

Online Usage Policy

1. Background

Gateway Business College (GBC) uses online information communication technology to support higher education operations and higher education course delivery. GBC will ensure that a code of conduct governs the use of online resources and that security and privacy is maintained.

2. Purpose

This policy establishes a framework for the use of online resources at GBC. It provides guidelines to be implemented by GBC, staff and students, to ensure secure and appropriate use of online information communication technology.

3. Scope

This policy applies to all staff and students at GBC.

4. Definitions

Academic staff: staff engaged in higher education teaching, learning and research as employees of GBC.

Complaint: an expression of dissatisfaction made by a student (including potential students and graduates). Complaints can be academic or administrative. Complaints can be informal or formal.

Corporate Governance Board: the formally constituted governing body accountable for the governance of GBC as a higher education operation.

Non-academic staff: Staff employed at GBC in administrative, technological, marketing and support capacities.

Online misconduct: Online usage that undermines the educational, research and administrative standards and security of GBC's online network and resources.

Online resources: Digital information communication technology services GBC utilises and provides for staff and students that are accessible via the internet, intranet and web. These include staff and student email, student portal, staff portal, Learning Management System (LMS), teaching and learning tools, plagiarism detection software (Turnitin), Library and learning resources, Library catalogue and databases, the web.

Senior Management Committee: this committee is comprised of key senior management staff responsible for the day-to-day management of higher education operations at GBC, as delegated by the Corporate Governance Board.

Student: a person currently enrolled in study in a GBC course.

5. Principles

5.1 Rights and responsibilities that govern the use of GBC ICT online

The use of online resources is encouraged by GBC if it supports the goals and values of GBC as a higher education operation and higher education course delivery.

GBC provides online resources for staff and student use to encourage communication and connectivity, increase productivity and support technological engagement.

GBC will provide a teaching and learning environment in which online resources are efficient and relevant to higher education course delivery, student learning and academic staff research and scholarship.

GBC provides online resources that meet accessibility standards for best practice.

GBC will promote an environment of appropriate use of online information communication technology.

GBC will ensure all staff and students are informed of their rights and responsibilities when using online information communication technology, including education on best practice standards and the penalties for online misconduct.

GBC staff and students must act responsibly when using online resources. This includes ensuring the privacy and confidentiality of their personal information.

GBC staff and students must not share their online login or password details with anyone and must ensure they log out of the system when using public computers or on campus.

GBC staff and students must comply with the rules that govern online use of library and learning resources, including e-books, databases, digital subscriptions, software programs.

GBC staff and students must comply with federal and international copyright law when using online resources.

GBC staff and students must act lawfully when using online resources provided by GBC.

Online use is subject to the relevant Australian federal and state legislation.

Online use that breaches this policy is classified as misconduct. Disciplinary penalties apply for breaches of this policy.

5.2 Online security

GBC will provide appropriate physical and financial resources to ensure the security of online information communication technology.

GBC will restrict access to websites, webpages or online resources that promote criminal or illegal activity or antisocial behaviour.

IT Manager will restrict access to websites, webpages or online resources that are not secure, are unlawful or in breach of this policy.

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GBC will restrict access to online resources that are not secure or threaten the privacy and confidentiality of the higher education operation, staff or students.

GBC reserves the right to monitor and track the use of online information communication technology resources by GBC staff and students.

6. Procedures

6.1 The purpose of online information communication technology

GBC provides and uses online information communication technology for teaching and learning, research and scholarship, communication, and administrative purposes relevant to the higher education operation and higher education course delivery.

Online use includes:

- GBC website
- GBC intranet
- Student and staff online portal
- Student and staff email accounts
- The Learning Management System (LMS)
- Forums and discussion boards
- Online library catalogue, e-books, e-journals, digital subscriptions
- Online teaching and learning tools
- Plagiarism detection software (Turnitin)
- Social media accounts established by GBC
- The web.

6.2 User responsibility

GBC staff and students are responsible for their use of online resources and must act in accordance with the Staff Code of Conduct, the Student Code of Conduct, the Online Code of Conduct (below) and this policy.

GBC staff and students are responsible for any breaches of this policy that occur if they share their login and password or provide another person with access to GBC online information communication resources.

Students will be informed of their rights and responsibilities during orientation programs, and via written resources such as the Student Handbook and GBC website. For more information, refer to the *Information to Students Policy*.

Staff will be informed of their rights and responsibilities during induction and professional development activities (refer to the *Higher Education Workforce Policy*). Staff are required to discourage and detect misconduct in their oversight of student behavior online, especially in discussion boards and forums on the LMS. Academic staff who use discussion boards and forums in their subject LMS site for teaching and learning purposes must reinforce the online code of conduct to students. Staff who establish social media groups for students to use as part of the teaching and learning context must

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reinforce the online code of conduct to students. Online code of conduct guidelines must be included in the subject outline.

6.3 Online Code of Conduct for GBC staff and students

Students must uphold the Student Code of Conduct in their online activity.

All users of online resources at GBC must:

- Treat others with respect and kindness
- Conduct themselves in a professional and courteous manner
- Uphold the rights of others to engage in rational debate and express different views
- Respect and maintain the privacy of others
- Respect all GBC facilities
- Respect all GBC staff and students
- Respect the rights of others to freely use GBC facilities
- Respect copyright and intellectual property rights

All users are expected to report any instances of misconduct. Misconduct includes:

- Defamation
- Harassment, bullying, or discrimination
- Stalking
- Sexual harassment
- Accessing banned webpages or content
- Using streaming or torrent websites
- Breaching confidentiality or security
- Sharing login details and/or passwords
- Accessing a student or staff member's email account
- Accessing, downloading, distributing, storing, displaying or creating content that is offensive, defamatory, discriminatory, malicious or pornographic
- Committing academic misconduct (see *Academic Misconduct Policy*)
- Breaching copyright or intellectual property rights
- Breaching this policy.

6.4 Disciplinary procedures and actions

GBC will investigate all instances of online misconduct. This includes detected and reported instances of online misconduct as well as official complaints of online bullying, harassment or discrimination enacted by a GBC staff member or student, or experienced by a GBC staff member or student.

Human Resources is responsible for responding to instances of non-academic staff online misconduct.

The Course Coordinator is responsible for responding to instances of student online misconduct.

The Dean is responsible for responding to instances of academic staff online misconduct.

All allegations of online misconduct must be supported by evidence.

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The staff member or student must receive a written notification of the allegation of online misconduct. The notification will invite the student or staff member to attend a meeting with Human Resources, the Course Coordinator or Dean, as appropriate. They must be given at least ten days' notice of the meeting date, location, and time.

Evidence that supports the allegation of online misconduct must be provided to the staff member or student at the meeting.

Meetings should be fair, impartial, and conducted with proper safeguards for the privacy and safety of the staff member or student.

The staff member or student will be given an opportunity to respond to the allegation.

After the meeting, Human Resources, the Course Coordinator or Dean, as appropriate, will make a decision based on the evidence provided and the outcome of the meeting.

The staff member or student must be advised of the decision in writing, and disciplinary measures that apply.

All instances of online misconduct that are investigated by Human Resources, the Course Coordinator or Dean will be recorded.

In the online misconduct is of a criminal or illegal nature, GBC will undertake relevant legal action or refer the case to the Police or relevant Australian federal or state authorities.

6.5 Disciplinary measures

GBC may employ the following disciplinary measures for staff, or members of Boards and Committees:

- A warning
- Compulsory attendance at online use training
- Demotion
- Termination of contract of employment or partnership
- Termination of membership on the relevant Board or Committee.

GBC may employ the following disciplinary measures for students:

- A warning
- Compulsory attendance at online use training
- Suspension
- Termination of enrolment.

If the action is at a sufficient level of seriousness, GBC will report the matter to Police if necessary, and will cooperate fully with Police investigation.

Disciplinary measures and penalties for online academic misconduct are outlined in the *Academic Misconduct Policy*.

Disciplinary measures and penalties for online misconduct related to bullying are outlined in the *Anti-Bullying Policy*.

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Disciplinary measures and penalties for online misconduct related to discrimination are outlined in the *Anti-Discrimination Policy*.

Disciplinary measures and penalties for online misconduct related to sexual harassment are outlined in the *Sexual Harassment and Assault Policy*.

7. Records

Records associated with this policy will be maintained according to the Records Management Policy.

8. Related legislation

- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- TEQSA Higher Education Standards Framework (Threshold Standards) 2021
- Australian Qualifications Framework (AQF).
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018)

9. Review

This policy will be reviewed by the Corporate Governance Board every three years, or more frequently should the Board deem it necessary.

Version Control

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