

Campus and Facilities Management Policy

Purpose

1. This Policy outlines the principles underlying Global Higher Education's (GHE) management of its physical campus and digital facilities and its obligation to assure safe and secure access for its students to educational facilities and technology that are fit for purpose and that support academic interactions both within and outside formal teaching, in accordance with the Standards under Domain 2 (Learning Environment) of the *Higher Education Standards Framework (Threshold Standards) 2021*.

Scope

2. This Policy applies to the management of all GHE's physical and digital facilities. These include but are not limited to:
 - a) teaching campuses;
 - b) lecture spaces;
 - c) tutorial spaces;
 - d) information technology labs;
 - e) library collections and services;
 - f) the Learning Management System (LMS);
 - g) hardware and software to support teaching and student learning;
 - h) hardware and software to support administration and key business processes;
 - i) the Student Management System (SMS);
 - j) the records management system;
 - k) website infrastructure;
 - l) electronic communication systems.

Definitions

3. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

Suite documents

4. This Policy is linked to the following procedures:
 - a) Campus and Facilities Management Procedure – Information Technology;
 - b) Campus and Facilities Management Procedure – Security;
 - c) Campus and Facilities Management Procedure – Space and Capacity.

Policy

Principles

Fit-for-purpose facilities

5. GHE's physical and digital facilities, whether owned, leased, locally hosted or cloud-based, must be:
 - a) fit for purpose in terms of educational delivery and facilitation of positive student learning experiences and learning outcomes;
 - b) current, safe and accessible.
6. These facilities are also critical in providing opportunities for staff and students to connect and interact outside the formal learning environment. The provision of resources and spaces to encourage this interaction is a paramount requirement in the assessment and allocation of resources.
7. GHE's physical facilities and resources must be accessible by staff and students during standard campus opening hours, including for staff and students with special needs and those who may study across delivery locations. GHE aims to ensure that students who may need to study off-campus under a range of circumstances also have access to required physical resources through borrowing or other means.
8. GHE aims to ensure that the LMS, electronic library resources and web-based information are accessible by staff and students, including staff and students with special needs and regardless of study mode or location, at all times (allowing for planned downtime for maintenance).
9. In accordance with the **Work-Integrated Learning Placement Policy** GHE will also confirm, through prior due diligence and risk assessment, that the facilities of organisations that are hosting GHE students for WIL activities are appropriate for the designated activities and for the number of students using them and meet all workplace health and safety requirements.

Facilities management

10. The Operations Director has responsibility for Facilities Planning and Management which includes physical and digital resources.
11. This includes the status and condition of all physical and digital resources, with consideration given to their maintenance and replacement in line with cost and a risk assessment.
12. GHE sets aside an annual budget allocation for campus and other facilities management to be used for new technology, campus and building improvements.
13. Expenditure will be focused on improving the fitness for purpose of physical and digital facilities, space adaptability, alignment to the Teaching and Learning Plan and risk mitigation.
14. Space on the GHE campus is subject to the Shared Services Agreement, and subject to review and re-allocation based on needs. The management of space:
 - a) is aligned to GHE's strategies, mission and values;
 - b) supports high quality teaching, learning, and engagement;
 - c) ensures optimal utilisation and efficient management;
 - d) is professional, consistent and fair.
15. Once every three years a full audit of GHE's physical and digital resources is undertaken to assess their currency, additional maintenance requirements and to confirm their location.
16. The outcome of such audits informs the quality, risk and planning cycles.

Security

17. The safety and security of students and staff are of paramount importance to GHE with security staff employed on the campus and online security measures in place.
18. Staff and students must use the digital resources provided by GHE responsibly in ways that are consistent with legal, professional and ethical obligations, including not causing harm to the safety, security or wellbeing of any individual.
19. All users must be authorised to access GHE’s digital resources and are expected to act in a manner that will not cause damage or disruption to those resources.
20. Safety and security checks are undertaken on a regular basis in line with State and Commonwealth Government regulations. These include but are not limited to:
 - a) periodic checks completed by the Occupational Health and Safety Officer;
 - b) building and fire safety checks;
 - c) review of online security provisions.

Associated information

Related Internal Documents	<p>Campus and Facilities Management Procedure – Information Technology Campus and Facilities Management Procedure – Security Campus and Facilities Management Procedure – Space and Capacity Business Continuity Policy Critical Incident Policy Financial Framework Teaching and Learning Plan Learning Resources Collection and Review Policy Records and Data Management Policy Risk Management Policy Strategic Plan Student Complaints, Grievances and Appeals Policy Student Wellbeing, Orientation and Support Policy Work-Integrated Learning Placement Policy Glossary of Terms</p>
Related Legislation, Standards and Codes	<p><i>Tertiary Education and Quality Standards Agency Act 2011</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> <i>TEQSA Guidance Notes: Staffing, Learning Resources and Educational Support, Version 1.3, Wellbeing and Safety, Version 1.2</i> <i>Education Services for Overseas Students Act 2000</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> <i>Work Health and Safety Act 2012 (SA)</i></p>
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	9-Oct-23	V1.1 administrative updates following TEQSA registration

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