



STAKEHOLDER ENGAGEMENT POLICY

Purpose

Lincoln Education Australia (LEA**) acknowledges that maintaining positive relationships with stakeholders is essential to the good health of its business operations, providing cash flow, diverse perspectives, and accountability.

This *Stakeholder Engagement Policy* outlines the principles underpinning stakeholder engagement processes for establishing and maintaining open lines of communication with stakeholders.

**The trading name for the Lincoln Institute of Higher Education (LIHE) is Lincoln Education Australia (LEA).

Scope

This policy applies to all internal and external stakeholders in LEA's activities and operations.

Principles

LEA values the contributions of all internal and external stakeholders. The provision of feedback, expert advice, and services is integral to LEA's key business operations.

LEA considers the following to be key stakeholders:

- Students and staff of LEA
- Business and research partners
- Community organisations such as cultural and sporting organisations
- Individuals who donate to LEA
- Alumni of LEA
- Parramatta City Council
- Vedanta Centre of Sydney
- Lincoln University College
- Department of Home Affairs
- TEQSA
- Australian Computer Society

LEA is committed to establishing transparency and integrity in all processes. The procedures outlined below align with LEA's strategic goals, contributing to quality and improvement processes across LEA's higher education operations.



Stakeholder Nomination

Any member of staff or members of the Corporate Governance Board or Academic Board are permitted to nominate potential stakeholders.

Potential stakeholders may also self-nominate and shall be vetted for suitability by the Corporate Governance Board.

Stakeholder Communication

LEA aims to establish open lines of communication with stakeholders by:

- Administering annual stakeholder feedback survey, including student and staff feedback surveys
- Establishing a point of contact at LEA dedicated to stakeholder queries
- Integrating stakeholder feedback and advice into decision-making
- Providing annual reports on business operations, including explanation of how previous feedback was integrated.

Compliance

All internal and external stakeholders of LEA are required to comply with this policy and its procedures, and with related policies and respective procedures. Non-compliance may result in disciplinary action.

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| File Number | LEA-GEN-COR-70054-D |
| Responsible Officer | Chief Executive Officer |
| Contact Officer | Registrar |
| Legislative Compliance | <ul style="list-style-type: none">• <i>Higher Education Standards Framework (Threshold Standards) 2015</i>• <i>Tertiary Education Quality and Standards Agency Act 2011</i> |
| Supporting Documents | |
| Related Documents | <ul style="list-style-type: none">• <i>Staff Performance Planning and Review Policy</i>• <i>Student Feedback Policy</i> |
| Superseded Documents | |
| Effective Date | 1 January 2022 |
| Next Review | 3 years from the effective date |

Definitions

Academic Board: Governing body responsible for academic matters, including learning and teaching, course approval, workforce planning, academic staff appointments, research and professional development, academic policies and procedures, overseeing student grievances and appeals processes.

Corporate Governance Board: Governing body responsible for oversight of all higher education operations, including the ongoing viability of the institution and the quality of its



higher education delivery. The Corporate Governance Board guides the Management and delegates responsibility for academic matters to the Academic Board.

External Stakeholder: Individual, group or organisation not within LEA who have a vested interest in LEA, financial or otherwise.

Internal Stakeholder: Entities within LEA, such as staff, alumni, and Board members.

Review Schedule

This policy shall be reviewed by the Corporate Governance Board every 3 years.

| Version History | | | |
|-----------------|----------------------------|----------------|--|
| Version number: | Approved by: | Approval Date: | Revision Notes: |
| 1.0 | Corporate Governance Board | 17/12/2020 | New policy |
| 1.1 | Corporate Governance Board | 22/02/2023 | TEQSA and CRICOS requirements incorporated |
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