Internet and Email Usage Policy

Version: 2.2

POLICY NAME	Internet and Email Usage Policy
POLICY MANAGER	Executive General Manager, Group Quality, Accreditation & Compliance
APPROVAL AUTHORITY	CEO
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Contents

Introduction

Purpose

The purpose of this Internet and Email Usage Policy is to provide NextEd entities and brands with a framework and process for the Supervision and Management of student access and use of internet and email in an appropriate and safe manner while studying.

Scope

This policy is an overarching Group policy and applies to:

i)   All staff of NextEd including employees and contractors;
ii) All courses delivered by NextEd including those delivered on their behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the NextEd policy will apply.
iii) All students (domestic and international) of NextEd brands:

    a.   Academy of Interactive Technology Pty Ltd (also trading as Coder Academy Australia, iscd, and Work Ready Education) RTO: 90511, Registered Higher Education Provider PRV12005, CRICOS: 02155J
    b.   International School of Colour and Design Pty Ltd (iscd) RTO: 91439
    c.   Greenwich College Pty Ltd (also trading as Greenwich English College, Greenwich Management College, Greenwich Health College) RTO: 91153, CRICOS: 02672K
    d.   Brisbane Career College Pty Ltd (trading as SERO Institute) RTO: 32303, CRICOS: 03528K
    e.   Capital Training Institute Pty Ltd RTO: 88145, CRICOS: 0399B
    f.   Celtic Training Pty Ltd RTO: 40179

Definitions

Word/Term	Definition
Harassment, bullying and discrimination	Has meanings as defined by Australian law.
Legal guardian	Means a person other than a parent or legal custodian who has been granted guardianship of the student by the parent or legal custodian of the student. Legal guardians act on behalf of the parent or legal custodian.
Student	Means a student (domestic or international) who is: • enrolled in an award course of the Colleges; • enrolled in a non-award course of the Colleges; or • enrolled in a course offered by any other entity operating on behalf of the Colleges.

Policy

1.   Principles

This Policy is guided by the principles of:
- i.   Access
- ii.   Equity
- iii.   Fairness
- iv.   Safety

2.   Policy

This policy

a.   meets the requirements of the Standard of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 5); and the Standards for Higher Education (Standard 2); Standards for RTO's 2015 (Standard 5); and the following legislation:

- i.   Anti-Discrimination Act 1977;
- ii.   Broadcasting Services Act (Amended) 1999;
- iii.   Copyright Act 1968;
- iv.   C'th Crimes Act 1914;
- v.   NSW Crimes Act 1900;
- vi.   Disability Discrimination Act 1992;
- vii.   Freedom of Information Act 1989;
- viii.   Health Records and Information Privacy Act 2002;
- ix.   Human Rights and Equal Opportunity Commission Act 1986;
- x.   Privacy and Personal Information Protection Act 1998;
- xi.   Racial Discrimination Act 1975;
- xii.   Sex Discrimination Act 1984;
- xiii.   Telecommunications (interception) Act 1979;
- xiv.   Workplace Relations Act 1996;

b.   provides for appropriate wellbeing and safety for students including those who are under 18 years of age; and

c.   provides a framework for acceptable standards of behaviour for students of NextEd when using the internet and email facilities.

3.   Conditions Of Use

a.   Students aged under 18 years must provide Written Authorisation from their parents or legal guardian permitting access to internet, social media platforms (including closed groups), films/videos and mobile applications, subscription services including databases that may form part of their course or broader campus experience. This requirement also applies to where underage students use approved Homestay or Residential accommodation.

b.   Students must maintain respectful and courteous behaviour and language at all times in all communication when using their college-assigned student email service. Students should also apply the same principles and protocols when using their personal email address to communicate to members of the NextEd community whether for personal or study related matters.

c. Student emails or other communication platforms accessed via the internet cannot be used in a manner considered by the recipient(s) to be harassing, discriminatory, abusive, insulting, threatening, obscene or otherwise inappropriate.

d. Students must not forward spam emails or advertising using their college-assigned student email address.

e. In accordance with Academic Integrity, students are prohibited from exchanging, publishing, downloading, or creating material that may violate copyright or other intellectual property rights.

f. The usage of the NextEd network or provided software or subscriptions for unauthorised profit-making or commercial activities is prohibited.

g. The viewing, downloading or sharing of pornographic material whilst accessing the internet on campus, at Homestay accommodation or at your Residential accommodation is strictly forbidden.

h. Students, and users in general, are prohibited without exception from accessing websites containing the following categories of content:
   I. Sexually explicit material;
   II. Hate speech or offensive material;
   III. Materials regarding illicit drugs, violence, criminal skills and/or illegal activities;
   IV. Gambling and gaming; or
   V. Illegal downloading of music, movies, games, and software.

i. Public and private communication platforms – including social media portals – must not be used in any way that damages or negatively affects the reputation of NextEd or its brands. Nor should they be used in any means that may result (actual or perceived) in bullying, harassment or discrimination.

j. Users are not to utilise their College Internet and Email access for the purposes of subscribing to and accessing free services that are intended for personal use only, unless the subscription or access is from a personally paid account and that any related fees are paid for via a personal account.

k. Users must under no circumstances attempt to gain unauthorised access to any computer service by using another person's login, password or any other security device. Nor can users take advantage of any vulnerabilities in systems or attempt to circumvent security systems. Such actions risk breaching the NSW Crimes Act 1900 and if evidence of misconduct is found, the user is to be dealt with in accordance with this policy. This may include reporting the action to relevant authorities.

4. Security, Privacy and Confidentiality

a. Student emails are not to be used for communication of confidential information. NextEd cannot guarantee the confidentiality of email messages.

b. Users must respect the privacy of others and communicate electronically in a manner that does not constitute a privacy infringement.

c. Files may be attached to email messages only if the sender is certain that they are not likely to contain viruses or other destructive code.

d. Users must not use the internet, or their student email accounts in inappropriate ways that may corrupt, damage or destroy data, software or hardware, either belonging to the NextEd Group, other users, or anyone else whether inside or outside the network.

5.   Cyber Security Policy

a.   Cyber-attacks are an increasing risk to all organisations and individuals alike. The NextEd group Limited and its subsidiary entities implement security systems and processes to minimise the risks of cyber-attacks and reduce the scope of any attempts. The NextEd Group Limited has data recovery systems in place, should data be corrupted in any way, including because of cyber-attacks. The NextEd Group Limited only shares data where required to do so, i.e. in accordance with legislative and government regulatory requirements. Permission levels to access data have been established and appropriate policies and procedures are in place in regard to privacy and data collection, data breaches and reporting.

6.   Generative Ai

a.   The advent of generative artificial intelligence (GenAi) as a mainstream resource accessible by anyone with internet access presents a range of opportunities and concerns for organisations and individuals alike. GenAi has the capability to simplify work processes and accelerate productivity. It also can distort data and undermine quality and integrity. The NextEd Group Limited and its subsidiary entities take both the opportunities and concerns associated with GenAi seriously. In doing so it promotes innovation where there is obvious value-add and equally it promotes caution in how it is utilised and accessed.

7.   System Monitoring

NextEd reserves the right to track all Internet usage.

8.   Login Information and Passwords

a.   Students are not to share their login information or passwords for the Student Portal or any other logins they may receive from the Colleges with others. Failure to comply with the above may result in disciplinary action being taken and could result in a case of misconduct being recorded against the student's record. It is the student's responsibility to protect their login information and passwords.

b.   Students must make sure they log off computers and devices that they are no longer using.

9.   Publication

This procedure is published on each NextEd education provider's website and LMS to ensure students have up-to-date and accurate information publicly available to them.

Reference and Supporting Information

1.   Supporting Documentation

Document name	Document type	Location
Student Code of Conduct	Policy	Internal
Student Handbook	Policy Guide	Internal
Under 18 Years Student Management and Supervision Procedure	Procedure	Internal
U18 International Students Guideline	Procedural Guide	Internal
National Code 2018	Govt Standards	External
TEQSA Threshold Standards 2015	Regulatory Standards	External
ASQA Standards for RTO's 2015	Regulatory Standards	External
Broadcasting Services Act 1999	Legislation	External

2.   Change History

Version	Approval date	Approved by		Change
V1.0	10 November 2018	Group Accreditation & Compliance	Group Manager	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	Group Manager	
		Greenwich English College	Group Manager	
V2.0	30 August 2022	Chief Executive Officer		Update to new iCollege template; Update of text related to Academic Integrity
V02/23	24 February 2023	Chief Executive Officer		Update to new NextEd template;
V2.2	25 March 2024	Group Accreditation & Compliance	Group Manager	Updated with Cyber Security & Gen Ai statements

		Technology & Design Division	General Manager	