



Communication and Usage of Internet and Email Procedure

Policy supported	Communication and Usage of Internet and Email Policy
Policy Code	ADM-HE-27
Owner	Chief Executive Officer
Responsible Officer	Chief Executive Officer
Approving authority	Chief Executive Officer
Contact Officer	Registrar
Approval date	1 March 2017
Commencement date	6 March 2017
Review date	3 years
Version	2017.1
Related documents	Discrimination, Bullying and Harassment Policy Discrimination, Bullying and Harassment Procedure Staff Grievance Policy Staff Grievance Procedure Student Complaint and Appeal Policy Student Complaint and Appeal Procedure Staff Code of Conduct Student Code of Conduct Intellectual Property Policy Communication and Usage of Internet and Email Procedure Management of Personal Information Policy Telecommunications (Interception and Access) Act 1979 Freedom of Information Act 1982 Cybercrime Act 2001 Copyright Act 1968 Defamation Act 2005 Anti-Terrorism Act 2005 Workplace Surveillance Act 2005 Privacy Act 1988

1. Purpose

This Procedure supports the ***Communication and Usage of Internet and Email Policy***, which sets out the obligations and expectations of students and staff of the Australian Institute of Higher Education ('the Institute') who use the Institute's IT facilities for Internet and email purposes.

2. Scope

This Procedure applies to all students, staff and affiliates at the Institute.

3. Definitions

See the ***AIH Glossary of Terms*** for definitions.

4. Actions and Responsibilities

4.1 Responsibilities

4.1.1 Damage or Disruption

Any accidental damage or disruption must be reported to IT support services as soon as possible after the incident has occurred. Users are responsible for any IT activity which is initiated under their username.

4.2 Using the Institution Email

Students must ensure that use of the Institute's email account provided for student use complies with the Google program policy. See https://www.google.com/intl/en/mail/help/program_policies.html

Students and staff who receive improper email from individuals inside or outside the Institute should discuss the matter in the first instance with the Executive Dean or IT Support Staff.

The student Gmail account is provided so that Institute staff may communicate with students about administrative matters and to facilitate communication with lecturers and fellow students. Note that students are advised to limit personal use of an Institute email account, since this account will be removed one semester after completion of study as a student at the Institute.

4.3 Good Practice

4.3.1 Confidentiality

Where sensitive and confidential information needs to be sent via email for practical reasons, please be aware that email is essentially a non-confidential means of communication. Emails can easily be forwarded or archived without the original sender's knowledge. They may be read by persons other than those they are intended for.

4.3.2 Content and Tone

Users must exercise due care when writing emails to avoid being rude or unnecessarily terse. Emails sent from an Institute domain may be interpreted by others as Institute statements. Users are responsible for ensuring that their content and tone is appropriate. Emails often need to be as formal and business-like as other forms of written correspondence.

4.3.3 Deletion, archiving and junk mail

Users should delete all personal emails and attachments when they have been read and should also delete all unsolicited junk mail. In the process of archiving emails, users should ensure inappropriate material is not archived.

4.3.4 Sources

The Institute provides a current and up to date automatic virus checker on all networked computers. However, caution should be used when opening any attachments or emails from unknown senders. Users must endeavour to ensure that any file downloaded from the Internet is done so from a reliable source. It is a disciplinary offence to disable the virus checker. Any concerns about external emails, including files containing attachments, should be discussed with the IT support Staff.

4.4 Monitoring

Monitoring will be undertaken by authorised Staff only and in accordance with the Institute's **Management of Personal Information Policy**.

4.5 Reporting and Investigating Improper Use

4.5.1 Staff

Staff can report improper use of the internet and email in accordance with the **Staff Grievance Policy** and associated procedures.

Any staff member alleged to have misused the internet or email will be investigated in accordance with the **Staff Code of Conduct**.

4.5.2 Students

Students can report improper use of the internet and email in accordance with the **Student Complaint and Appeal Policy** and associated procedures.

Any student alleged to have misused the internet or email will be investigated in accordance with the **Student Code of Conduct**.

4.6 Penalties for Improper Use

4.6.1 Withdrawal of Facilities

Users in breach of these regulations may have access to the Institute's IT facilities restricted or withdrawn.

4.6.2 Disciplinary Action

Breaches of this Policy may be dealt with under the Institute's disciplinary procedures. Where a staff member has breached this Policy, it may lead to termination of employment from the Institute. Where a student has breached this Policy, the procedures outlined in the **Grievance Policy** will be followed.

4.6.3 Breaches of the Law

Where appropriate, breaches of the law will be reported to the relevant external law enforcement agencies. Individuals may be subject to prosecution.

5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Chief Executive Officer as at March 2017 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-2	Registrar	Drafted document from policy doc	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Revised content.	1 March 2017	6 March 2017