

## Use of Information Technology (IT) Policy

Policy Summary	
Department Responsible for Policy	IT Department
Contact Person for Policy	Chief Operations Officer
Approving Authority	Finance Audit and Risk Committee
Date Last Approved	4/08/2020
Next Review Date (Evaluation)	Every two years
Related Documents	<p><b>Guidelines</b></p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Privacy Act 1988</u></a></li> <li>• <a href="#"><u>Privacy Amendment (Notifiable Data Breaches) Act 2017</u></a></li> <li>• <i>The National Code 2018</i></li> <li>• <i>Australian Skills Quality Authority (ASQA) Standards for NVR Registered Training Organisations 2015</i></li> <li>• <i>Australian Qualifications Framework (AQF)</i></li> <li>• <i>The Tertiary Education Quality Standards Agency (TEQSA) Higher Education Standards Framework 2015</i></li> </ul> <p><b>Policies</b></p> <ul style="list-style-type: none"> <li>• <i>1-01-001 Student Code of Conduct</i></li> <li>• <i>7-01-002 IT Security Policy</i></li> <li>• <i>7-01-006 Data Breach Policy</i></li> <li>• <i>10-01-001 Document Management Policy</i></li> <li>• <i>10-01-002 Records Management Policy.</i></li> </ul> <p><b>Manuals</b></p> <ul style="list-style-type: none"> <li>• <i>1-03-001 Student Handbook</i></li> <li>• <i>7-02-001 Use of IT Manual</i></li> <li>• <i>10-01-013 Records Management Manual</i></li> </ul>
Document Number	7-01-001

Policy History		
Policy version	Main changes made	Date
1.0	New Policy	17/11/2013
2.0	Updates as per internal audit Updated for National Code 2018	4/08/2020

## 1. Preamble

- 1.1 Information Technology (IT) is important in the support of teaching and learning, academic research, communications, and the administration of the College.
- 1.2 The College recognises this and provides computing, e-mail, Internet and communication facilities to its staff and students for the purposes of teaching and learning, academic research, and to support the administration of the College.
- 1.3 The College supports the right of staff to have access to reasonable personal use of the internet and email communications in the workplace.

## 2. Definitions

**Account** Any computing or electronic communication resource allocated to a user by the College and protected from general usage by a security system (e.g. password).

**Australian Qualifications Framework (AQF)** First introduced in 1995, it is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

**Australian Quality Training Framework (AQTF)** The national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system. Initially established in 2001 for implementation in 2002, it is approved by the Ministerial Council for Tertiary Education and Employment (MCTEE), which includes all Ministers for VET in Australia.

The components of AQTF are: AQTF Essential Conditions and Standards for Initial and Continuing Registration; The Quality Indicators; AQTF Standards for State and Territory Registering Bodies; AQTF Excellence Criteria; AQTF Standards for Accredited Courses; AQTF Standards for State and Territory Course Accrediting Bodies. (AQTF, 2010, 6).

**Australian Skills Quality Authority (ASQA)** The national regulator for Australia's vocational education and training (VET) sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

**The College** Kenvale College of Hospitality, Cookery and Events

**College network** Kenvale College's IT cable and wireless network. Personally-owned devices which are connected to the College network for the purposes of this policy, will be considered to be part of the College network.

**Electronic media** includes all electronic devices and software provided or supported by Kenvale College, including, but not limited to, computers, electronic tablets, peripheral equipment such as printers, modems, fax machines, and copiers, computer software applications (including software that grants access to the internet or email) and

telephones, including mobile phones, smartphones and voicemail systems.

**Higher Education (HE) Provider** A body that is established or recognised by the Commonwealth or a state or territory government to issue qualifications in the HE sector..

**College IT Resources** All networks, hardware, software and communication services and devices which are owned, leased or used under license by the College. It includes technologies such as desktop and laptop computers, software, peripherals, telephone equipment and connections to the Internet that are intended to fulfil information processing and communications functions.

**Registered Training Organisation (RTO)** A vocational education and training organisation registered by a state or territory registering body in accordance with ASQA..

**The Tertiary Education Quality Standards Agency (TEQSA)** is an independent statutory authority established in 2011. It sits within the Education portfolio. TEQSA regulates and assures the quality of Australia's large, diverse and complex higher education sector. TEQSA registers and evaluates the performance of higher education providers against the Higher Education Standards Framework.

**Unit of Competency (UoC)** A single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification. (AQF, 2013)

**User** Means and includes all staff, students and other users who are authorised by the College to access its systems and/or network

**Vocational Education and Training (VET)** A type of tertiary education under the Australian Qualifications Framework (AQF), which enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace..

### 3. Scope

#### Aim

- 3.1 This policy aims to inform users of College IT Resources of their rights and responsibilities, and of the requirement that the IT resources are used in a legal, ethical and responsible manner.
- 3.2 This policy sets out guidelines for acceptable use of the computer network, including internet and email, by employees and volunteers. Access to internet and email is provided to Kenvale College staff and volunteers for the primary purpose of assisting them in carrying out the duties of their employment.

#### Scope

- 3.3 This policy does not detail the procedures associated with the use of College IT resources. For all procedural information, please refer to the *7-02-001 Use of IT Manual*.
- 3.4 This policy does not contain content that would overlap with the *1-03-001 Student Handbook* and *1-01-001 Student Code of Conduct*. For all student-specific information, or information aimed for student consumption, please refer to the *1-03-001 Student Handbook*.
- 3.5 This policy should be read with the *7-02-001 Use of IT Manual*.

## 4. Provision and Responsible Use of IT Resources

### Introduction

4.1 Staff may use the internet and email access provided by Kenvale College for:

- 4.1.01 Any work and work-related purposes;
- 4.1.02 Limited personal use (for details see 7-02-001 Use of IT Manual);
- 4.1.03 More extended personal use under specific circumstances (for details see 7-02-001 Use of *IT Manual*).

### Provision of IT Resources

- 4.2 Computers and IT resources are provided for legitimate College activities and all usage must be consistent with this purpose.
- 4.3 While the College will make every effort to ensure the availability and integrity of IT resources, it cannot guarantee that these will always be available, and/or free of any defects, including malicious software (e.g. computer viruses).
- 4.4 Procedures in relation to use and access to IT resources can be found in 7-02-001 *Use of IT Manual*.

### Responsible Use of IT Resources

- 4.5 The College requires users to use IT resources in a legal, ethical and responsible manner. Users of College IT resources must be aware that use of these facilities is subject to State and Commonwealth laws that apply to communications and to the use of computers. This includes copyright, intellectual property, breach of confidence, defamation, privacy, harassment, vilification and anti-discrimination legislation, workplace surveillance, civil and criminal laws.
- 4.6 The College's IT resources must not be used to copy, download, store or transmit material which infringes copyright, such as music files, movies, videos, books etc. In addition, the College IT resources must not be used for unauthorised commercial activities or unauthorised personal gain, and must not risk loss of reputation to the College.
- 4.7 Limited incidental personal use is allowed so long as such use:
  - 4.7.01 is lawful and compliant with College policies and external legislation
  - 4.7.02 does not negatively impact upon the user's work performance
  - 4.7.03 does not hinder the work of others or interfere with the normal operations of the network
  - 4.7.04 does not damage the reputation or operations of the College
  - 4.7.05 does not impose unreasonable or excessive additional costs on the College.
- 4.8 A more detailed explanation can be found in 7-02-001 *Use of IT Manual* and 1-03-001 *Student Handbook*.

### Limited personal use

- 4.9 Limited personal use of computer, internet and email facilities provided by the organisation is permitted where it:
  - 4.9.1 Is infrequent and brief

- 4.9.2 Does not interfere with the duties of the employee or his/her colleagues
- 4.9.3 Does not interfere with the operation of Kenvale College
- 4.9.4 Does not compromise the security of Kenvale College or of its systems
- 4.9.5 Does not compromise the reputation or public image of Kenvale College
- 4.9.6 Does not impact on the electronic storage capacity of Kenvale College
- 4.9.7 Does not decrease network performance (e.g. large email attachments can decrease system performance and potentially cause system outages)
- 4.9.8 Incurs no additional expense for Kenvale College
- 4.9.9 Does not compromise any of the confidentiality requirements of Kenvale College
- 4.9.10 Violates no laws.

Examples of what would be considered reasonable personal use are:

- 4.9.11 Conducting a brief online banking transaction, or paying a bill;
- 4.9.12 Sending a brief personal email, similar to making a brief personal phone call.

#### **Access to electronic data**

- 4.10 Kenvale College may need to access any and all information, including computer files, email messages, text messages and voicemail messages. The organisation may, in its sole discretion, authorise its staff or staff contracted to undertake IT assistance for the College to inspect any files or messages recorded on its electronic media at any time for any reason. Where use of the organisation's equipment or software requires the use of a password, this should not be taken to imply any right of privacy in the user. The College may also recover information that a user has attempted to delete, and staff should not assume that such data will be treated as confidential.

#### **Unacceptable use**

- 4.11 It is unacceptable to:
  - 4.11.1 Create or exchange messages that are offensive, harassing, obscene or threatening
  - 4.11.2 Visit websites containing objectionable (including pornographic) or criminal material
  - 4.11.3 Exchange any confidential or sensitive information held by the College (unless in the authorised course of their duties);
  - 4.11.4 Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies);
  - 4.11.5 Undertake internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities;

4.11.6 Create or exchange advertisements, solicitations, chain letters or other unsolicited or bulk email.

4.12 Staff may not use Kenvale College's computers to play games at any time.

## 5. Maintenance of IT Resources

- 5.1 The College will take reasonable precautions to protect the security and privacy of its users' IT accounts, but users should be aware that normal operation and maintenance of systems includes backup, logging of activity and monitoring of general usage patterns.
- 5.2 In addition, the College may monitor individual usage and records in accordance with this policy.
- 5.3 The technology supporting IT resources involves recording, back-up and monitoring all usage (including emails, Internet, hard drives, network, cloud computing, etc) for technology and data security purposes (such as system back up, network performance monitoring, software license monitoring etc).
- 5.4 Back up procedures can be found in *7-02-001 Use of IT Manual* and *10-01-001 Document Management Policy*.

## 6. Application

- 6.1 This policy applies to all users of College IT resources including, but not limited to, permanent and casual staff, students, contractors, volunteers and visitors to the College.
- 6.2 This policy applies to the use of College IT resources at all times, regardless of whether such use occurs during business hours or offsite and applies to anyone connecting personally-owned equipment to the College network.
- 6.3 For further procedural information, please refer to the *7-02-001 Use of IT Manual*.
- 6.4 It should be noted that student misuse of IT resources could also be regarded as Academic Misconduct and that the Chief Operations Officer and the Head of Hospitality Cookery and Events can impose financial penalties.
- 6.5 Any breaches of this policy coming to the attention of management are dealt with appropriately.
- 6.6 In line with AQF (2013), this policy will be applied consistently and fairly.

## 7. Responsibilities

- 7.1 The College's IT Department is responsible for the management of this policy.
- 7.2 The College's Chief Operations Officer is responsible for the application of this policy, where applicable.

## 8. Quality and Compliance

- 8.1 This policy will be reviewed and updated every two years by the IT Department to ensure the quality and relevance of its content, and to maximise the effectiveness of its application to both the students and the needs of industry.
- 8.2 The following legislation and compliance regulations apply to this policy:

### Standards for Registered Training Organisations (RTOs) 2015

<b>Standard 4</b>	<p>"Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients</p> <p>To be compliant with Standard 4 the RTO must meet the following:</p> <p>4.1. Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:</p> <ol style="list-style-type: none"> <li>a. accurately represents the services it provides and the training products on its scope of registration;</li> <li>b. includes its RTO Code;</li> <li>c. refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;</li> <li>d. uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;</li> <li>e. makes clear where a third party is recruiting prospective learners for the RTO on its behalf;</li> <li>f. distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;</li> <li>g. distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;</li> <li>h. includes the code and title of any training product, as published on the National Register, referred to in that information;</li> <li>i. only advertises or markets a non-current training product while it remains on the RTO's scope of registration;</li> <li>j. only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;</li> <li>k. includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and</li> <li>l. does not guarantee that:</li> </ol>
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	<ul style="list-style-type: none"> <li>i. a learner will successfully complete a training product on its scope of registration; or</li> <li>ii. a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or</li> </ul> <p>a learner will obtain a particular employment outcome where this is outside the control of the RTO."</p>
<b>Standard 8</b>	<p>"The RTO cooperates with the VET Regulator and is legally compliant at all times.</p> <p>To be compliant with Standard 8 the RTO must meet the following:</p> <p>8.1. The RTO cooperates with the VET Regulator:</p> <ul style="list-style-type: none"> <li>a. by providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration;</li> <li>b. in the conduct of audits and the monitoring of its operations;</li> <li>c. by providing quality/performance indicator data;</li> <li>d. by providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within 90 calendar days of the change occurring;</li> <li>e. by providing information about significant changes to its ownership within 90 calendar days of the change occurring; and</li> <li>f. in the retention, archiving, retrieval and transfer of records.</li> </ul> <p>8.2. The RTO ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:</p> <ul style="list-style-type: none"> <li>a. by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and</li> <li>b. in the conduct of audits and the monitoring of its operations.</li> </ul> <p>8.3. The RTO notifies the Regulator:</p> <ul style="list-style-type: none"> <li>a. of any written agreement entered into under Clause 2.3 for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and</li> <li>b. within 30 calendar days of the agreement coming to an end.</li> </ul> <p>8.4. The RTO provides an annual declaration on compliance with these Standards to the VET Regulator and in particular whether it:</p> <ul style="list-style-type: none"> <li>a. currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and</li> <li>b. has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.</li> </ul> <p>8.5. The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.</p> <p>8.6. The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered."</p>

<b>The National Code 2018</b>	
6.1	The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about: 1.1 6.1.5 the registered provider's facilities and resources
6.4	The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.

<b>Higher Education Standards Framework 2015</b>	
Standard 2	<p>2 Learning Environment</p> <p>2.1 Facilities and Infrastructure</p> <p>1. Facilities, including facilities where external placements are undertaken, are fit for their educational and research purposes and accommodate the numbers and educational and research activities of the students and staff who use them.</p> <p>2. Secure access to electronic information and adequate electronic communication services is available continuously (allowing for reasonable outages for maintenance) to students and staff during periods of authorised access, except for locations and circumstances that are not under the direct control of the provider.</p> <p>3. The learning environment, whether physical, virtual or blended, and associated learning activities support academic interactions among students outside of formal teaching.</p>
Standard 6	<p>6.2 Corporate Monitoring and Accountability</p> <p>1. The provider is able to demonstrate, and the corporate governing body assures itself, that the provider is operating effectively and sustainably, including:</p> <ul style="list-style-type: none"> <li>e. risks to higher education operations have been identified and material risks are being managed and mitigated effectively</li> <li>f. mechanisms for competent academic governance and leadership of higher education provision and other academic activities have been implemented and these are operating according to an institutional academic governance policy framework and are effective in maintaining the quality of higher education offered</li> <li>i. there are credible business continuity plans and adequately resourced financial and tuition safeguards to mitigate disadvantage to students who are unable to progress in a course of study due to unexpected changes to the higher education provider's operations, including if the provider is unable to provide a course of study, ceases to operate as a provider, loses professional accreditation for a course of study or is otherwise not able to offer a course of study</li> <li>k. lapses in compliance with the Higher Education Standards Framework are identified and monitored, and prompt corrective action is taken.</li> </ul> <p>6.3 Academic Governance</p> <p>1. Processes and structures are established and responsibilities are assigned that collectively:</p> <ul style="list-style-type: none"> <li>a. achieve effective academic oversight of the quality of teaching, learning,</li> </ul>

	<p>research and research training</p> <p>b. set and monitor institutional benchmarks for academic quality and outcomes</p> <p>c. provide competent advice to the corporate governing body and management on academic matters, including advice on academic outcomes, policies and practices.</p>
Standard 7	<p>7 Representation, Information and Information Management</p> <p>7.2 Information for Prospective and Current Students</p> <p>1. Accurate, relevant and timely information for students is publicly available and accessible, including access for students with special needs, to enable informed decision making about educational offerings and experiences.</p> <p>2. Information for students is available prior to acceptance of an offer, written in plain English where practicable, accompanied by an explanation of any technical or specialised terms, and includes:</p> <p>b. information to assist in planning for and participation in educational and other activities, including contact points, advice about orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning resources, avenues to participate in decision making and opportunities to participate in student representative bodies</p> <p>e. information to facilitate access to services and support including the types of services available such as educational resources including English language support, personal support services, cultural support and ancillary services, hours of availability, how to access services and emergency contact details where applicable.</p> <p>7.3 Information Management</p> <p>1. There is a repository of publicly-available current information about the higher education provider's operations that includes:</p> <p>h. an overview of teaching campuses, facilities, learning resources and services provided for students</p> <p>3. Information systems and records are maintained, securely and confidentially as necessary to:</p> <p>a. maintain accurate and up-to-date records of enrolments, progression, completions and award of qualifications</p> <p>b. prevent unauthorised or fraudulent access to private or sensitive information, including information where unauthorised access may compromise academic or research integrity</p> <p>c. document and record responses to formal complaints, allegations of misconduct, breaches of academic or research integrity and critical incidents, and</p> <p>c. demonstrate compliance with the Higher Education Standards Framework.</p>

## 9. References

- 9.1 Australian Qualifications Framework Council, 2013, *Australian Qualifications Framework (AQF)*, second ed., South Australia.
- 9.2 Australian Skills Quality Authority (ASQA), 2012, *Standards for VET Accredited Courses 2011*.
- 9.3 Australian Skills Quality Authority (ASQA). (2015). *Standards for Registered Training Organisations (RTOs) 2015*. Australia..
- 9.4 Australian Skills Quality Authority (ASQA). (2013). *Australian Quality Training Framework (AQTF): User's Guide to the Essential Conditions and Standards for*

*Initial Registration. Australia.*

- 9.5 Department of Education and Training (DET), 2018, *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students* (The National Code)
- 9.6 The Tertiary Education Quality Standards Agency (TEQSA) (2015). *Higher Education Standards Framework 2015*. Australia.