

QAF125 Learning Management System Policy

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1. Purpose & Scope

This policy document outlines the administration, management and use of the learning management system (LMS), Canvas by Instructure at Higher Education Leadership Institute Pty Ltd t/as Higher Education Leadership Institute (HELI). All units of study are built in the LMS and accessed via the platform, providing a secure online point of contact between students and staff. In addition, specific community online environments are also housed in the LMS for access by staff or students. This policy governs all access, unit creation procedures, content management, data retention and integration of third-party applications within the LMS. The policy applies to all users, including administrators, academic staff, students and operational staff.

2. Definitions

Item	Definition
Authoring Tool	Software for the creation of digital learning content.
Canvas	HELI's learning management system.
Canvas Instance	An independent Canvas account with three environments: test, beta and production.
Canvas Support Ticketing System	HELI's Canvas support management tool to process and catalogue service requests.
DDID	Digital Development and Instructional Design Team
EdTech Hub	A repository of digital information and instructions on using the LMS and other technologies approved for use.
Guide for Unit Writers	A guide for content developers that outlines key requirements and best practices for developing study modules for HELI.
Instructure	Education technology company and the developer and publisher of Canvas LMS.
Master Units	Clean versions of units with centralised updates to maintain consistency.
Learning Resources	Materials, applications or activities that are used in teaching a unit and the realising of course and unit objectives.
LMS	Learning Management System. A virtual learning platform containing content, information and tools used in the delivery of a study materials and as point of contact between educators and students.
LMS Communities	Online spaces for the sharing of information, resources and research for the organisation's different cohorts.
LTI	Learning Tools Interoperability. An open standard that allows third-party educational tools to securely integrate with the LMS.
Rollover of Units	The copying of units from past terms into a new teaching term.
Root Account	The parent LMS account for the institution.
Section	A class cohort within Canvas.
Shell	An empty container into which unit content is placed, and units and community spaces are built.
SIS ID	Student Information System Identification. A unique identifier that links a Canvas unit, user or other object to the Institute's Student Management System.

Staff Hub	A repository of teaching and learning, scholarship and research, professional development and term preparation resources.
Student Management System	An information software platform for the management of student data.
Subaccount	A hierarchical structure within a Canvas instance used to organise different types of content.
Third-party Tool	Software that is not native to the LMS and that is either installed or accessed externally.
Unit Preparation Critical Deadlines Document	A document detailing the critical deadlines for each teaching period including unit creation, grades transfers and Board of Examiners reports.
Unit Readiness Checklist	A checklist for unit coordinators to check their Canvas units for completeness, accuracy, currency, functionality and accessibility.
User Interface	The point of interaction where Canvas users communicate with the LMS platform.

3. LMS Management and Administration

The Digital Development and Instructional Design (DDID) Team is responsible for the management and administration of all aspects of the LMS including but not limited to:

- a. User interface components and design, navigation links, and tool configuration and availability.
- b. Unit components including site design and structure.
- c. Third-party learning and authoring tools and LTI integration.
- d. Term start and end dates.
- e. Creation and management of all units for each teaching period (including SIS IDs and sections).
- f. Enrolment and deactivation of all users.
- g. Grades transfers.

4. LMS Use, Data Privacy and Security

- 4.1 Owing to potential cybersecurity, intellectual property and privacy policy violations, access to units and communities within the LMS is regulated. Thus, the DDID is unable to provide LMS access to non-HELI persons for instructional related activities unless appropriately authorised. All users of the LMS must authenticate with unique user credentials. To the extent possible, authentication should leverage HELI provided authentication services. Otherwise, authentication should be in adherence with HELI standards for separate and secure login and password data.
- 4.2 All users of the LMS must only use the system for the purposes of HELI-affiliated activities.
- 4.3 Intellectual Property:
 - All original content created for HELI is the intellectual property of HELI.
 - The DDID is not responsible for the accuracy, integrity or legality of content copied to or uploaded to the LMS.

5. LMS Course & Account Permissions

LMS permissions allow users to access certain features and perform specific functions at the Course Role and Account Role levels. Levels of permission are activated and managed by the DDID and are reviewed annually for security purposes. Should users require a change to their level of permission, a ticket must be raised with Canvas Support at <https://canvasservicedesk.eca.edu.au/>. The ticket must include approval from the user's manager, and the manager must be copied in.

6. User Access: Units and Communities

6.1 Students

The DDID will enrol all students in their respective units from data extracted from the Student Management System before the start of each teaching period and to Census. The DDID will also enrol all new students into community spaces housed within the LMS. The DDID will endeavour to action all enrolment requests within 24 to 48 hours.

6.2 Student Password Resets for Reported Contract Cheating

In cases of students using contract cheating services, the DDID will reset the Canvas passwords of those students as requested by the Academic Integrity Officer.

6.3 Staff

Student Services will notify the DDID of academic staff who require access to units and community spaces housed within the LMS by logging a ticket at <https://canvasservicedesk.eca.edu.au/>. ITS will notify the DDID of IT staff who require access to the LMS by logging a ticket at <https://canvasservicedesk.eca.edu.au/>. The DDID will endeavour to action all enrolment requests within 24 to 48 hours.

7. Deactivation of Users

7.1 Student deactivation

Student Services will notify the DDID of users to deactivate from the LMS at the end of each academic year. The DDID will deactivate those users after graduation.

Note: Deactivating users retains all activity (including assignments, discussions and grades) in read-only mode.

7.2 Staff deactivation

ITS will notify the DDID of users to deactivate from the LMS immediately after deactivation of their Microsoft 365 accounts.

7.3 As a part of LMS housekeeping, system maintenance and user management hygiene, the DDID will review all access annually and delete non-users.

8. Unit Management & Unit Creation Process

8.1 Roll over of existing units or associated from master units

By the agreed deadline in the Unit Preparation Critical Deadlines document, the DDID will roll over all HELI units or associate from master units that have been approved in the Canvas Unit Preparation spreadsheet by the Academic Operations and Faculty Manager and the Deputy Dean (Programs). Requests for master units not to be associated must be raised by the Course Coordinator via a ticket at <https://canvasservicedesk.eca.edu.au/>.

8.2 Unit data storage quotas

Data storage quotas are placed on all units within the LMS. Unit Coordinators are responsible for managing storage within their units by deleting files no longer relevant prior to the commencement of each teaching period. This is a requirement stipulated in the Unit Readiness Checklist. In special circumstances, an increase in storage can be requested from the DDID by logging a ticket at <https://canvasservicedesk.eca.edu.au/>. Before storage is increased, a review of content usage will be undertaken to determine whether the request is valid and/or whether content can be compressed, deleted or presented in different formats.

8.3 Unit builds

The DDID will support the building of units within the LMS in collaboration with subject matter experts. This support includes:

- a. Shell creation
- b. User interface design (homepage and internal pages)
- c. Transferral of and/or uploading of content

and may include:

- d. Development of learning resources
- e. Pedagogical assistance
- f. Copyediting
- g. Link validation
- h. Accessibility check
- i. Content review
- j. Functional review

All units must be developed in line with the DDID's Guide for Unit Writers to ensure quality and consistency in design. Requests for changes shall be made to the Director, Digital Development and Instructional Design and, if approved, must still follow standard web design practices and principles for inclusivity and accessibility.

Unit builds must be confirmed with the Director, Digital Development and Instructional Design six (6) months prior to release. All unit content from subject matter experts must be provided to the DDID a minimum of three (3) months prior to release. Any requirements for unit builds outside the normal schedule will need to be approved by the Director, Digital Development and Instructional Design.

8.4 Copyright

All content that is copied to or uploaded to the LMS is subject to [Australian Copyright Law](#). Individuals are responsible for complying with all federal and state laws, HELI regulations and institutional policies. Unit materials may be used as intended by academic and operational staff, otherwise they may not copy, sell, license, transfer, distribute or otherwise use or exploit the LMS or any materials therein.

8.5 Removal of inappropriate content

The DDID shall remove inappropriate content or content that is in violation of HELI policies or contractual agreements upon request of either the Dean (Academic), the Deputy Dean (Programs), or the Course Coordinator.

8.6 Unit archival

The LMS server is backed up weekly, however backups are for full restoration purposes in the event of a systems failure. If any faculty member has deleted items, the DDID cannot, and Instructure may not, be able to retrieve them.

If instructors wish to archive units, the following means are available within Canvas.

- Full Unit Archive: Creates a permanent record of a unit including all content and user interactions.
- Export Unit: Creates a package of the unit content only that can later be imported into another Canvas shell.
- Export Grade Centre: Downloads and saves the Grade Centre as a comma-delimited file for use in a Microsoft Excel spreadsheet.
- Download Assignments: Enables instructors to download student assignments and save them.

The DDID, upon request, can provide instructions on how to archive units or specified content.

8.7 Deletion of units (not recommended)

The DDID will only delete units upon the request of the Dean (Academic). Once units (which includes all unit content, grades and all submitted student work) have been deleted, retrieval will not be possible.

9. Third-party Application Integration and LTIs

The DDID purchases several licences for third-party applications, LTIs and authoring tools to augment functionality and scope of unit content and to enhance user experience. These tools are managed by the DDID.

10. Transfer of Grades

The DDID will transfer all grades from the LMS to the Student Management System once grades have been reviewed and approved by Course Coordinators by the due date as specified on the Unit Preparation Critical Deadlines document.

HELI requires all graded work to be stored and protected as outlined in the *Data and Records Management Policy*. Both the LMS and the Student Management System are storage repositories.

11. Accessibility

The DDID will ensure that units it develops comply with accessibility guidelines as outlined in W3C ([The Worldwide Web Consortium](#)) standards. An accessibility check of other units can be requested to the Director, Digital Development and Instructional Design.

12. Reporting & Analytics

12.1 Native Analytics Tools

The learning management system provides both basic and advanced reporting and analytics tools to monitor student performance and engagement. New Analytics is available to educators and offers a detailed view of unit trends and individual student data, including grades, weekly activity and participation. Administrators have access to Admin Analytics, which provides high-level, filterable dashboards to track institution-wide usage and identify students who may need support. The DDID will download Admin Analytics upon request from the Dean (Academic) or Deputy Dean (Programs).

12.2 Hosted Analytics Tools

The LTI Dropout Detective which identifies students at risk and enables educators to track and support those students is installed in the learning management system and is managed by the DDID. The DDID will download reports on students at risk upon request from the Dean (Academic) or Deputy Dean (Programs).

The LTI Roll Call Attendance Tool is installed in the learning management system and used in all HELI units for taking attendance. This is managed by the DDID, and reports can be downloaded upon request from the Dean (Academic) or Deputy Dean (Programs).

13. System Maintenance & Emergency Repairs

The DDID will notify all users in advance of any LMS downtimes for regularly scheduled maintenance or upgrades, and emergency repairs. It is the responsibility of users to read all notifications emailed by the DDID and plan for scheduled downtimes.

14. Canvas Support

14.1 Technical: Students and Staff

Requests for Canvas support must be logged via a ticket at <https://canvasservicedesk.eca.edu.au/>. The DDID will endeavour to respond to all tickets within 24 to 48 hours.

14.2 Instructional: Staff

- The DDID will provide LMS training to academic staff during trimester orientation sessions. During this time, information on support options will also be provided. Training for operations staff may be requested on an ad hoc basis.
- Upon notification of employment, the DDID will enrol academic staff (and operations staff as requested) in the EdTech Hub and Staff Hub where information and instructions on using the LMS and other technologies can be found.

14.3 Instructional: Students

- The DDID will ensure access to the LMS at student orientation sessions. During this time, information on support options will also be provided.
- The DDID will ensure that LMS user guides and support information can be accessed by all students via the support materials within each unit, the HELI Bot available on every unit page, and the [Library and Learning Support website](#).

15. Conduct

The Institute's *Student Code of Conduct* and Education Centre of Australia's (ECA)¹ *HR Code of Conduct* (accessed via Employment Hero) reflect the values of HELI and offer guidance for

¹ Education Centre of Australia (ECA) is HELI's parent organisation.

ethical and legally correct behaviour. All users of the LMS are responsible for abiding by the Codes where the same expectations apply to their use of and presence in the online environment.

16. Related Documents

- Copyright Policy
- Privacy Policy
- Data and Records Management Policy
- Student Code of Conduct
- ECA HR Code of Conduct

17. Related Legislation

- TEQSA Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Higher Education Support Act 2003 (Cth)
- Privacy Act 1988 (Cth)
- Copyright Act 1968 (Cth)

18. Version Control

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Version	Summary of changes	Approval date	Review Date
1.0	Original Document	Academic Board: 3 April 2023	3 April 2025
1.1	Removal of a sentence in 7.1 that no longer applies	CEO: 9 January 2024	9 January 2026
2.0	The following sections have been updated: Definitions, LMS Management and Administration, LMS Course & Account Permissions and Deactivation of Users. A Report & Analytics section has been added.	Academic Board: 13 February 2026	13 February 2028

	Wording, heading, and paragraph revisions have been made to improve policy clarity and relevant position titles have been updated.		
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