

Policy Rationale

Ensure that CCAE communicates information in accord with established protocols to preserve the professionalism of the College, protect the rights of individuals, uphold the duty of care to students, and comply with the law.

Policy Aims

- Ensure communication complies with legal requirements and that CCAE staff are aware of their legal, professional and ethical obligations in regard to communications since legal action may be taken against staff who communicate improperly.
- Ensure **The Information Privacy Act and Health Records Act 2001** is appropriately implemented to protect the individual's right to control how their personal information is used, and for what purpose.
- Ensure CCAE only collects consensual information, and only discloses such information for the purposes it was collected.
- Ensure internal CCAE communication is communicated to the right personnel in a logical and sequential manner.
- Ensure internal CCAE communication is communicated in a manner that can be easily tracked and recovered

Procedure - Snail Mail - Inwards

The **Receptionist** is to organise and oversee Inwards and Outwards mail operations.

- Mail is to be collected from the Post Office each morning.
- Mail is to be opened, date stamped, numbered, details recorded on an 'S' drive correspondence spread sheet.
- Mail is to be placed in the Manager's in-tray.
- If Manager is absent for more than two days, the Office Supervisor will view mail, photocopy urgent items and distribute to relevant staff. The photocopy is to be returned to the Manager's in-tray.

Procedure - Snail Mail - Outwards

- All outwards correspondence should comply with CCAE business letter template.
- The Manager or Office Supervisor **must view and photocopy all correspondence prepared by staff** before it is mailed since such correspondence may bind the College in a contractual manner.
- Receptionist records all outgoing mail in 'S' drive correspondence spread sheet.
- A copy of outward correspondence is to be kept on file and presented at Board of Management meetings.
- Mail is to be posted at the Echuca Post Office each afternoon before mail clearance by Australia Post.

Policy Rationale for Internet and Email

The Internet and associated email services are CCAE resources provided for use by staff and students as tools for the completion of curriculum and administrative tasks. The internet and email facilities are provided to provide students with opportunities to gain information; engage in discussion; and liaise with individuals, organisation and groups world-wide so as to increase student skills, knowledge and abilities.

Policy Aims for Internet and Email

CCAЕ reserves the right to monitor the use of its computer technologies to the extent allowed by relevant laws in order to ensure compliance with the College's computer use. CCAE's internet and email should not be used:

- to breach privacy where applicable.
- to distribute copyright material without authority to do so and be in accord with copyright laws.
- for plagiaristic purpose.
- to forge Email messages, or send Email messages from a false identity.
- to send Spam.

Students and staff will be required to sign an **Internet and Email Code of Practice** to implement practices that maintain their own and CCAE's integrity when accessing and publishing information and communicating via email.

- Restricted access shall be available to guest users for specific purposes only.
- Costs associated with **personal internet usage** will be borne by students.

Procedures for Internet and Email Operations

Users of CCAE IT facilities are responsible for notifying the IT Technician and/or Coordinator of security problems and complying with CCAE acceptable use guidelines. To assist in compliance:

- Random checks of email and internet use may occur with approval of the Manager.

CCAe will not condone use of its equipment, network, email and internet which is:

- contrary to law or involves breaches of: copyright, defamation, harassment, discrimination, contempt of court.
- vilifying, sexist, racist, abusive, rude, annoying, insulting, threatening, breach of privacy, obscene.
- likely to disrupt workplace environment; corrupt, damage or destroy data, software or hardware of CCAE.
- an unauthorised loading of software onto a CCAE's computers.
- using CCAE's technologies for commercial purposes, product advertising or political lobbying.

Failure to comply with this policy and guidelines will result in disciplinary action ranging from an official written warning through to expulsion/dismissal from CCAE.

All issues of internet/email bullying and harassment will be referred to the Victorian Police.

Procedures for Internet and Email Operations by Staff

Staff must comply with the aforesaid provisions whilst using internet/email resources for professional purposes.

- Staff are expected to utilise and integrate technologies, including on-line learning opportunities, into their programs for all students. The College will provide appropriate professional development and support for all staff.
- Staff must conduct regular management of their email and delete unnecessary emails to conserve server space.
- Personal use is permitted if the use is within the guidelines of this document and such use does not interfere with or disrupt work schedules.
- All emails should follow acceptable standards of personal and professional courtesy and conduct
- Business emails should employ the acceptable conventions and language used for letter writing
- Emails must conclude with the sender's name role/position within the College.

S: Shared Files

- The aim is that all organization files will be stored on this drive and backed-up.

VETtrak

- VETtrak is the database for recording student enrolments and results. Data is exported from this database to a national database to record all training.

MYOB

- MYOB is the financial package used by the college for recording all financial transactions.
- There is a username and password which shall be stored in the Manager's file and known only to the finance person and the manager.

Password Storage

- Passwords for all logons and programs must be recorded and hidden so that only IT Admin can see them.

Templates folder

- Drive S: has a folder containing Workgroup Templates. Word should be setup so that Users can access those templates easily. See Connecting to workgroup templates

Admin access to S:

- There is a Folder called xComputer Administration on Drive S: for the System Admin to use. These files are Hidden and should not be accessed by Users.

Folder Template Usage

- There are 2 folders in S:\xComputer Administration which are to be used as follows.
- When a new course is setup the folders in Course Template Folder are to be copied to the new course folder.
- Each new Unit is then setup in the Units Folder for that course.
- The folders in the Unit Template Folder are then to be copied to each unit.
- To Copy all the folders at once, select them, Ctrl C, or right mouse and click Copy.
- Navigate to the required folder and Paste. Multiple pastes may be made in the case of many units.

Evaluation

This policy will be reviewed bi-annually

Adoption Date: 20 June 2012

Review Date: 01/06/2014

Version Control: V1-05/08/06

V2-20/08/07

V3-21/07/08

V4-01/06/10

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Internet and Email Code of Practice

Student Agreement

I agree to use the Internet and email at our College in a responsible manner for purposes stated by my teacher.

- ✚ I will not use the internet or networks at College to access web pages, computer files, newsgroups, chat groups or other materials that would be considered offensive in the judgement of the college, or infringe the Student Code of Conduct.
- ✚ I will be courteous and use appropriate language when communicating on the internet, and will report to the teachers any instances of inappropriate communication to me.
- ✚ I will accept responsibility in regard to copyright protected material and plagiarism. I will not download and redistribute software, games, music, graphics, videos or text unless authorised to do so by the copyright owner, and will not attempt to present somebody else's work as my own.
- ✚ I will not reveal personal information including my internet password/s to others, and will not distribute names, addresses, credit card details or telephone numbers of myself or others via the Internet or College network unless required by the College to do so.
- ✚ Consistent with the Student Code of Conduct, I will be denied all access to College computers and or the Internet for a time to be determined by the College and may face further disciplinary action consistent with the Student Code of Conduct, if I violate any of the terms of this agreement.

Student Name _____

Student Signature _____

Date _____

Parent/Guardian Agreement

I understand the College will provide adequate supervision and may conduct random checks of email and internet use to minimise the risk of exposure to unsuitable material.

- ✚ I **do/do not** consent to my child using the Internet at College for educational purposes in accordance with the Student Agreement above.
- ✚ I **do/do not** consent to my child having their first name (last initial) published on the CCAE's internet site.
- ✚ I **do/do not** consent to my child having their picture published on the College's Internet site.
- ✚ I **do/do not** consent to my child corresponding with others, using email through the College's internet access.

Parent/Guardian Signature _____

Parent/Guardian Name _____

Date _____

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