Acceptable Use of ICT Resources Policy and Procedures

Purpose

This Policy and Procedures govern the acceptable use of Information and Communication Technology (ICT) resources of Sydney International School of Technology and Commerce (SISTC) and sets out the rights and responsibilities of students and staff in the ethical, equitable and legal use of these resources.

The Policy set out the terms for personal use of ICT resources, compliance requirements and penalties for improper use, and the requirements to report improper use and cyber security breaches.

Scope

This Policy applies to all staff, students and office holders of SISTC.

Key Definitions

Copyright – Copyright law restricts the copying of software and other material subject to copyright (documents, emails, music, broadcasts, videos etc.) except with the express permission of the copyright owner. (The copyright of an email is owned by the sender, or the sender's employer.)

Freedom of Information - Email and other electronic messages created in the course of studying may be official records covered by the *Freedom of Information Act 1982* (FOI Act). The content of these messages remains the property of SISTC and may be subject to release in accordance with the FOI Act.

Principles

SISTC will provide a safe and respectful learning and teaching environment, while protecting the privacy, security and integrity of its ICT systems and resources.

Students and staff are expected to use SISTC's ICT systems and resources for proper purpose in a responsible, safe and lawful manner.

SISTC is committed to providing:

- ICT facilities necessary for the successful delivery of each course of study and relevant to the achievement of stated course learning outcomes
- access to ICT facilities for students and staff at an appropriate level to support teaching and learning activities
- an efficient administrative system for using ICT facilities
- a reliable and high-speed internet for academic and administrative purposes

SISTC will provide students with training and support in the use of the Institute's ICT systems and resources, including an introduction to SISTC's learning management system (LMS) and student portal. Students may also request assistance and additional training from the *Learning Support Officer*.

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The LMS shall be:

- available for use by students at all times, with reasonable exceptions for maintenance
- designed for maximum accessibility in accordance with best practice for web content
- regularly updated to ensure accuracy and relevance of information

Procedures

Students will be provided with guidance on the appropriate and safe use of SISTC's ICT systems and resources, including ensuring students are aware of the content of this Policy and Procedure.

A student's access to the ICT systems and resources may be suspended or cancelled if found to have breached the terms of this policy. Students must also be aware that breaches of this policy may also breach Commonwealth and State law and therefore full compliance with the policy is mandatory.

Acceptable Use

SISTC is committed to fostering a safe and secure environment for all students and expects the online behaviour of students and to reflect this. Students are encouraged to use the IT facilities in a way that aligns with SISTC's goals and values. Users of IT facilities are responsible for their behaviour.

1. ***Proper Purpose:*** IT facilities are provided to support teaching and learning, research, administrative and business activities, and not for recreational or private use.
2. ***Responsible Use:*** Users of SISTC's ICT facilities must comply with SISTC's requirements for acceptable use.
    - deliberate, unauthorised access to, or corruption or destruction of IT facilities (including deliberate introduction or propagation of computer viruses)
    - use which deliberately and significantly degrades the performance of IT facilities for other users (including the downloading of large video files not related to teaching and learning and research).
3. ***Safety:*** Students must display the same standards of behaviour online as on campus, and must not pose a risk to their own safety or the safety of other while using SISTC's ICT systems and resources.
    - use of ICT facilities to bully, harass, threaten, intimidate or otherwise engage in unwelcome attention towards other another person or persons
    - use of ICT facilities to access, create, transmit or solicit material, which is obscene, defamatory, discriminatory in nature, or likely to cause distress to individuals or groups
    - visit, download, store or transmit materials that are sexually explicit, profane, or offensive
    - violation of the privacy of personal information relating to other individuals
    - unauthorised disclosure of confidential information
    - distribution of name lists, e-mail addresses, home addresses or other means of contact without the express permission of the persons involved

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4. ***Security:*** Students must not compromise the security of ICT systems and resources, including downloading, uploading, or using unauthorised software.
    - use of ICT facilities to transmit unsolicited commercial or advertising material
    - unauthorised use of data or information obtained from the use of IT facilities
    - unauthorised attempts to identify or exploit weaknesses in the IT facilities
    - unauthorised attempts to make SISTC IT facilities unavailable
    - compromise the security of ICT systems and resources, including downloading, uploading, or using unauthorised software
5. ***Lawful Use:*** Students must not contravene any Commonwealth or State laws or regulations in using SISTC ICT systems and resources.
    - deliberate impersonation of another individual by the use of their login credentials, email address or other means
    - use of SISTC IT facilities to gain unauthorised access to third party IT facilities
    - transmission or use of material which infringes copyright held by another person or SISTC
    - use of SISTC IT facilities in unauthorised attempts to make third party IT facilities unavailable

User Accounts and Passwords

Every person who accesses SISTC's IT facilities must have an authorised user account for their exclusive use.

Authorised accounts are issued to staff, currently enrolled students, or other recognised affiliates. All users with an authorised account must comply with this policy when using SISTC's IT facilities.

Users of ICT systems:

- are responsible for all activity initiated from their accounts, unless it is established that the activity was carried out by a third party who gained access to the user's account through no fault of the user
- must select passwords that cannot be easily guessed, apply two factor authentication as applicable and they must not divulge passwords to others, including staff and students
- must choose passwords that are complex and adhere to the password criteria advised at orientation
- must not attempt to determine another user's password
- where the security of a password is compromised, it must be changed immediately
- must change their account passwords at least every 90 days
- are not permitted to authorise others to login using their account
- are prohibited from using another user's account

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Reported Misuse

Where an alleged misuse has been reported, the Director of Operations may:

- act immediately to prevent any continuation of the alleged misuse pending an investigation
- promptly notify other authorities
- advise the student of the Acceptable Use of IT Facilities policy and direct the student to discontinue the alleged misuse immediately

If an investigation of alleged misuse requires a staff or student's use of IT facilities to be examined or monitored, they will not necessarily be notified.

Allegations that constitute breaches of the law will be referred to the appropriate authority for investigation. SISTC will give that authority all reasonable assistance requested, including disclosing:

- relevant financial and personal data which may be held by SISTC; and
- data which may be limited by contractual obligation including copyrighted software and software that is patented or which contains trade secrets.

Monitoring

We reserve the right to monitor any and all aspects of our ICT facilities to determine if a user is acting unlawfully or violating this policy, the associated documents listed this policy, or any other SISTC policy or rule.

Routine monitoring of the use of ICT facilities is conducted to monitor the costs and acceptable use of SISTC resources. Such monitoring may include, but is not limited to, individual login sessions, the internet sites visited by users and the content of electronic communications. Monitoring may be done with or without prior notice to the user.

In normal circumstances, SISTC and third party staff supporting ICT services will not monitor the contents of electronic mail messages or other communications or files they access as a result of their work (for example, auditing operations). However, SISTC and third party staff supporting ICT services will inspect, copy, store and disclose the contents of email when appropriate to prevent or correct improper use, satisfy a legal obligation, or to ensure proper operation of ICT facilities.

Compliance

We may take remedial action and suspend user access with or without prior notice in response to suspected breaches of this policy or guidelines.

Breaches by students that constitute misconduct will be addressed by the relevant disciplinary procedures. Sanctions for failing to comply with this policy may include:

- immediate withdrawal of access to ICT facilities, with or without prior notice
- criminal or other penalties imposed by State or Commonwealth legislation
- financial compensation sought by SISTC

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Roles and Responsibilities

The *Chief Executive Officer*, in consultation with the Executive Management Committee (EMC), *Academic Board* and *Board of Directors*, shall be responsible for determining which IT facilities are most appropriate for SISTC and maintenance/updating of the SISTC ICT facilities.

Staff and students are required to take all reasonable steps to maintain and secure SISTC's ICT facilities and to protect them from unauthorised and unacceptable use.

Users of SISTC ICT facilities are responsible for adhering to the provisions of this Policy and guidelines.

Related Documents

SISTC Academic Integrity and Misconduct Policy and Procedure
SISTIC Anti-Discrimination Policy
SISTC Copyright Policy
SISTC Privacy Policy
SISTIC Student Rights and Obligations Policy
SISTC Student Complaints Appeals and Grievances Policy and Procedures
SISTC Information Systems Management and Security: Policy and Protocol
SISTC Fraud, Corruption and Mismanagement Policy
SISTC Learning Management System (Access and Support) Policy

Relevant Legislation and Standards

Tertiary Education Quality and Standards Agency Act 2021
Higher Education Standards Framework (Threshold Standards) 2021
TEQSA Guidance Note: Technology-Enhanced Learning, Version 1.2, 11 April 2019
ESOS National Code 2018
Freedom of Information Act (1991)Age
Discrimination Act 2004
Disability Discrimination Act 1992
Racial Discrimination Act 1975
Sex Discrimination Act 1984
The Copyright Act (1968)
Crimes Act (Cth) (1914)
Criminal Code Act (1995)
Cybercrime Act (2001)
Spam Act (2003)

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Document History

Responsible Officer	Chief Executive Officer
Approval Authority /Authorities	Board of Directors
Date Approved	11 April 2024
Previous Versions	16 December 2020, 1 July 2021, 23 Oct 2023
Date for Review	2027
Documents Superseded by this Policy	Acceptable Use of IT Policy
Amendment History	**1.1** updated with minor typographical errors made by the Responsible Officer, reference to the Copyright Act and changes in relation to the HESF 2021 **2.0** major review with updates to legislative requirements **3.0** updates: • Key Definitions section expanded • Principles updated and expanded • Procedures section added • Content simplified and streamlined for ease of understanding • Roles and Responsibilities updated and expanded

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