

# Student Usage of Internet and Email Policy and Procedure

## 1. Introduction

The Australian Performing Arts Conservatory (APAC) Students Usage of Internet and Email Policy and Procedure outlines the expectations of IT use for higher education students at APAC.

### 1.1. Purpose

The intent of this document is to ensure that students understand acceptable and unacceptable use of APAC's IT facilities and services and are aware of the potential consequences of a breach of unacceptable use.

### 1.2. Scope

This Policy and Procedure applies to all students:

- With an APAC supplied user account; and
- If they are using an APAC provided device, or a third-party owned device, (found in the staff lounges, library, or student breakout areas) to access APAC's IT facilities.

### 1.3. Principles

- It is a requirement that every student who accesses APAC's IT facilities must have an authorised user account.
- APAC's IT facilities are provided to support APAC's teaching and learning, research, administrative and business activities.
- All APAC Supplied Accounts must comply with this policy when using APAC's IT facilities.

## 2. Policy Statements

### 2.1. Authorisation

It is a requirement that every student who accesses APAC's IT facilities must have an authorised user account.

Authorised student accounts will be issued to students upon commencement of their studies with APAC, requested by Student Support Services, and approved by the Head of IT or an IT representative.

### 2.2. Security and Service Commitment

APAC will take all reasonable steps to protect its IT facilities from unauthorised and unacceptable use; secure access to electronic information; and provide adequate, continuous electronic communication services to students during periods of authorised access (allowing for reasonable outages for maintenance).

## **2.3. Legislative and Regulatory Compliance**

Information provided to prospective and enrolled students of APAC on access to and provision of IT facilities and services will be compliant with education provider obligations under the Higher Education Standards Framework (Threshold Standards) 2021 and Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## **2.4. Complaints and Appeals**

If a student enrolled at APAC is dissatisfied with any aspect of their access to or provision of IT facilities and services, they may lodge a complaint through the process outlined in the Student Complaints and Appeals Policy and Procedure.

## **3. Procedure**

### **3.1. Acceptable Use**

- IT facilities are provided to support the APAC's teaching and learning, research, administrative and business activities.
- IT facilities are not provided for recreational or personal use.
- Users of APAC IT facilities must comply with APAC's requirements for acceptable use.
- Users must also comply with APAC's other policies and procedures and other guidelines as released by IT.
- If any unacceptable use of APAC IT systems is detected, it must be reported to the Head of IT or an IT representative.
- Behaviour which breaches this policy and procedure may also breach Commonwealth and State law.

### **3.2. Unacceptable Use**

Specific activities that constitute unacceptable use include, but are not limited to:

- Deliberate, unauthorised corruption or destruction of IT facilities (including deliberate introduction or propagation of computer viruses).
- Deliberate, unauthorised access to IT facilities.
- Aiding a third party to gain access to APAC IT facilities.
- Unauthorised use of data or information obtained from the use of IT facilities.
- Use of IT facilities to access, create, transmit or solicit material, which is obscene, defamatory, discriminatory in nature, or likely to cause distress to some individuals or cultures, where such material is not a legitimate part of teaching and learning or research (if the material is a legitimate part of teaching and learning or research, an appropriate warning should be given).

- Transmission or use of material which infringes copyright held by another person or by APAC.
- Violation of software licensing agreements.
- Use of IT facilities to transmit unsolicited commercial or advertising material.
- Deliberate impersonation of another individual by the use of their login credentials, e-mail address or other means.
- Violation of the privacy of personal information relating to other individuals.
- Unauthorised disclosure of confidential information.
- Use of IT facilities to harass or threaten other individuals.
- Unauthorised attempts to identify or exploit weaknesses in IT facilities.
- Unauthorised attempts to make APAC IT facilities unavailable.
- Use of APAC IT facilities to gain unauthorised access to third party IT facilities.
- Use of APAC IT facilities in unauthorised attempts to make third party IT facilities unavailable.
- 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).

### **3.3. Serious Misconduct**

APAC identifies certain examples of student behaviour as 'Serious Misconduct'. Examples of Serious Misconduct are listed in the Student Code of Conduct. A breach of the Unacceptable Use criteria, as per Clause 3.2 of this Policy and Procedure, may be considered Serious Misconduct.

APAC treats all breaches of the Student Code of Conduct seriously. Reports of breaches will be acknowledged and investigated as soon as possible and involved parties will be in writing. Reports of breaches are investigated by a Committee that will be convened by the CEO. The Committee includes the CEO, Student Administration, and where deemed necessary, relevant students and staff.

### **3.4. User Accounts and Passwords**

- All user accounts must have one person nominated as the person responsible for that account.
- Users are responsible for all activity initiated from their accounts, unless it is established that the activity was done by another person who gained access to the user's account through no fault of the user.
- Users must select passwords that cannot be easily guessed, and they must not share passwords with others, including other staff and students.
- Users must not attempt to determine another user's password.
- If the security of a password is compromised, it must be changed immediately.

- Users are not permitted to authorise others to login using their account.
- Users are prohibited from using another user's account.
- Users are prohibited from forwarding emails to another account.

### **3.5. Monitoring Use**

- Routine monitoring of the use of IT facilities is conducted to monitor the costs and acceptable use of APAC resources.
- In normal circumstances, APAC and third-party staff supporting IT services will not monitor the contents of electronic mail messages or other communications or files they access as a result of their work (e.g., auditing operations).
- However, APAC and third-party staff supporting IT 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 IT facilities.

## **4. Responsibilities**

### **4.1. The Board of Directors**

Ensure compliance with relevant legislation and regulatory requirements through the oversight of APAC activities and the development, monitoring and review of policies and practices and initiating prompt action where compliance is deemed to have lapsed.

### **4.2. Head of IT**

The Head of IT is responsible for protecting APAC's IT facilities from unauthorised and unacceptable use; securing access to electronic information; and providing adequate, continuous electronic communication services to students during periods of authorised access.

### **4.3. Students**

Students are responsible for complying with the acceptable use requirements of this Policy and Procedure when using APAC's IT facilities.

## **5. Relevant Documents**

- APAC Learning Facilities and Resources Policy and Procedure
- APAC Student Code of Conduct
- APAC Student Complaints and Appeals Policy and Procedure
- APAC Student Handbook
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Education and Training to Overseas Students 2018

## 6. Definitions

- **IT Facilities** - IT facilities, in the context of this policy and procedure, include relevant hardware, software, IT-enabled processes, and services that support the delivery of education to APAC's students.

### Version Control and Document Owner

<b>Policy Category</b>	Operational	<b>Approval Date</b>	19 October 2022	
<b>Document Owner</b>	Head of IT	<b>Approval Authority</b>	The Board of Directors	
<b>Audience</b>	Students	<b>Review Date</b>	October 2025	
Revision History				
Version	Author	Change Summary	Date Approved	Date Effective
1.0	APAC	New document.		
2.0	DVE Business Solutions Pty Ltd	Review and update of the policy and procedure.	19 October 2022	
2.1	DVE Business Solutions Pty Ltd	Minor administrative changes and correction of typographical errors.		31 August 2023