will be assessed for academic equivalency based on experience in the field.
- 3.4.3 Short-listed applicants meeting the academic equivalence criteria will be invited to attend a formal interview/assessment as described in Section 1 *Application for Admission and Selection Process* above.
- 3.4.4 Candidates must be eligible to apply for provisional registration with the PsyBA.
- 3.4.5 Additionally, candidates must meet minimum English language proficiency



standards for entry to an AQF level 9 (or higher) course. This will require that candidates have successfully completed a 4th year APAC accredited psychology degree (or demonstrated English equivalency). For permanent residency students and/or students who have obtained their qualifications from overseas, in addition to providing their APS documentation for equivalency, they would need to demonstrate appropriate International English Language Testing System (IELTS) scores. For postgraduate entry (AQF 9 or higher) an overall minimum of 7.0 with no band less than 7 is expected.

- 3.4.6 ISN Psychology requires students undertaking an APAC accredited postgraduate course (AQF level 9 or higher) to adhere to a set of personal, professional, ethical and legal obligations. Students must be able to abide by inherent requirements stipulated by ISN Psychology (isn.edu.au) and found at the following website link: [https://www.isn.edu.au/files/ugd/c0e107\\_d61878d82f374f54be28a799872f1f3e.pdf](https://www.isn.edu.au/files/ugd/c0e107_d61878d82f374f54be28a799872f1f3e.pdf)
- 3.5 Upon enrolment into an APAC accredited postgraduate course (AQF level 9 or higher) students will be required to supply proof of submission of the application for provisional registration with the Psychology Board of Australia (PsyBA), a current police check and Working with Children's Check. Documents need to be provided in a timely manner. Proof of provisional PsyBA registration and proof of professional indemnity insurance need to be supplied to ISN Psychology prior to enrolment into the initial placement program unit. ISN has the right to cancel the enrolment of the students who do not meet registration requirements. Students are required to maintain provisional registration with the PsyBA through the Australian Health Practitioner Regulation Agency throughout the course program, in accordance with APAC's requirements.

#### 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 Associate Dean.



## 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 Dean 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 Dean 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. WITHDRAWAL FROM A UNIT

- 7.1 Students may withdraw from a unit before the census date. **Withdrawal from a unit before census has no academic penalty.**
- 7.2 Students who withdraw from a unit after the census date but before the end of week eight will not incur any academic penalty; however, they will not be eligible for a refund or credit.
- 7.3 Students who withdraw from a unit after the end of week 8 of the semester will not receive a refund or credit and will receive a fail grade for the unit (see Section F, 4.6).

## 8. GRIEVANCE & COMPLAINTS

- 8.1 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 (for all appeals of a single assessment grade, students should refer to Section F: Academic below):

***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 ASSOCIATE DEAN*** - If the informal review does not produce a satisfactory outcome, the Associate Dean should be contacted and a formal written complaint submitted to the Associate Dean through the Registrar. The Associate Dean 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 Associate Dean is unable to resolve the situation, the matter can be referred by appeal to the Academic Board who has authority to instruct the Associate Dean and/or Dean 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.

***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.
  - 1.2.5 Academic courses offered.
  - 1.2.6 Committee or subcommittee decisions made on academic matters.
  - 1.2.7 Administrative operations including student admission.
  - 1.2.8 Unlawful discrimination, harassment and bullying which are dealt with in the ISN Policy Academic section 10 Student Misconduct.
  - 1.2.9 Staff misconduct.
  - 1.2.10 Matters relating to applicants seeking enrolment in an ISN Psychology course.
  - 1.2.11 Non-Academic matters relating to the function or day to day business of ISN Psychology.
- 1.3 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.
- 1.4 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 two business days 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 Dean 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.

- 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 Associate Dean 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 Dean 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 ASSOCIATE DEAN

- 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 Associate Dean 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 Associate Dean 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 Associate Dean can refer the matter to the Dean who can assist in seeking a resolution before sending the matter to the Registrar for consideration under Stage 3.
- 4.5 If the Associate Dean is a party to the complaint, the complainant can write directly to the Dean 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 Dean or 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 Associate Dean and is not satisfied with the outcome, the complainant may escalate the matter by appeal to the Dean or 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.



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 Associate Dean (or Dean if they have carriage of the complaint). The appeal must: be accompanied by a copy of the letter the complainant has received from the Associate Dean (or Dean if they have carriage of the complaint); 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.
- 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:

- 7.1 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 Associate Dean 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 Associate Dean 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 Associate Dean 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 Associate Dean 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 Associate Dean 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:
  - 7.2.6.1. The Associate Dean to permit the student to resubmit part or all of the assessment for a given unit within a specified time for re-assessment.
  - 7.2.6.2. The Course Progress Assessment Review committee to permit students to undertake supplementary assessment(s).
  - 7.2.6.3. 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:

- 7.3.4.1. The Associate Dean 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.
  - 7.3.4.2. The Associate Dean 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.
  - 7.3.4.3. 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.
  - 7.3.4.4. 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 Associate Dean 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 Associate Dean 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 Dean 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 F. Academic, 11. 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 Associate Dean to cancel any penalty imposed.
  - 7.5.2 If the penalty imposed is deemed to be excessive the Academic Board will

instruct the Associate Dean 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 Associate Dean (or Dean depending who had carriage of the complaint) 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 Dean to instruct the Associate Dean 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 Associate Dean.

### 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 .
- 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 Associate Dean.
- 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. MOODLE 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 and approved by the Associate Dean.
- 5.9 Written 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. 14 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.11 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 and the Associate Dean. 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 Students experiencing technical difficulties can contact the ISN IT help desk at [helpdesk@isn.edu.au](mailto:helpdesk@isn.edu.au).
  - 5.15 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.
  - 5.16 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.
- 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 copies of all required textbooks and additional referencing and writing resources.

## 7. DIGITAL DOCUMENTS AND HARDCOPY DOCUMENTS\_ ACADEMIC RECORDS, TRANSCRIPT, TESTAMUR AND AHEGS - QVAULT

- 7.1 ISN Psychology will digitally upload your academic record, academic transcript, Testamur and AHEGS to QVault as these documents become available. QVault is an AQF certified, secure and verifiable, digital credential platform. One free digital academic record will be provided per end of semester (when your marks have been confirmed), except for the final semester where a free digital academic transcript will be provided instead upon graduation. Your digital academic transcript, Testamur and AHEGS will only be available once approved by the academic board and conferred by the college council ie. upon conferral of your degree. Digital documents will replace hardcopy documents, with the exception of one hardcopy of the Testamur provided upon graduation. Other hardcopy documents can be provided upon request at a cost.

Please contact the registrar office to request a hard copy. For further information

please visit our website [isn.edu.au](http://isn.edu.au), select courses, scroll down and select Transcripts, records and statements.

## E. Financial

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

- 1.1 This policy does not remove the right of the student to take action under Australia's consumer protection laws.
- 1.2 Any tuition fee increases will need to be approved by the Executive in line with CPI increases within the education sector.
- 1.3 Tuition fees and/or student contribution amount determination will not have regard to any matter related to the manner or timing of:
  - i. any student's payment of the student contribution amount or tuition fee to the provider; or
  - ii. 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.
- 1.5 In accordance to the Higher Education Provider Guidelines, 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:
  - i. the date of commencement of the unit of study; and
  - ii. the last date the student can enrol in the unit of study without incurring a late enrolment fee.
- 1.6 The offer once made will be valid for a period of 14 days.
- 1.7 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.
- 1.8 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.
- 1.9 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.
- 1.10 The student will pay the balance of the semester fee prior to or on the census date of each semester.
- 1.11 ISN Psychology's eligibility to provide FEE HELP to students will be published on the ISN website ([isn.edu.au](http://isn.edu.au)) and communicated to current students through the appropriate channels.
- 1.12 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>).
- 1.13 After initial enrolment, students will receive semester dues for enrolled units in the course degree.

- 1.14 Students who do not pay their fees on time will be issued with a late payment notice within 7 days after the census date.
- 1.15 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.
- 1.16 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.
- 1.17 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.
- 1.18 Students should be familiar with all provisions stipulated in the ISN Psychology Policies and Procedures Manual.
- 1.19 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.
- 1.20 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).
- 1.21 In the event a course or unit is not delivered, students will receive a full refund.

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

- 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:
  - 2.1.1. are beyond the student's control; and
  - 2.1.2. do not make their full impact on the student until on or after the census date for the unit of study in question; and
  - 2.1.3. 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, 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, 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.
  - 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 Associate Dean for an extension over a given period.
- 1.2 The coordinator of the unit in which the assignment is due can, upon exercising their own discretion, recommend to the Associate Dean that an individual student be granted an extension to the due date, but this does not guarantee approval. In the case of an extension for a research proposal or thesis, the request must be supported by the student's research supervisor.
- 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:

- i. the delay is not a consequence of late submission of the ethics application.
  - ii. is not a result of an inability to satisfy ethics guidelines;
  - iii. 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 Associate Dean no later than 1 week prior to

- when the assignment is due.
- 1.7 The Associate Dean must reply within 3 business days 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.
  - 1.10 If the assignment is greater than 1 week overdue without an approved extension 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 7<sup>th</sup> edition of the Publication Manual of the American Psychological Association. Assignments must be submitted in Word or PDF format. It is the student's responsibility to ensure that the file submitted is not corrupted and is able to be opened by the unit coordinator or assigned marker. If the file is unable to be opened, it will be considered as a late submission and late penalties will apply for each day until an acceptable file is submitted.
  - 1.12 Students will receive a receipt of submission of assignments with a date and time of submission through Moodle 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 11.59pm on the due date after which they will be considered overdue.
  - 1.15 For the purpose of this policy, an 11.59pm cut off time designates days overdue.

## **2. WORD COUNT ON WRITTEN ASSIGNMENTS AND TIME LIMIT ON VERBAL PRESENTATIONS**

- 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 The time limit for verbal presentations is that stipulated at the beginning of the semester in line with the associated unit guide.
- 2.3 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) and verbal presentations will be terminated when the presenter has exceeded the time limit by 10%.
- 2.4 Where the word count/ verbal presentation time exceeds 10% of the set word/time count markers will not read/listen to anything beyond the extra 10% of words/time for any given assessment

## **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 overall 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 theses 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 unless advised otherwise.
  - 3.9 In the case where an assignment is graded by a single marker, students who disagree with the mark received, may appeal by requesting a review from the unit coordinator within 7 days of receiving the mark but not before 48 hours have passed. It is important to note that appeals must be supported by documented evidence highlighting factual errors made by the markers against the marking rubric and communicated to the unit coordinator. Appeals based solely on dissatisfaction with a mark will not be considered.
  - 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 In the case where an assignment is marked by two or more markers, the student can appeal by requesting from the coordinator that the work be re-assessed within 5 days of receiving the mark only after consultation with their direct research supervisor.
  - 3.12 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 placements, will be graded as a percentage.
- 4.2 The Course Progress and Grade Assessment Sub 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 though 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 Students who withdraw from a unit after the end of week 8, will receive the fail grade WF for that unit.
- 4.7 The final grade for any of the competency measures will be aggregated and totalled out of 100 to provide the final unit grade as indicated:
- 4.8 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  
 WD Withdrawn

WF Withdrawn Fail  
GPA Grade Point Average

- 4.9 Placements will be awarded a pass or fail grade together with the designator P or F.
- 4.10 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.
- 4.11 Withdrawal from a unit after census date will be indicated by the following designator: WD
- 4.12 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.
- 4.13 Students who fail an assessment are provided one opportunity by the Associate Dean to undertake a supplementary assessment to achieve a pass. A supplementary assessment is an opportunity provided to students who have not passed an assessment to improve their performance and achieve a passing grade. A supplementary assessment does need to be a completely new assessment and may involve a reattempt of the same assessment that was not satisfactorily completed initially. The purpose of supplementary assessments is to support students in their learning journey by offering a chance for remediation and ensuring they have the opportunity to demonstrate their understanding and mastery of the subject matter.
- 4.14 Students who pass an assessment via supplementary examination will be awarded a pass grade for that assessment.
- 4.15 Students must pass all assessed components of a unit.
- 4.16 Students who fail a unit will need to re-enrol in the unit when next available.
- 4.17 In order to be awarded an Honours degree a 50% 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). The overall grade of Honours is determined by the overall mark awarded.
- 4.18 For Masters level students, the pass grade is set at 50% for all units where grades are provided.
- 4.19 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.
- 4.20 Students can register to repeat a unit before census date. Students must have the permission of the Associate Dean to register to repeat a unit.
- 4.21 When a unit is repeated, the most recent grade (which is not necessarily the better grade) will be used to calculate the student's GPA and credits earned toward graduation. Also, the previously earned credit is forfeited. The student's transcript will indicate both the initial grade for the unit (forfeited) and the most recent grade.

## 5. PRE-EMPTIVE REMEDIAL, AT RISK 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 a unit.

- 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 may be asked to attend regular 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.
- 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, 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 [studentliasonofficer@isn.edu.au](mailto:studentliasonofficer@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*

- 5.8 Students who fail a unit will be designated “At Risk” and will be sent an AR notice.
- 5.9 Students sent an AR notice will be asked to attend a meeting with the course 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.
- 5.10 A written account of the meeting together with a plan must be provided and countersigned by the course coordinator before re-enrolling in the unit.
- 5.11 Students issued with an AR notice will be put on an AR register.
- 5.12 Students on an AR register would be expected to make regular contact with relevant staff on average once per fortnight for assistance during the staff consultation hours.


## 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.
- 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 registrar office, 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 or online setting.
- 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 %



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- 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 significant hearing impairment, at the request of the student, instructions will be provided in writing.
  - 7.17 Students caught with unauthorised 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 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 or an alternative assessment 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.

## 9. DISABILITY PROVISIONS

- 9.1 Students with a disability may 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 15/443 Upper Heidelberg Rd, Ivanhoe, VIC, 3079. 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 8. 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 carryover of clinical placement to the next semester.
- 10.3 "INC" grades can be updated with the approval of the course coordinator and Associate Dean 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 AR or SC notice in accordance with the provisions indicated here and ISN's Academic Policy 5 and 6: 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 The Associate Dean in consultation with the Dean 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 discriminative; 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:
- i. fails to declare or manage a serious conflict of interest;
  - ii. fails to follow research proposals as approved by a research ethics committee;
  - iii. 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 All research must be carried out in accordance with the National Health and Medical Research (NHMRC) Guidelines on Human and Animal Experimentation.
- 12.3 Research Ethics Applications involving humans will be submitted to an NHMRC approved ethics committee such as ISN Psychology Human Ethics Committee.

## 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:

- i. managing conflicts of interest
- ii. monitoring research

- iii. handling complaints; and
  - iv. 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:
- i. 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
  - ii. an institution’s interests or responsibilities have the potential to influence the carrying out of its research obligations.
  - iii. 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.
  - iv. 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 ISN Ethics Committee about the conflict.
- 13.4 The Ethics Committee involved in approval of ISN research may adopt measures to manage COI involving researchers. These measures may require that:
- i. the research quality be independently reviewed.
  - ii. the information be disclosed to research participants;
  - iii. a person other than the researcher make the initial approach to participants;
  - iv. the information be disclosed in any report of the research;
  - v. the research be conducted by another researcher; or
  - vi. 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:
- i. the institution itself or
  - ii. 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:

- i. reports from independent agencies such as the Academic Board.
  - ii. reports from researchers every six months.
  - iii. review of adverse event reports.
  - iv. random inspections of research sites, data, or consent documentation; and
  - v. 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/bodies 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:
  - i. progress to date, or outcome in the case of completed research;
  - ii. maintenance and security of records;
  - iii. compliance with the approved proposal; and
  - iv. 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:
  - i. the researcher and, where possible, the participants should be informed of the withdrawal;
  - ii. ISN Psychology will ensure that the researcher promptly suspends the research and makes arrangements to meet the needs of participants; and
  - iii. 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 Ethics Committee, and/or ISAC/Dean/Associate Dean considers that urgent suspension of research is necessary, the relevant student and supervisor will be instructed to stop the research.
- 13.16 The Ethics Committee may require researchers to amend research procedures to protect participants.
- 13.17 ISN Psychology may receive complaints about researchers or the conduct of research. Complaints may be made by participants, researchers, staff of institutions, or others. 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 will be referred to ISAC for review and further to the Academic Board under a SC notice.
- 13.18 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.

#### **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 part of the work that is plagiarised will receive a mark of 0% for that section. If the plagiarism is substantive, the student may receive 0% for the total assignment. Students who commit plagiarism will be given an AR notice and put on the plagiarism register. If plagiarism is systematic, students may face the harsher penalty of cheating and a SC notice may be issued at the discretion of the Associate Dean in consultation with the Dean and course and unit coordinators.
- 14.8 Assignments submitted through the LMS will be checked for plagiarism through Turnitin services (Originality Check). A high similarity score may flag a paper for extra attention and may indicate that plagiarism has occurred requiring the judgement of the unit coordinator.

#### **15. STUDENT FEEDBACK**

- 15.1 A course level student representative will be chosen 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 may provide a presentation and/or information about themselves in a suitable format to the course student cohort.
- 15.4 Should there be more than one student nomination, 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.

#### **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 on a rolling basis by the Learning & Teaching Committee during one of their quarterly meetings and by the Academic Board.
- 17.2 Each course coordinator can present a report detailing any issues that have arisen, suggested improvements and report on the rated quality of course offerings.

## **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 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 More specific information regarding support services will be available on the ISN website and in the student services handbook.
- 19.4 Students are encouraged to consult with staff to seek support with lecture content. Staff consultation hours will be made available and advertised on 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 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,. 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.

The information may include:

- (a) the number of users visiting our Website and the number of pages viewed;
- (b) the date, time and duration of a visit;
- (c) the IP address of your computer; or
- (d) 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:


- (a) 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;
- (b) to provide you with a student account and student services, including evaluating and processing your application for a student account;
- (c) to manage your student account including access to online student services, learning tools, library and research services;
- (d) to communicate with you including to provide and promote our services to you and to communicate with you via SMS or email newsletters;
- (e) to personalise and customise your experiences on our Website; 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.

## 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.au](mailto:reception@isn.edu.au)

By post: Att: Privacy Officer

ISN Psychology Pty Ltd 15/443 Upper Heidelberg Rd Ivanhoe Vic 3079

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).

## H. Placement Policy

### BACKGROUND

Placements are recognised as an essential component in the training of professional psychologists. Placements are designed to provide students with a range of experience and skills that will equip them for work as a psychologist. To ensure that placements are conducted in a manner that provides appropriate experience for students, various guidelines have been developed by the Institute, APAC (the Australian Psychology Accreditation Council) and the Psychology Board of Australia (PsyBA).

### AIMS

During placements, it is expected that students will develop the competencies as described by the APAC standards (2019).

### CONTACTS

The ISN Placement Coordinator for the respective postgraduate professional course will be responsible for: liaising between the Institute and the field supervisors, assisting students with the process of arranging placements, monitoring student progress during placements, and ensuring that the paperwork has been completed properly. The Placement Coordinator or another academic appointee will visit each placement at least once while the student is on placement, generally midway through for the mid-placement review, either online or in-person. Students will not receive a final mark for their placement until all placement paperwork has been reviewed by the Placement Coordinator. Placement documentation should be submitted to the InPlace Placement page relevant to one's course.

### PROCESS

1. Pre- placement
  - 1.1 Students are required to complete the following paperwork and/or read the following documentation immediately upon commencement of the postgraduate professional course:
    - 1.1.1 Provisional Registration
      - Upon enrolment in the course, and before students commence their first placement, they must be registered as a provisional psychologist with the Psychology Board of Australia (PsyBA). A copy of the application form for provisional registration (APRO-10) is available from the PsyBA website: <http://www.psychologyboard.gov.au/Registration/Provisional/Higher-Degree/Forms.aspx>. Students who already have general registration must maintain registration throughout their course.
      - As a Provisional Psychologist, students must act in accordance with codes of ethical and professional conduct as outlined in the APS Code of Ethics which has been adopted by the PBA for the psychology profession. Students should also familiarise themselves with the Health Practitioner Regulation National Law Act 2009 with particular attention to Part 8: Health, Performance & Conduct and Part 10: Privacy and Confidentiality. A copy of the Act is available at: <http://www.ahpra.gov.au/Legislation-and-Publications/Legislation.aspx>. When students receive their registration, it must be

submitted to the InPlace Placement page.

#### Psychologists Competencies: Specification of Areas of Specialist Knowledge and Skills.

##### 1.1.2 Police Check:

- Before students are permitted to undertake any placement, a Police check is required.

Once your police check has been received it will need to be uploaded to InPlace. Police checks may be required annually.

##### 1.1.3 Working with Children Check (WWC):

- All students undertaking their placements in the state of Victoria must have a valid Working with Children Check.

## 2. ARRANGING PLACEMENTS

- 2.1 The postgraduate professional programs have established a network of placements in a variety of settings.
- 2.2 It is very important for students to discuss their placement preferences with the placement coordinator early so they can collaborate on the best way to obtain the placement that they want. In order to take students' prior experience, skills, and interests into account for the initial and the following placements, students must complete the Placement Preferences Form and submit it along with their CV to the Placement Coordinator during the first semester of the course. Student preferences will be taken into account; however, there is a high likelihood that students will be allocated to placements that they have not chosen due to limitations in availability.
- 2.3 In general, field supervisors must have:
  - 2.3.1 full registration with the PBA and;
  - 2.3.2 an endorsed supervisor with the PBA and;
  - 2.3.3 a senior member of staff (P3 or above). In some situations, field supervisors will be supplemented with supervision by ISN staff members;
- 2.4 All supervisors must provide ISN with their curriculum vitae to keep on file according to APAC guidelines.
- 2.5 The initial placement is allocated to students by the Placement Coordinator. Students will be allocated to the ISN Clinic). Students will generally apply for additional placements during the second semester of their studies.

It is the responsibility of the student to adhere to the specific processes of the agencies, as outlined in the placement handbook.

## 3. PLACEMENT WORKLOAD

- 3.1 Placement activities should generally be completed within the allotted placement time, however, at times students may need to complete work outside of placement hours. Reports and notes should be done on time. This is particularly important when students are only attending the placement a few days per week. Reports need to be prepared with sufficient time for changes to be made.

## 4. SUPERVISION

- 4.1 Supervision should involve on average one hour of direct contact for each full day of placement for the first 180 hours of placement, then 1 hour of supervision for every 2 days of placement. Details on supervision are provided in the placement handbook.



## 5. INABILITY TO ATTEND PLACEMENT

- 5.1 If students are unable to attend on any placement day, they are to inform the relevant staff and supervisors as outlined in the placement handbook.
- 5.2 If students are absent for more than two days from a given placement they must provide written documentation, such as medical certificates, to their placement supervisor and the ISN Placement Coordinator.

## 6. PROFESSIONAL & ETHICAL CONDUCT

- 6.1 All postgraduate professional students are required to act in a professional and ethical manner.
- 6.2 All students should familiarise themselves and act in accordance with the Code of Ethics published by the Australian Psychological Society and the Health Practitioner Regulation National Law Act 2009 and other relevant regulations and guidelines published by the Psychology Board of Australia and the Australian Health Practitioner Regulation Agency (Ahpra).
- 6.3 Students should also ask their supervisor if there are policies specific to their placement organisation that they need to be aware of regarding professional and ethical behaviour.

## 7. STUDENT CONCERNS


- 7.1 At times, issues or problems can arise on placement. If students experience difficulties on placement they should work towards resolving the issue rather than let things continue unaddressed. Most issues can often be resolved by talking with the placement Supervisor, however, if this is unsuccessful or if students feel unable to do this, then please contact the Placement Coordinator as soon as possible.

## 8. INSURANCE

- 8.1 All enrolled students are members of a personal accident insurance scheme which applies in off- campus situations that include activities authorised by ISN.
- 8.2 ISN has a public and products liability insurance that covers claims by third parties for personal injury or damage to property. The policy extends this protection to:
  - 8.2.1 Employees and voluntary workers whilst acting within the scope of their duties in such capacity;
  - 8.2.2 Students engaged in placements training both on or off-campus including but not limited to community placement, enterprise experience, work experience or off campus field assignments.
- 8.3 Some placement agencies (e.g., hospitals, government agencies) may require a negotiated agreement. If a new ISN agreement needs to be finalised this process may take up to six months or more. The Placement Coordinator can provide further information regarding these requirements if they apply to the student's particular situation.
- 8.4 Students employed by the placement agency are not covered by ISN Insurance as they are employees of the organisation.

## 9. DEALING WITH ADVERSE EVENTS

- 9.1 From time to time an adverse event may occur that affects a student/intern at a

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- placement setting.
- 9.2 Such events include, but are not limited to, violence by clients, acts of self-harm or suicide by clients, the death of a client, and other distressing events. Guidelines for dealing with adverse events will be shared with all students/interns and placement/internship Supervisors prior to the commencement of a placement. Details on how to deal with adverse events are explained in the placement handbook.

## 10. OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENT

- 10.1 Students should receive information concerning typical hazards and risks that they may encounter in the environment in which they are to work.
- 10.2 Each student has a moral and legal responsibility for ensuring that his or her work environment is conducive to good OHS by:
- 10.2.1 Reading any notices relating to the student placement, attending any briefing sessions and returning any forms to the placement organiser
  - 10.2.2 Taking action to avoid, report, eliminate or minimise hazards of which they are aware
  - 10.2.3 Complying with all OHS instructions, policies and procedures
  - 10.2.4 Making proper use of all safety devices and personal protective equipment
  - 10.2.5 Being familiar with emergency and evacuation procedures
  - 10.2.6 Not wilfully or recklessly endangering the health and safety of any person at the workplace or interfere with or misuse anything provided in the interests of environment, health, safety or welfare
  - 10.2.7 Adopting safe work and study practices
  - 10.2.8 Seeking clarification of supervisory arrangements
  - 10.2.9 Seeking the provision of appropriate training where required
  - 10.2.10 Reporting all accidents, injuries and near misses to their supervisor and Placement Coordinator

# I. Clinic Policy

## 1. PSYCHOLOGICAL TESTS USED WHILE ON PLACEMENT

- 1.1 Postgraduate professional level students on placement at ISN will have access to psychology tests for the purpose of assessment and diagnosis.
- 1.2 The ISN Clinic Test Library holds a wide range of psychological tests. The most recent test booking procedures are available in the ISN Clinic Manual and on Moodle

## 2. PSYCHOLOGY TESTS BORROWED FOR TRAINING OR RESEARCH

- 2.1 Postgraduate professional students at ISN will have access to psychology tests at the ISN Clinic for the purpose of research and training.
- 2.2 The Institute's Human Ethics committee must first approve the use of tests for research.
- 2.3 The students' supervisor and the course coordinator must approve the use of tests.
- 2.4 The process of borrowing the tests will involve pre-booking of tests with the test librarian.
- 2.5 Tests will normally only be loaned for a period up to 24 hrs.
- 2.6 If tests are required for more than 1 day but less than 7, the test librarian can use his or her discretion to decide on a longer period of loan.
- 2.7 If tests are required for a longer period of time (i.e. greater than one week), approval from the test librarian, unit coordinator and the ISN Psychology Clinic Management Committee are required.

## 3. CLIENT RECORDS

- 3.1 Client records will be stored confidentially with additional relevant information stored on a secure server in digital format using Practice Management Software (PMS).
- 3.2 Test results, and other material pertaining to the client will be scanned and added to the PMS.
- 3.3 A hard copy Client file or electronic client notes will be held at the Clinic in a secure locked filing cabinet.
- 3.4 Access to electronic records will be via secure password or via checkout upon authorisation by psychology staff registered with AHPRA.
- 3.5 Students must access only those client files with whom they are assigned.
- 3.6 Client records may be accessed by staff and students undergoing research projects where prior consent has been given by the client for such records to be used in this way.
- 3.7 Access to client records under provision 4.6 can only be done so upon the engagement of a registered psychologist within the Clinic who will de-identify the data prior to access being granted.
- 3.8 Access to client records under provisions 4.6 and 4.7 may be subject to clearance from an approved NHMRC Ethics Committee.
- 3.9 Digital recordings of sessions are undertaken for the purpose of review and where requested for the purpose of training provisional psychologists and are not considered part of the client record.
- 3.10 Prior consent from the client must be given for 4.8 and 4.9 to be enacted and used in this way.

#### 4. CLINIC EMERGENCY AND SAFETY PROCEDURES

- 4.1 During placement, staff will provide students with a list of mobile phone numbers to contact staff in the event of an emergency within the Clinic.
- 4.2 In the event a panic button / duress alarm is pressed in the Clinic, security is automatically notified, and staff and students are advised to lock all doors and remain in their office until security arrives and the situation is deemed safe.
- 4.3 A client risk assessment should be undertaken upon registration at the Clinic. These rooms should be used when clients are determined to be at a risk level of potential aggression. In such circumstances the receptionist should be notified of a potential risk.
- 4.4 In the event of a fire alarm being activated, students and staff will exit the Clinic area and direct any clients to the emergency exit leading to the stairwell or emergency lift and meet at the designated meeting point.
- 4.5 In the case of a medical emergency, the panic buttons are not to be used, but rather the clinician or student must indicate the emergency directly with other staff nearby who will notify reception to call an ambulance/paramedic while the situation is managed by staff with relevant first-aid training.
- 4.6 Before any students undergo placement at the Clinic they must undergo a building induction. The building induction may include but not restricted to:
  - 4.6.2 An overview of the Clinic policies.
  - 4.6.3 A tour of the Clinic area noting fire exits, panic alarm buttons, emergency exits.
  - 4.6.4 Instruction on how to operate the video recording equipment.
  - 4.6.5 Activation of pass and identification tags.
  - 4.6.6 Students completing telehealth sessions, including telehealth sessions from off-site, will also complete a telehealth OHS and confidentiality assessment and agreement.
- 4.7 All students **must** be familiar with all relevant ISN Clinic Policies and Procedures as indicated in the ISN Clinic Manual and their relevance to each if ISN Clinic locations

#### 5. DRESS CODE

- 5.1 Provisional Psychologists must wear appropriate garments consistent with the role of a psychologist.

#### 6. MANAGEMNET AND OVERSIGHT

- 6.1 The ISN Practice Placement Committee provides oversight of the strategic and operational matters of the ISN Clinics.
- 6.2 The ISN Practice Placement Committee is chaired by the Dean.
- 6.3 Management of provisional psychologists within ISN Clinic is the responsibility of ISN Clinical Programs coordinator, in collaboration with ISN Clinic Services Director and postgraduate coordinators.

#### 7. STUDENT SPACE

- 7.1 Postgraduate professional students on placement at ISN will have access to hot desks at the ISN Clinic while on placement.
- 7.2 Hot desks may also be made available to other students conducting research, but these must be pre-booked and subject to availability.

## 8. HEALTH & SAFETY

- 8.1 A Staff member will be appointed as the Occupational Health and Safety (OH&S) officer for ISN.
- 8.2 The OH&S officer will be responsible for ensuring compliance with relevant authorities.
- 8.3 The OH&S officer will have or receive first aid training and implement appropriate risk assessments for relevant activities with ISN.
- 8.4 The OH&S officer will report to the manager who will table reports to the Executive.
- 8.5 The OH&S Officer will be responsible for managing ISN Clinic inductions, OH&S data sheets, risk assessments and maintaining a safe working environment for staff and students.
- 8.6 Matters requiring urgent attention will be reported to the Associate Dean, Dean and/or President of ISN Psychology.

## 9. INSURANCE

- 9.1 All ISN staff and students must hold Professional Indemnity Insurance as part of their registration.

## 10. FEEDBACK AND COMPLAINTS

- 10.1 Client feedback is an important part of making sure that client needs are being met by provisionally registered psychologists in training within ISN Clinic.
- 10.2 Clients will have the opportunity to provide feedback via anonymous online surveys. The survey will be made available through our website.
- 10.3 Client complaints will be taken very seriously and must be presented in writing to ISN Clinic Services Director.
- 10.4 Complaints may be made orally or in writing. Oral complaints will be dealt with informally.
- 10.5 An internal process of consultation with relevant parties will deal with written complaints.
- 10.6 The ISN Clinic Services Director will acknowledge its receipt in writing within usually within five business days, and will keep the complainant informed of the progress and time line until the matter is resolved. Where a complaint has a particular impact on individual staff or student member/s, the staff or student member/s will be kept fully informed as to the progress of the matter.
- 10.7 Depending on the seriousness or nature of the complaint, the ISN Clinic Services Director can refer the matter directly to the Dean for action and resolution.
- 10.8 Responsibility for dealing with the complaint may be transferred to the Dean, but the complainant(s) must be kept informed as to who has carriage of the matter at any time.
- 10.9 Where the complainant(s) has raised a matter, informally or formally to the ISN Clinic Services Director, and is not satisfied with the outcome, the client may make a specific and formal written complaint to the Dean of ISN.
- 10.10 The Dean after consulting with relevant parties may refer the matter to the Practice Placement Committee for resolution and associated action.
- 10.11 The Practice Placement Committee will consider firstly if there is a potential breach of AHPRA guidelines and code of ethics.
- 10.12 The complainant(s) may be invited to discuss the nature of the complaint. Once a decision has been made on the complaint, the Chair will inform the client in

- writing of the outcome, and the reasons for the decision.
- 10.13 A potential breach of AHPRA guidelines will result in immediate suspension of the student involved from clinic duties and the matter referred to AHPRA for further investigation.

#### 11. OUTREACH PSYCHOLOGICAL SERVICES

- 11.1 Outreach psychological services may be available at the ISN Clinic.
- 11.2 Outreach psychological services are only available for clients with special needs who live within a specified radius of the Clinic.
- 11.3 The clinician seeing the client as well as another staff member from the ISN Clinic will attend the home visit.
- 11.4 Clients will be charged double the standard rate per session.

#### 12. ISN CLINIC FEE STRUCTURE

- 12.1 The ISN Clinic fee structure can be provided via the website [isnclinic.com.au](http://isnclinic.com.au).
- 12.2 The fee structure will be reviewed every six months.

# Document and Version Control

## Document

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Policy Owner:

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ISN01 Policies and Procedures

Tony Paolini

31 May 2016

Authorities		
Name	Title	Role
Jaclyn Broadbent	Chair of the Academic Board	Approver
Tony Paolini	Chief Executive Officer/ President	Owner
Angela Bourne	College Registrar	Reviewer & Distributor

## Version Control

Version control implemented July 2017

Version:	Approved By:	Approval Date:	Effective Date:
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
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35	Academic Board	30 July 2018	30 July 2018
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37	Academic Board	January 2020	January 2020
38	Academic Board	April 2020	April 2020





39	Academic Board	July 2020	July 2020
40	Academic Board	April 2021	April 2021
41	Academic Board	July 2021	July 2021
42	College Council	August 2021	August 2021
43	Academic Board	October 2021	October 2021
44	Academic Board	July 2022	July 2022
45	Academic Board	October 2022	October 2022
46	Academic Board	March 2023	March 2023
47	Academic Board	June 2023	June 2023
48	Academic Board	August & December 2023	January 2024

## *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.*
- V.35 Added role definition for president and update Head of School role.*
- V.36 Updated Head of School/Psychology to Deputy Head of Psychology throughout document.*
- V.37 Updated Deputy Head of School/Psychology to Director of Academic Studies throughout document. To  
ACADEMIC REQUIREMENTS FOR ADMISSION added points 3.4.8, 3.5.6 and 3.5.7 and updated points 3.5, 3.5.1 and 3.6.*
- V.38 Updated: B Admissions – Entry requirements section 1.17 by removing 'to book vocational and related psychological assessments through ISN', section 1.19 by removing 'psychological assessment, where applicable,' section 1.20 by removing 'with a psychological assessment,' added 1.7.6 Graduate Diploma of Psychological Studies [4<sup>th</sup> year bridging program (24 months)], updated section 3.4 'Competitive hurdle requirements to enter 4<sup>th</sup> year (AQF8) programs as follows' to include graduate diploma of psychological studies in section 3.4.9, 3.4.10 and 3.4.11 and updated section 3.4.7 by removing 'within the last 10 years' so as to meet APAC standards 2019. Updated E Financial section 1.10.1 by removing 'Upon ISN Psychology receiving approval by the Minister of Education to provide FEE HELP to ISN Students.' Updated section I Clinic Policy 7.5.1 from 6 (Heidelberg) to 5 (Ivanhoe).*
- V.39 Updated: Changes to policy regarding extensions.*
- V.40 Updated: F Academic – Assignment Due Date section 1.11 by removing '6<sup>th</sup> or', section 1.14 by replacing '5pm' with '11.59pm' and section 1.15 by replacing 'a 5pm' with 'an 11.59pm'. Updated H Placement Policy (p. 51-22). For a full list of changes contact ISN directly.*
- V.41 Updated: F Academic – Student Grades section 4.12 to define and differentiate the provision of supplementary assessments for Honours and Graduate Diploma students from Masters and Doctorate students, and updated section 4.14 by replacing '65% average' with '50% average' and adding 'The overall grade of Honours is determined by the overall mark awarded.' Updated F Academic – Marking, Assignments and Awarded Grades section 3.8 by adding 'unless advised otherwise'. Updated F Academic – Research Projects section 12.3 by removing*

12.3.1 through 12.3.4 and replacing with 'The project typically involves a background literature review, research proposal, ethics application and thesis', removing 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.', removing 12.6 'Research Ethics Applications involving animals will be submitted to the Florey Animal Ethics Committee for assessment', removing from 12.8 'each of which covers the aspects in 11.3, removing from 12.9 'two convened special retreats or mini conferences' and replacing with 'special sessions', removing from 12.11 'retreat/mini conference' and replacing with 'sessions', removing section 12.12, and updating the numbering throughout section 12 to reflect the removal of sections 12.6 and 12.12 as specified above.

- V.42 Updated B Admissions – Entry Requirements policy, in line with College Council resolution, and course additions and deletions.
- V.43 Updated: F Academic – Marking, Assignments and Awarded Grades section 3.5 by replacing 'thesis' with 'theses' and removing 'work such as' and 'and literature review'.
- V.44 Full review of document with updates to wording made throughout. For a full list of changes contact ISN directly.
- V.45 Updated: F Academic – Marking, Assignments and Awarded Grades section 4 by adding repeat unit policy section 4.19 and 4.20.
- V.46 Updated: F Academic – Student Feedback section 15.1 by removing 'by a student vote'.
- V.47 Updated: B Admissions – Entry Requirements section 3.4.1. in line with Academic Board resolution to reduce entry requirement for Master of Professional Psychology to a credit weighted average equivalent.
- V.48 Inclusion of Dean and Associate Dean throughout; minor updates of clinical policy; update to marking, assignments and awarded grades; new section regarding withdrawal from a unit; new section in application for admission and selection process; extensive updates to committees, co-ordinators and College Administration and Management

## Review Date

- V.31 July 2017
- V.32 October 2017
- V.33 April 2018
- V.34 June 2018
- V.35 July 2018
- V.36 May 2019
- V.37 January 2020
- V.38 April 2020
- V.39 July 2020
- V.40 April 2021
- V.41 July 2021
- V.42 August 2021
- V.43 October 2021
- V.44 July 2022
- V.45 October 2022



V.46    *March 2023*  
V.47    *June 2023*  
V.48    *Aug and Dec 2023*

*Disclaimer:*

All policies and procedures within this document were 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.