
IT USAGE AND SECURITY POLICY

1. Purpose

- 1.1 Ikon Institute of Australia (Ikon) encourages the use of, and provides access to, information technologies and network resources in support of academic instruction, research, public service, and administrative functions.
- 1.2 This policy governs the acceptable use of Ikon's IT resources with respect to the: provision of resources; access to resources; responsible, ethical, equitable and legal use of resources; security and privacy; compliance, breaches, and responsibilities. Users are responsible for using resources in accordance with the law and Ikon policies.
- 1.3 This policy provides guidelines and instructions to authorised users in the appropriate use of the Ikon's computing and communication facilities.

2. Scope

- 2.1 This policy applies to all students, staff, and visitors who own, manage, access, or use Ikon's IT services and covers all:
 - IT systems and data attached to the Ikon computer or telephone networks
 - Ikon systems
 - communications sent to or from Ikon
 - data owned by Ikon, either internally or on systems external to the Ikon network.

3. Related Documents

This policy should be read in conjunction with the following documents:

- Social Media Policy
- Learning Support Policy
- Learning Resources Policy
- Inclusion, Diversity and Equity Policy
- Orientation and Transition Policy
- Business Continuity Plan
- Records Management Policy
- Privacy Policy

This policy and related documents can be accessed via the student and staff policy libraries.

4. Definitions

“Information Technology (IT) Services” means the digital systems used for storing, retrieving, and exchanging information. Education IT services include online learning management systems, e-libraries and e-catalogues, student cards, student emails and passwords, on-campus computers and printers.

“**Learning Management System (LMS)**” means the learning system utilised for the delivery of courses at Ikon.

“**Library Services**” means the collection of hardcopy and online resources of data and learning material available at Ikon for the use of students and staff.

“**Online Resources**” means services Ikon provides its students and staff that are accessible via the Internet that includes email and messaging services, and academic services such as online learning hubs, academic databases and library catalogues.

“**Student Records**” means records that contain evidence or information about a student’s undertakings during their period of enrolment at Ikon, and include course applications and supporting documentation, assessment records, personal details, assessments, and academic transcripts.

“**Student Portal**” means the online login access point for Ikon students to access the learning management system, student email and library resources.

“**Suspension**” means the barring of a student from attending Ikon or using Ikon academic and support services for a specified period of time.

“**Technology-Enhanced Learning (TEL)**” means any learning that occurs through the application of electronic communications and computer-based educational technology, combined with pedagogical principles and practices that are applicable to and tailored for this purpose

POLICY

5. Principles

- 5.1 IT infrastructure and resources shall be developed with reference to the needs of each unique student cohort.
- 5.2 Ikon shall maintain all IT facilities on campus and ensure that these facilities are updated or replaced when necessary to keep up with developments in technology, education, and industry.
- 5.3 Ikon is committed to providing:
 - IT resources necessary for the successful delivery of each course of study and relevant to the achievement of stated course learning outcomes
 - Full access to IT resources for academic students and staff as an appropriate level to support their research activities
 - IT resources to all students and staff with no barriers to access
 - An efficient administrative system using IT resources
 - Reliable and high-speed internet to all students and staff for academic and administrative purposes

6. Roles & Responsibilities

- 6.1 Ikon is committed to fostering a safe and secure environment for all students and staff and expects the online behaviour of students and staff to reflect this. Students and staff are encouraged to use the IT resources in a way that aligns with Ikon’s goals and values. Users of IT resources are responsible for their behaviour.

- 6.2 Ikon permits usage of the institute's internet for recreational purposes, provided that the use of the internet is responsible and legal. All students and staff are to use the IT facilities in a lawful, ethical, and responsible manner.
- 6.3 The CEO, in consultation with the Academic and Corporate Boards, shall be responsible for determining which IT systems are most appropriate for Ikon and shall also be tasked with the maintenance/updating of IT systems used by Ikon.
- 6.4 Disciplinary measures may be imposed upon those who violate the rules and guidelines outlined within this policy.

PROCEDURE

7. IT Facilities

- 7.1 Ikon shall ensure that the necessary IT infrastructure is in place to support the delivery of education, academic research, and administrative operations and includes:
 - On-campus wireless internet
 - Teaching and learning spaces fully equipped with up-to-date facilities
 - Learning resource centres and library spaces
 - The use of online information resources subscribed to by Ikon, such as journals, databases, periodicals, books, examination papers, reports, and book reviews
 - Meeting rooms and extracurricular areas with computer access
 - The capacity for blended students to access learning support consistent with their requirements
 - The ability for blended learning students to interact with those in their cohort who are not wholly online

8. IT Systems

- 8.1 In addition to facilities, it is also integral that Ikon maintain efficient and up to date IT services that assist in the administrative and academic operations of the Ikon.
- 8.2 IT systems within Ikon shall be utilised for the purposes outlined below.

Information Storage and Access

- 8.3 Staff and student information shall be stored in Ikon's IT systems. All data stored within Ikon's IT systems shall be protected in accordance with the appropriate level of confidentiality. This allows students and staff to access required information securely. For more information please refer to the *Records Management Policy*.

Course Progression:

- 8.4 IT services that affect or support course progression activities, for example the Learning Management System (LMS), email accounts and e-library, shall be available for students to access at all hours, with reasonable exceptions for maintenance.
- 8.5 Courses that utilise IT services shall be approved only if Ikon is able to provide sufficient IT services.

Data Analytics

- 8.6 Ikon's IT systems shall be constantly reviewed and the information gained shall be utilised to improve upon academic and administrative operations, and shall include:
- Grade distribution
 - Class attendance
 - Assessment submission
 - Student attendance
 - Cohort tracking
 - Enrolment numbers
 - Fee payments
 - Staff absences

Information for Students

- 8.7 IT resources play a central role in communicating key information to students. Additionally, students shall be given comprehensive information on accessing IT resources in a safe and secure manner.
- 8.8 Refer to the *Learning Resources Policy* and the *Orientation and Transition Policy* for more information.

IT Investment

- 8.9 IT infrastructure investments shall be carefully planned, implemented, and reviewed by the Corporate Board, taking advice from relevant senior managers and committees.
- 8.10 The budget for IT infrastructure investment is set by the Corporate Board. IT infrastructure investments shall be made in accordance with the limits of authority defined in the *Delegations Policy*.
- 8.11 The Corporate Board remains accountable for the decisions made by its delegations of authority and shall exercise appropriate oversight.
- 8.12 Proposals for the investment in additional resources shall be submitted to the CEO, and shall include a rationale for the investment, including evidence where available.

Access

- 8.13 All IT resources are accessible to students at no cost, and shall be monitored to ensure all students have full access, including students with any additional needs.
- 8.14 The LMS shall be:
- available for use by students at all times, with reasonable exceptions for maintenance
 - designed for maximum accessibility in accordance with best practice for web content
 - regularly updated to ensure accuracy and relevance of information
- 8.15 All students and staff shall have access to training and support regarding usage of IT infrastructure, particularly the LMS. For staff this shall be integrated into professional development activities. Students shall receive periodic scheduled training, including at orientation, and may request assistance and additional training at any time from the Academic Support or Student Experience teams.

8.16 Students are permitted to use the internet for recreational purposes. However, students must remain aware that they may be allocated an internet usage quota. When this quota is reached, Ikon shall have the right to cap the student's internet usage. Students shall be advised of any cap in internet usage at the time of enrolment, and of any subsequent changes.

9. Online Misconduct

9.1 Ikon may impose disciplinary consequences upon those who commit the following whilst using Ikon's internet:

- Gaining unauthorised access to accounts belonging to Ikon, or external organisations
- Sharing unique Ikon login details with others
- Illegal activity, conducting activities that have been deemed illegal through legislation
- Activity that, in addition to contravening Australian law, goes against Ikon values, codes of conduct, and policies
- Sending unsolicited electronic mail (e.g., "spam") in violation of Australian law or in quantities that interfere with AC or other servers, and/or without approval by the appropriate server administrator
- Sending fraudulent or misleading information via AC networks or electronic resources
- Destroying, altering, compromising the integrity or security, or making inaccessible AC computer resources, information technologies, and networks when such uses are not authorised
- Compromising the privacy of users of the computer resources, information technologies, and networks
- Copying of software in violation of a license
- Viewing pornography
- Online gambling
- Libellous material or information detrimental to any person
- Or other unlawful or unethical activities

9.2 Ikon reserves the right to monitor usage of its internet by students and staff, in order to ensure that no violation of this policy occurs.

9.3 All members of the Ikon community are strongly encouraged to report any instances of online misconduct.

Preventing Online Misconduct

9.4 In order to prevent the occurrence of the activities listed above, Ikon may make certain websites inaccessible via Ikon's internet. If a student or staff member believes a website should not be blocked, they may submit a request to unblock the website to the CEO.

9.5 The rules and guidelines for responsible online usage shall be communicated to students at Orientation and in the Student Hub in the LMS.

9.6 Students and staff are required to agree to use Ikon's internet in accordance with the rules set out in this policy before access to Ikon's internet is granted.

Breaches

9.7 Students and staff who violate the internet usage rules set out in this policy may be subject to the following disciplinary measures:

- Suspension of internet access privileges
- Full time monitored internet usage
- Suspension or demotion
- Expulsion or termination of employment

9.8 If a staff member or student has committed an illegal offence online, whilst using Ikon's internet, they shall be reported to the relevant authorities and legal action may be taken.

10. Privacy

- 10.1 System users are responsible for maintaining appropriate access restrictions for their files, as well as protecting their passwords. An Ikon staff member or student who knowingly allows another person to use their username or password may be found responsible for any inappropriate use on the part of that person.
- 10.2 Distribution of name lists, e-mail addresses, home addresses or other means of contact must not be provided without the express permission of the persons involved. Nor shall the security codes or passwords of any other staff member or student be divulged to others.
- 10.3 Ikon respects the privacy of users and does not routinely inspect or monitor use of computing and networking resources. However, information reports will be available to Ikon which can subsequently be used for matters such as system performance and availability, capacity planning, cost re-distribution and the identification of areas for personal development. Ikon reserves the right to supervise the entire network in order to preserve the security of Ikon and all users.
- 10.4 Authorised staff may access electronic mail or files in a number of situations:
- Legal requests for public disclosure of public records (which may include material that continues to exist on a hard drive, or on another computer)
 - Record retention requirements
 - Routine system maintenance
 - Staff who have received formal permission by the owner, or with a supervisor's approval, when that employee is unavailable, for legitimate business purposes and in a manner that is consistent with any research and/or confidentiality agreements which may apply to those files
 - Investigations of misconduct, consistent with all legal requirements and with the approval of the appropriate Head of School or Group HR Manager. This provision applies to the monitoring of employee accounts when the monitoring is done because of suspected illegal activity or policy violations monitoring of Ikon accounts

Information Automatically Logged

- 10.5 Ikon may make a record of all visits to Ikon websites and log any of the following information for statistical and business purposes:
- The user's address, the user's domain name, IP address, the date and time of the visit, the pages accessed, and documents downloaded, the previous site visited, and the type of browser used
 - Identification of the user may also be requested and logged
 - If the person is not an Ikon student or staff member, the email address of sent messages will be recorded

Security Information

- 10.6 Ikon websites and systems have security measures in place against the loss, misuse, and alteration of information. A login and password are required to visit secure areas. This is to ensure that information is displayed only to the intended person.
- 10.7 Individuals are responsible to keep their password secure at all times.

Cookies

- 10.8 The computer of a visitor to Ikon websites may be issued with a cookie. The information the cookie contains is set by the Ikon IT systems and it can be used by the systems whenever the website is visited.
- 10.9 Cookies may also be used for authentication purposes and to improve security during a visitor's session online.

External Links

- 10.10 Where an Ikon website contains a link to an external site, Ikon accepts no responsibility for the privacy practices or the content of such websites.

Public Forums

- 10.11 Some Ikon courses and/or subjects require the use of forums, on-line teaching environments, message boards and/or news groups. Any information that is disclosed in these areas becomes public information and it is the responsibility of the user to exercise caution when deciding to disclose personal information.

11. Records Management

- 11.1 All student and staff records are to be protected in accordance with the level of security and access restrictions as outlined in Ikon's *Records Management Policy*.

12. Publication

- 10.1 This policy shall be published in the student and staff policy libraries.

Policy Information & History

Policy Category	Corporate, Governance
Policy ID	GO014A
Approved by	Board of Directors
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Endorsed by	Academic Board
Date of Endorsement	12 April 2022
Previous Versions	-
Next Review Date	March 2025
Government Legislation	<u>Tertiary Education Quality and Standards Agency Act 2011</u> <u>Higher Education Standards Framework (Threshold Standards) 2021</u> <u>National Code 2018</u>
Responsible Officer	CEO
Sources:	In developing this policy, the following documents were considered: <i>TEQSA, Guidance Note: Technology-Enhanced Learning, Version 1.2, 11 April 2019</i>
Benchmarking	External referencing activities were conducted against comparable providers and best practice using publicly available information, including: Charles Sturt University, Alphacrucis College, the University of Sydney, and the University of Wollongong.