APPROPRIATE USE OF ICT FACILITIES AND SERVICES POLICY

Policy Summary

Glenroy Neighbourhood Learning Centre GNLC provides computers and the internet to aid staff, students and Centre users in discharging their duties and enhance students' learning experience and engagement. Computers and internet resources are intended for work-related and educational activities, learning and research.

All users are expected to use Information and Communication Techonology (ICT) and related services in a responsible, efficient, ethical and lawful manner.

All staff are expected to correspond with students using their staff email account with an email signature as prescribed in the Staff Handbook.

Students sign the Internet and Social Media Student Usage Agreement Form upon enrolment.

Breaches in this Policy will result in Student Disciplinary action, as set out in the Student Disciplinary Procedure.

Scope

This policy applies to;
- All GNLC staff, students and Centre users as well as the CoM.
- ICT facilities and services include, but are not limited to, computer equipment, software, operating systems, storage media, communication facilities (voice, video and data), network accounts, network services, email accounts, web browsing, phones, and any social media platforms.

Guiding Principles

Technology is a necessary requirement for work and study but use should be ethical and respectful.

Definitions

Centre User refers to any Glenroy Neighbourhood Learning Centre staff member, volunteer, Committee member, contractor, student or hirer using the Glenroy Neighbourhood Learning Centre computing systems and/or facilities.

Email: Messages distributed by electronic means from one computer user to one or more recipients via the Glenroy Neighbourhood Learning Centre network

Licensed Software: Proprietary rights of a computer software developer. As a user, you are required to comply with the licence.

ICT: Information and Communication Technology refers to technologies that provide access to Information Technology (IT) and for the purpose of this Policy includes computers, associated software, operating systems, storage media, communication facilities (voice, video and data), network accounts, email accounts, the internet, phones and Social Media networking sites such as (but not limited to) *Facebook, Instagram, Snap Chat and TikTok.*

Internet: A global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardised communication protocols

Policy Statement

All users are expected to use ICT and related services in a responsible, efficient, ethical and lawful manner.

Provision of ICT
ICT Facilities and Services are provided for the purpose of work and study at GNLC.
All reasonable precautions are taken for the safety, protection and appropriate use of GNLC ICT in order to minimise risk to GNLC staff and students and the Centre.

Personal Use
GNLC ICT Facilities and Services are provided for legitimate work and study puposes; however, a small amount of personal use is permitted.
Users are responsible for exercising good judgement regarding reasonable use.

Software
The proprietary rights of a computer software developer should always be respected.   As a user, you are required to comply with the licence agreements associated with the computer software products and to respect the EULA (end user licence agreement) of the software developer. Permitted activities in licence agreements vary from product to product.

Use of Email
Upon commencement of employment, GNLC staff are issued with a GNLC email account which should be used for work related correspondence.   Staff should include an email signature (as prescribed in the Staff Handbook).

All email correspondence will be polite and professional in tone. Abusive, fraudulent, harassing or obscene messages and/or materials shall not be sent from, to, or stored on GNLC systems. At all times, generally accepted standards of e-mail etiquette are expected.

Use of the internet

GNLC recognises that the Internet is a useful tool to aid staff and students to undertake appropriate work and study activities. As such, its primary use is for education, research, communication and administration as applicable to the Centre's business. Understanding that all activities on the Internet may be traced back to Glenroy Neighbourhood Learning Centre, work on the Internet shall be conducted in such manner that public confidence and trust in the integrity, objectivity and professionalism of GNLC is conserved and enhanced.

Inappropriate Use

When using the Internet or other forms of electronic communication, it is expected that those using the service will do so in an ethical, lawful, respectful and appropriate manner. Inappropriate use of these services may result in disciplinary action including loss of privilege to use ICT services. Under no circumstances should GNLC ICT Facilities or Services be used to engage in any activity that is illegal under state, federal or international law.

Staff are expected to comply with the Staff Code of Ethical Practice at all times.

Students are expected to comply with the Student Charter.

No Centre User may, under any circumstances, at any time, peruse inappropriate web sites, post inappropriate messages, or send inappropriate e-mail correspondence. The term "inappropriate" includes, but is not limited to:

- sites/subjects that advocate principles or beliefs not in keeping with Glenroy Neighbourhood Learning Centre's Code of Conduct and Operating Principles, and the Student Charter;

- sites/subjects that advocate illegal activities;

- sites/subjects that are sexual/pornographic in nature;

- sites/subjects that display graphic or excessive violence;

- Sites/ subjects that promote or display any material which may discriminate, harass, bully or vilify colleagues, students or any member of the public on the grounds of:
    - age;
    - carer and parental status;
    - disability (including physical, sensory and intellectual disability, work-related injury;
    - medical conditions and mental, psychological and learning disabilities);
    - employment activity;

- gender identity, lawful sexual activity and sexual orientation;
- industrial activity;
- marital status;
- physical status;
- political belief or activity;
- pregnancy and breastfeeding;
- race (including colour, nationality, ethnicity and ethnic origin);
- religious belief or activity;
- sex;
- expunged homosexual conviction;
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

Access to Computer Files:
Employees issued with a computer log in and password should under no circumstances share these details with anyone, either internal or external to the Centre. If a password has been compromised, IT Technician/s must be informed by the Manager, to have the password reset.

Maintenance of Computer Systems:
All necessary precautions are to be taken to protect the organization from computer failure, such as virus control measures, regular maintenance and updating of all computer hardware and software. No illegal software is to be loaded onto Glenroy Neighbourhood Learning Centre computers. All reasonable security measures are to be taken to ensure the safety of computer and associated equipment. The Centre employs IT Technician/s to ensure the safety and security of all electronic files.

Copyright

Materials and works accessible on the Internet are covered by copyright, unless there is an express statement to the contrary. Every employee and student has a responsibility to respect the rights of copyright owners and authors in works they access on the Internet, to the extent and for purposes expressed in the Copyright Act 1968.

Documents and other information accessed or used, should be cited with a proper bibliographic reference. Software and related materials protected by copyright law, licences or other contracts may not be pirated, resold or otherwise infringed.

Security and Reporting

Breach of security or materials is strictly prohibited at Glenroy Neighbourhood Learning Centre or anywhere else. Security breaches must be reported immediately to the Centre Manager or CoM.

Any instances of Discrimination, Harassment or Bullying, including Cyber Bullying, should be referred to the Discrimination, Harassment and Bullying Prevention and Management Procedure for information and appropriate actions.

Facilities

For safety reasons, **do not attempt to repair any computer equipment**.

All faults should be reported to the Manager and / or GNLC IT Technicians, especially if the fault appears hazardous. Equipment must remain in classrooms or offices and cabling and equipment left alone.

In order to maintain the facilities at the best possible level, eating or drinking in any of the computer rooms is not permitted.

Relevant Procedures and Policies

Student Internet Usage Policy
Use of the Internet Agreement
Discrimination and Harassment and Bullying Prevention and Management Policy and Procedure
Sexual Harassment Response Policy and Procedure
Privacy Policy
Records Management Policy & Procedure;
Risk Management Policy & Procedure;
Student Disciplinary Procedure
Code of Conduct
Student Charter
Youth Specific procedures

Relevant Legislations

- Privacy Act 1988.
- Privacy Regulations 2013
- Public Records Act 1973
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Disability Act 2006
- Racial Discrimination Act 1975
- Sex Discrimination Act 1992
- Disability Discrimination Act 1992
- Copyright Act 1968 (Cth)
- Information Privacy Act 2000 (Vic) (Incorporating 2014 amendments)
- Record keeping requirements AQTF Standards (as per Government Funding agreements)

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