



Online Communication Services - TAFE NSW

Code of Expected User Behaviour

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1. Introduction

TAFE NSW internet services and collaboration and communication tools are provided for the advancement of its staff and education of its students.

This document specifies the standards for the acceptable use of TAFE NSW internet services and collaboration and communication tools as defined in the Online Communication Services – Acceptable Usage Policy – TAFE NSW.

Users of TAFE NSW internet services and collaboration and communication tools will fulfill their responsibilities as set out below:

2. Access and Security

Users will:

- ensure that communication through and use of internet services and collaboration and communication tools and related online services is related to learning and/or the conduct of TAFE NSW business
- not disable or modify departmental equipment, networks or settings for virus protection, spam (i.e. unsolicited email or advertising material) and filtering, unless the activity is related to learning and authorised by a relevant TAFE NSW staff member or supervising teacher
- not make deliberate attempts to disrupt computer system performance nor harm or destroy hardware and data, including through the uploading or creation of computer viruses
- use only computer software or versions of software that have been authorised and tested for use on TAFE NSW computer facilities
- never knowingly delete software on TAFE NSW computer facilities
- never knowingly import or download unlicensed or unauthorised software
- keep passwords confidential, and change them when prompted, or as required

- use passwords that are not obvious or easily guessed
- never allow others to use their personal account
- log off at the end of each session to ensure that nobody else can use their account
- promptly inform a relevant TAFE NSW staff member if they suspect they have received a message that is inappropriate, or they suspect they have a computer virus
- promptly exit an inappropriate website should a user inadvertently access such a site
- never knowingly initiate or forward email or other messages containing:
 - a message that was sent to them in confidence, without the approval of the person who sent the message
 - a computer virus or attachment that is capable of damaging recipients' computers
 - chain letters and hoax emails
 - spam
 - a message that has been altered without the knowledge of the originator.
- never send or publish:
 - unacceptable or unlawful material or remarks, including offensive, abusive or discriminatory comments
 - material that is threatening, bullying or harassing to another person, or makes excessive or unreasonable demands upon another person
 - sexually explicit or sexually suggestive material or correspondence
 - false or defamatory information about a person or organisation.
- ensure that personal use is kept to a minimum (eg. operating a personal, private consulting business) and that internet services and collaboration and communication tools are used for genuine curriculum and educational activities or the conduct of TAFE NSW business

- not use unauthorised programs or intentionally download unauthorised software, graphics or music that is not associated with learning or the conduct of TAFE NSW business
- ensure that services are not used for unauthorised commercial activities, political lobbying, online gaming, online gambling or any unlawful purpose.

3. Privacy and Confidentiality

Users will:

- never publish or disclose the email address or personal information (including names, addresses, photographs, credit card details and telephone numbers) of another person or user without that person's explicit permission
- take responsibility for protecting their own personal information and not reveal personal information (including names, addresses, photographs, credit card details and telephone numbers) of themselves or others
- ensure privacy and confidentiality is maintained by not disclosing or using any information in a way that is contrary to any individual's interests
- respect the integrity of all individual emails within an email trail by not forwarding or publishing emails across the wider community.

4. Intellectual Property and Copyright

Users will:

- never plagiarise information. Plagiarism is taking the ideas or writings of others and presenting them as if they were original to the user without acknowledgement
- respect the copyright of owners and authors of work, including works, ideas and graphics, etc., on TAFE NSW and other websites. Copyright infringement occurs when an individual inappropriately reproduces a work that is protected by a copyright. Many works can only be used with the prior written permission of the author. Always acknowledge the creator or author of any material published

- not make available or use illegal (pirated) copies of copyrighted software on TAFE NSW equipment.

5. Ethical Behaviour

Users will:

- ensure that there is no conflict between what is in a user's interest and what is in the best interest of TAFE NSW and its customers
- not attempt to gain unauthorised access to the TAFE NSW computer network or go beyond their authorised access
- not use obscene, profane, lewd, vulgar, rude, inflammatory or threatening language in public or private messages, in material published through TAFE NSW online services
- not publish information that, if acted upon, could cause damage to property or persons, nor publish deliberately false or defamatory information about a person or organisation
- not engage in personal attacks including prejudicial or discriminatory attacks, not harass (distress or annoy) another person. If a user is told to stop sending messages to them, the user must stop
- not use TAFE NSW internet services and collaboration and communication tools to access gaming or gambling sites, or material that is profane, obscene, pornographic or pedophilic, that promotes illegal acts, or that advocates violence or discrimination. Exceptions may be made where the purpose of such access is to conduct authorised research, and where written approval has been gained from an appropriate authorised person
- not use TAFE NSW internet services and collaboration and communication tools to send inappropriate emails including email chain letters.

6. Misuse and Breaches of Acceptable Usage

Users will be aware that:

- they are held responsible for their actions while using the internet, collaboration and communication tools and other online services

- they are held responsible for any breaches caused by them allowing any other person to use their account to access internet services and collaboration and communication tools
- the misuse of internet services and collaboration and communication tools may result in disciplinary or legal action which includes, but is not limited to, the withdrawal of access to services
- use of the TAFE NSW network to engage in any illegal act will be reported to the appropriate legal authority.

Users should report any inappropriate usage or suspected misuse of TAFE NSW internet services and collaboration and communication tools to a TAFE NSW staff member (for students this includes their supervising teacher, and for staff this includes the staff member's supervisor or manager).

7 For Further Information

Matters concerning the contents of these procedures should be referred to:

TAFE Student Operations

TAFE Customer Support Directorate

(02) 9244 5281