Waterford and Wexford Education and Training Board

Information and Communications Technology (ICT) **Acceptable Usage Policy**

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This policy may be updated at any time (without notice) to ensure changes to WWETB's business practices are properly reflected in this policy. Please ensure that you check WWETB's StaffHub for the most up to date version

1.0 Purpose

Waterford Wexford Educational Training Board's (hereafter referred to as WWETB) Information and Communication Technology [here after referred to as ICT] resources are provided for the purposes of supporting and enhancing the educational, training, research and administrative services of the Board. WWETB is committed to protecting employees, learners, partners and the Board from illegal or damaging actions by individuals, either knowingly or unknowingly. WWETB's intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to WWETB's established culture of openness, trust and integrity but rather to indicate the responsible and appropriate use of information and communication technology resources.

The purpose of this policy is to outline the acceptable use of ICT equipment at WWETB. These rules are in place to protect the user and WWETB. Inappropriate use exposes WWETB to risks including virus attacks, compromise of network systems and services, and legal issues.

Effective security is a team effort involving the participation and support of every WWETB user who deals with information and/or information systems. It is the responsibility of every user to know these guidelines, and to conduct their activities accordingly.

2.0 Scope

This policy applies to all authorised "users" of WWETB systems, information and I.T. resources. Individuals covered by the policy include (but are not limited to) employees (both full and part time), learners, contractors, consultants, vendors, service providers, affiliates, third parties or any other person or entity authorised to utilise information systems. The policy applies whether the user is working onsite or remotely.

This policy also applies to the use of all WWETB's ICT Resources including:

- All the Board's computing and communications equipment
- All electronically accessible data whether the Board's own data or data accessible using the Board's equipment
- All access to internal and external networks including the Internet, websites, chat-rooms and social media, Virtual Learning Environments (VLE's) and Online Platforms
- Email accounts using any of the Board's other ICT resources
- Software provided or licenced by the WWETB
- All storage, network, and computing facilities provided by or provided to the WWETB
- By using any of WWETB's IT and Network Resources, all users agree to comply with the terms of this policy.

3.0 Roles and Responsibilities

3.1. Governance and Compliance:

- To ensure the Policy is reviewed and approved by the Governing Body.

3.2. IT Team:

- To enforce compliance of this policy.
- To consult as appropriate with members of the Leadership Teams.
- To investigate and report on potential breaches of the policy.
- To ensure the appropriate standards and procedures are in place to support the policy.

3.3. Authorised Users:

- To familiarise themselves with the terms of this policy.
- To adhere to the practices contained in this policy.
- To report suspected breaches of policy to their IT Services Desk.

This policy should be used in conjunction with all other IT policies. The full suite of IT policies are available on the Staff Hub.

4.0 Policy

4.1 Principles of Acceptable Usage

This Policy is based on the following principles:

We are committed to providing a safe and secure learning environment for our staff and students, including when they are online. To that end, we have established the following acceptable usage policy for all users of WWETB ICT resources:

1. WWETB ICT resources and internet facilities must only be used for legitimate WWETB purposes.
2. ICT resources and internet facilities should never be used in a way that breaches any of WWETB's policies.
3. Users must use WWETB's ICT Resources in a responsible, safe and lawful manner.
4. Users may access or share WWETB proprietary information only to the extent it is authorised and necessary to fulfil assigned job/course requirements.
5. Users must follow any standards and guidelines (including those set out in this Policy) relating to the use of WWETB'S IT Resources.
6. Users must respect the integrity of the data to which they have access.
7. Users must store and process WWETB data in compliance with the Records Management Policy and the relevant Data Protection Legislation.
8. For security and network maintenance purposes, authorised individuals within WWETB may monitor equipment, systems and network traffic at any time.
9. WWETB reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

While the above policy statements and principles apply to all IT resources usage including email, internet and social media, Virtual Learning Enviroments (VLE's) and Online Platforms additional policy statements are provided in Appendices I and II to further clarify what constitutes appropriate usages of various WWETB IT resources.

5.0 Unacceptable Usage

The list below is by no means exhaustive but attempts to provide a framework for activities which fall into the category of unacceptable use.

The use of WWETB Resources for the following activities are strictly prohibited, with no exceptions:

- To unlawfully discriminate on the grounds of age, disability, gender, civil status, family status, sexual orientation, disability, race or membership of the travelling community.
- To knowingly access, download or distribute illegal or inappropriate material, including material that is in any way pornographic, obscene, abusive, racist, libellous, defamatory or threatening.
- To engage in any form of bullying or other behaviour which likely to cause harassment to others, including retrieving, creating, hosting or transmitting material which is defamatory;
- To engage in any activity that would infringe intellectual property rights (e.g. unlicensed installation, distribution or copying of copyrighted material);
- To engage in any activity that would compromise the privacy of others;
- To engage in any activity that would intentionally cause disruption to the computer systems, telephone systems or networks belonging to WWETB or others;
- To engage in any activity that would intentionally waste WWETB's resources (e.g. employee time and ICT resources);
- To advertise or otherwise support or engage in any illegal activities under local or international laws, including Data Protection Legislation.
- To engage in any activities that bring WWETB into disrepute
- For conducting commercial activities, such as running any sort of private business, advertising or performing work for personal gain or profit;
- For political activities; such as promoting a political party / movement, or a candidate for political office, or campaigning for or against government decisions;
- To transmit confidential or personal data outside WWETB unless the data has been encrypted and transmission has been authorised by the data owner;
- Accessing data, a server or an account for any purpose other than conducting WWETB business.
- Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws.
- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.

- Making fraudulent offers of products, items, or services originating from any WWETB account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- Port scanning or security scanning unless prior notification to WWETB is made.
- Executing any form of network monitoring which will intercept data not required as part of the users job description.
- Circumventing user authentication or security of any host, network or account.
- Introducing honeypots, honeynets, or similar technology on the WWETB network.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- Providing information about, or lists of, WWETB employees to parties outside WWETB.
- Use WWETB ICT resources for any purpose which is prohibited under the terms of this policy.
- Use social media or discussion boards so as to contravene or breach the laws of Ireland, specifically in relation to: privacy rights, defamation law and data protection law.
- Knowingly misrepresent yourself as another person
- Obtain, store or transmit confidential WWETB information without appropriate authorisation.
- Breach any data protection legislation.
- Download copyrighted material such as music media (MP3) files, film and video files (not an exhaustive list) without appropriate approval.
- To enter into contractual agreements inappropriately (i.e. without authorisation or where another form of agreement is required);
- In any way infringe any copyright, database rights, trademarks or other intellectual property.
- Use ICT resources to gamble
- Defame or disparage WWETB or other staff, students, and/or external parties.
- Only software which has the correct and proper license and has been purchased and/or approved by the ICT Department may be installed and used on a WWETB device.

6.0 Equipment & Resources

All equipment provided by WWETB for individual use remains the property of the WWETB. Users must not remove any such equipment including but not limited to computers, laptops, mobile telephones, etc. from the WWETB's premises without prior authorisation from the line manager/school Principals/centre managers or programme coordinators.

If approval is granted and equipment is removed, it must be kept in a secure environment by the user. It is the user's responsibility to be informed of the correct operating procedures for the computer resources or products used. A user who is uncertain as to the correct procedure in any situation should obtain clarification before proceeding.

Users have a responsibility to promptly report the theft, loss or unauthorised disclosure of any WWETB equipment or proprietary information.

7.0 Mobile Phones

In line with the terms set out in the Mobile Phone Policy certain employees are eligible to receive a WWETB mobile phone. While reasonable making and taking of personal calls is not prohibited, employees issued with a WWETB approved mobile phone are encouraged to keep this to a minimum during working hours.

Users must make every reasonable effort to ensure that their WWETB mobile phone device is secured at all times, kept charged and switched on during working hours.

Where a user accesses WWETB information on a mobile device, that device must:

(a) have the screen auto-lock turned on, and

(b) use a PIN code to unlock the device.

8.0 Security & Passwords

Users have a responsibility to safeguard any credentials granted to them by WWETB. In order to limit security risks, all users must abide by the following:

- All mobile and computing devices that connect to the internal network must comply with the *Minimum Access Policy.*
- System level and user level passwords must comply with the *Password Policy*.
- Providing access to another individual, either deliberately or through failure to secure its access, is prohibited.
- All computing devices must be secured with a password-protected screensaver with the automatic activation feature set to 15 minutes or less. Users must lock the screen or log off when the device is unattended i.e. ctrl + alt + delete This is to prevent anybody accessing your device while away from your desk.

- Users must not utilise any other person's access rights or attempt to gain access to resources or data. In exceptional circumstances where access is required, it must be requested in writing through the IT Helpdesk and if necessary authorised by the Line Manager.
- Users must not attempt to bypass or probe any security mechanisms governing access to the computer systems.
- Users may not misrepresent themselves as another individual. This includes using another member's username and password. Passwords must remain confidential to each user and must not be relayed to any other person. Attempts at 'hacking' may result in criminal prosecution in Ireland or elsewhere.
- Each user carries sole responsibility for security access to his/her computer, laptop, mobile phone or any other electronic device.

Users issued with a WWETB approved ICT device such as a laptop, or mobile phone device must ensure it is protected at all times and must take all reasonable steps to prevent damage or loss to their device. This includes not leaving it in view in an unattended vehicle and storing it securely when not in use. The user may be held responsible for any loss or damage to the ICT device, if it is found that reasonable precautions were not taken.

9.0 Communications

9.1 Email

Email is one of the main forms of Digital Communications used by WWETB to conduct its day-to-day business and each employee, student and learner is provided with an email account to assist with this. All email messages and files stored on the WWETB computer system are the property of WWETB and should not be considered private. All emails (inbound and outbound) are automatically backed up and may be restored within 30 days, even if they have been deleted from an individual's account. WWETB is not obliged to monitor email messages but does reserve the right to monitor email messages without prior notice.

Please refer to Appendix I for the rules that apply when using email.

9.1.2 Generic Login Account

Generic Accounts will not be created under any circumstances.

9.1.3 Shared Email Accounts

Shared mailboxes are used when multiple people need access to the same mailbox, such as a company information or support email address, reception desk, or other function that might be shared by multiple people.

Overview of managing shared mailboxes.

In the case of shared mailboxes management is likely to be shared between everyone who has access. The purpose of managing email messages is to identify emails that should be retained as a record of an activity and delete inconsequential messages. There will also need to be some additional rules relating to when to delete an email message from the mailbox, how to identify an email message as having been answered and the types of email messages that should be treated as records. While it is the responsibility of the owner to ensure that there are specific rules relating to the management of shared mailboxes it is the responsibility of everyone with access to shared mailboxes to abide by those rules.

Take care when you are responding to ensure you are using the email address of the account.

Send request for shared mailbox setup with Line Manager approval to IT Service Desk.

9.2 Internet

The internet is a valuable business tool to facilitate communication, learning, information sharing and authorised research. When using WWETB resources to access and use the internet, users must be mindful that they represent the organisation.

Before posting content on the internet, Users should consider the permanent online footprint they are creating in doing so. The nature of the Internet provides unique opportunities for copying and dissemination of information, regardless of the originator's

intentions. Users should think carefully about whether they are happy for their information to be made available in this manner, not just now, but into the future (such as in the context of exams, future job applications, etc.). The potential for copying information on the Internet makes it difficult to permanently delete user information.

9.2.1 Third Party websites

Users should ensure they protect themselves by reading and familiarising themselves with the terms and conditions governing all websites and adhere to these conditions. They should also familiarise themselves with the privacy policy of the site to ensure that they are happy with the uses and disclosures that may be made of their data.

9.3 Social Media

Social media refers to computer based technologies which enable users to interact with each other. Social media sites include, among others, Facebook, Twitter, YouTube, LinkedIn, Instagram, WhatsApp, TikTok and various blog creation sites. Users of social media generate their own content, share opinions and engage with others. Social media is used at the User's own risk and since WWETB has no control over these sites, WWETB cannot take any responsibility for data stored on these sites.

Please refer to Appendix III for further guidance on Social Media postings

9.3.1 Corporate use of WWETB Social Media Accounts

WWETB welcomes the use of social media sites such as Facebook, Twitter, YouTube and LinkedIn as a means of communicating with their stakeholders, both internal and external. The set-up of new social media accounts for individual centres[1] require prior authorisation and accounts should only be opened where there are sufficient resources to keep them up to date, well populated and engaging. A record must be established and maintained showing:

- An authorisation process for the creation of new social media accounts
- Social Media Accounts need to be approved by the respective Director – Schools/ FET/ Organisation & Development
- All Social Media Accounts need to be notified to Communications once approved
- A record of all site administrators needs to be forwarded to Communications
- A register of all the domain names in use needs to be forwarded to Communications

[1] Centre' refers to a centre of programme delivery i.e school, permanent education or training centre

A list of the social media platforms used at a corporate level shall be published with a note that it may decide to utilise additional/other forms of social media in the future, at which point this policy will be updated. The listing shall state that:

- WWETB is not the host for any social media site and is not responsible for the uploading of any material or the publishing of any inaccurate or defamatory statements on its account(s) by any third party.
- WWETB is not obliged to follow any of its friends/followers. If WWETB friends/follows a social media account, it is because WWETB feels the content of the account is of interest to WWETB and it is a company/ organisation who would share news which is of relevance to WWETB. It does not imply endorsement of any kind.
- Re-tweets and shared content from external sources do not denote WWETB endorsement.

Employees maintaining Corporate Social Media accounts are expected to exercise sound judgement, behave responsibly and maintain the highest professional standards while using Social Media, and must follow the guidelines set out in Appendix IV.

9.4 Virtual Learning Environments (VLEs) and Online Platforms

Virtual Learning Environments (VLEs) and other online platforms are essential tools for delivering blended and remote learning across WWETB programmes. These platforms may include, but are not limited to, Moodle, Microsoft Teams, and other approved educational technologies.

All users must adhere to the following principles when engaging with VLEs and online platforms:

- Use of VLEs must be for legitimate educational purposes only.
- Respectful and professional conduct is expected at all times when participating in online discussions, forums, or collaborative spaces.
- Discussion boards and chat features within VLEs must be used constructively, to support learning and collaboration
- Data shared within VLEs must be handled in compliance with WWETB's Data Protection Policy and Secure Storage Policy.
- Only WWETB-approved platforms (Moodle, Office 365) may be used for teaching, learning, and assessment activities. Use of unapproved third-party platforms is not permitted unless authorised by the IT Department.
- Users must not record or distribute online sessions without prior consent from all participants.
- All content uploaded to VLEs must respect copyright and intellectual property laws.
- WWETB reserves the right to monitor activity on VLEs to ensure compliance and safeguard all users.

10.0 Personal Usage of WWETB resources

Occasional personal usage of WWETB ICT resources is permitted where such use does not affect the user's business performance, is not detrimental to WWETB in any way, not in breach of any term and condition of employment and does not place the user or WWETB in breach of statutory or other legal obligations. All individuals are accountable for their actions while using WWETB resources for personal use and are bound by the *Acceptable Usage Policy.*

WWETB recognises that from time-to-time Staff or Students of WWETB will setup websites, blogs or wikis that, while related to their academic or professional disciplines, these are personal sites and not formal WWETB sites. The below rules apply to any personal websites.

10.1 Use of WWETB Logo

Personal websites should not display WWETB logo or other WWETB trademarked/copyrighted materials, including WWETB designs, or otherwise appear to be an official WWETB web page, unless with the permission of the DOSD.

10.2 Use of Disclaimer

All personal websites created and placed on WWETB's web servers and/or displaying WWETB's copyrighted material must include the creator's name, and on each page the following statement: 'A disclaimer applies to this page'. The word 'disclaimer' in the statement shall be a link to the following disclaimer:

"This website is the personal responsibility of the person named in the website. Statements made and opinions expressed on personal websites are strictly those of the authors and not Waterford and Wexford Education and Training Boards ("THE ETB"). THE ETB does not preview, monitor, approve or endorse the contents of personal websites, and does not accept responsibility for any loss, damage, harm or injury occasioned by the contents of such websites including, without limitation, content which may be unlawful, offensive, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, discriminatory, libellous, invasive of another's privacy, hateful or racially, ethnically or otherwise objectionable material or content which otherwise infringes the rights of any third party on any personal page. THE ETB is not responsible for the material contained in, or links connected to, personal websites and cannot be held liable for their contents."

10.3 Limitations on the Uses of Personal Websites

The use of personal websites for the following purposes is strictly prohibited:

- Any use which may have the effect of violating any laws (or exposing the ETB to unacceptable legal risk).
- Any use which may adversely impact on the WWETB computing or on network resources.
- Any use which WWETB considers may be defamatory or libellous.
- Any use which may infringe the rights of any third party in respect of personal data, intellectual property or other confidential or proprietary information.
- Making accessible materials which could have the effect of damaging the reputation and goodwill of WWETB are otherwise in breach of this Policy.

WWETB reserves the right to remove personal websites (or links to externally located personal websites) when the limitations set out above are breached or where the employee resigns, retires or a student graduates or leaves.

Decisions regarding the removal of personal websites and/or links to externally located personal websites for any reason will be made by the DOSD, who can be contacted by e-mail. Where urgent action is required in relation to a personal website or associated links (e.g. in the event of breach of this Policy) and it is not possible to consult the DOSD in the time available, then the C.E. or his/her nominee can decide on the action to be taken.

11.0 Identifying as a WWETB User

Users must be mindful that material posted on the internet or personal social media sites which identify the user as an employee of WWETB, and/or where activities of WWETB are discussed, fall within the scope of this policy. WWETB employees shall have no expectation of privacy. As such all employees who state an affiliation to WWETB, and post on the internet/social media must also clearly indicate that "the opinions expressed are my own and not necessarily those of the WWETB".

- Place any information on the Internet that relates to WWETB, alter any information about it, or express any opinion about WWETB, unless they are specifically authorised to do this.
- Obtain, store and/or transmit confidential WWETB information without appropriate authorisation.
- Use the name of the WWETB, including any emblems or logos, to promote their own commercial objectives or activities.
- Use the name of the WWETB, including any emblems or logos to imply that the WWETB endorses an activity without its prior written consent.

12.0 Monitoring

WWETB reserves the right to monitor and inspect any WWETB user activity to:
a) Investigate system problems,
b) Investigate potential security violations,
c) Maintain system security and integrity,
d) Prevent and detect misuse,
e) Ensure compliance with WWETB policies, current legislation, and applicable regulations.

While WWETB does not routinely monitor an individual user's ICT usage and activity, it reserves the right to do so when a breach of its policies or illegal activity is suspected. In fact, certain systems automatically monitor and report on user behaviour.

The results of all monitoring will be stored securely and will only be shared with those authorised to have access to such information. Monitoring may include retrospective records.

WWETB reserves the right to bring a concern viewed on a user account to the relevant authority in accordance with the legislation.

13.0 Policy Breaches

All users are required to familiarise themselves with the terms of this policy. If an employee violates this policy, disciplinary actions may follow in line with normal WWETB Disciplinary Policies. The disciplinary action to be taken will depend on the circumstances and the seriousness of the violation. In serious cases, or in case of recurrent breaches, disciplinary action, up to and including dismissal/expulsion may be considered.

If a student/learner violates this policy their relevant disciplinary action to be taken will depend on the circumstances and the seriousness of the violation. In serious cases, or in case of recurrent breaches, disciplinary action, up to and including expulsion may be considered (Centre/principal).

14.0 Review and Update

The policy contained within these documents will be in place for three years following approval of a review and amendments. An earlier review can take place should exceptional circumstances arise resulting from this policy; in whole or in part, being insufficient for the purpose and/or if there are legislative changes that render this policy obsolete.

This policy may be updated at any time (without notice) to ensure changes to WWETB's business practices are properly reflected in this policy. Please ensure that you check WWETB's StaffHub for the most up to date version

Appendix I: Email Usage

In addition to the terms set out in section 5 above, and to avoid or reduce the risks inherent in the use of e-mail within WWETB, the following rules must be complied with:

- The following text will appear at the end of every e-mail sent from your WWETB address. This will be inserted automatically by the e-mail system:

SÉANADH Ní bheartaítear go mbaineann an t-eolas a tharchuirtear ach leis an duine nó an t-aonán ar seoladh chucu é agus d'fhéadfadh ábhar rúnda agus/nó faoi phribhléid a bheith ann. Má fuair tú an t-eolas seo de bhotún, déan teagmháil, le do thoil, leis an té a sheol é agus scrios an t-ábhar ó aon ríomhaire. Cuirtear cosc ar dhaoine nó ar aonáin, seachas ar an bhfaighteoir beartaithe, an t-eolas seo a athbhreithniú, a atarchur, a scaipeadh nó a úsáid ar bhealach eile. B'fhéidir nár seoladh ábhar an ríomhphoist seo le húdarú BOOPL. Is iad dearcthaí nó tuairimí an údair, agus an údair amháin, aon dearcthaí nó tuairimí a léirítear agus ní thugtar le fios gurb ionann iad agus dearcthaí agus tuairimí BOOPL. Ní chuireann an t-eolas sa ríomhphost seo ach treoir ghinearálta ar fáil agus níl sé ina cheangal dlí.

"DISCLAIMER The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. If you receive this in error, please contact the sender and delete the material from any computer. Any review, re-transmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. The content of this e-mail may not have been sent with the authority of WWETB. Views or opinions expressed are solely those of the author and do not necessarily represent those of WWETB. The information in this e-mail offers general guidance only and is not legally binding."

- All E-mail is to be written in accordance with the standards of any other written communication, the content and language used must be consistent with WWETB best practice and each message must be carefully addressed to ensure that they reach the target recipient.
- Correct spelling and punctuation should be maintained in all email communications.
- An e-mail should be regarded as a written formal letter, the recipients of which may be much more numerous than the sender intended. Therefore, great care should be taken not to include any defamatory comments, careless remarks or any indirect innuendo.
- Distribution lists may only be used in connection with WWETB business, unless otherwise approved by the IT Department (e.g. Sports & Social Club notices)
- Particular care should be taken when sending confidential or commercially sensitive information. If in doubt users should consult their Line Manager for clarification.
- Great care should also be taken when attaching documents as the ease with which employees can download files from the Internet or "cut and paste" materials from electronic sources increases the risks of infringement of the rights of others particularly to copyright, intellectual property and other proprietary rights.

- Where important, users should obtain confirmation that the intended recipients(s) have received the e-mail.
- Documents prepared internally for the public or for clients may be attached via the e-mail. However, excerpts from reports other than WWETB published reports may be in breach of copyright and the author's consent should be obtained particularly where the excerpt is taken out of its original context.
- Information received from a customer should not be released to another customer without prior consent of the original sender.
- Users should not subscribe to electronic services or other contracts on behalf of WWETB unless they have express permission from WWETB to do so
- Users should not participate in the sending or distribution of chain messages, inappropriate or offensive messages, and advertising or in mass mailings of commercial or unsolicited information (SPAM).
- If users receive unintended E-mail it is vital that they alert the sender by reply. Should the E-mail contain confidential personal information or sensitive information, this must be reported to the Data Protection Officer immediately.
- E-Mail attachments from unknown or unsolicited sources should not be opened. These should be immediately deleted.

Appendix II: Internet Usage

In addition to the Unacceptable Usage terms set out in the Internet Safety Policy the below is strictly forbidden:

- Downloading any software from the internet without prior approval of the IT Department.
- Connecting WWETB devices to the internet using non-standard connections.
- Ignoring the legal protections to data and software provided by copyright and license agreements.
- Loading unauthorised and/or unlicensed software onto WWETB Resources.
- Use of WWETB computers to make unauthorised entry into any other computer or network.
- Disruption or interference with other computers or network users, services, or equipment.

Appendix III: Corporate Usage of Social Media

Users must always use social media sites in a responsible manner, being particularly mindful to the below:

- "Think before you type".
- Keep your private life private.
- Set up Facebook pages for schools/centres as 'like' pages rather than 'friend' pages.
- 'Groups' should be used when collaborating on social media.
- Pay strict attention to intellectual property and copyright laws.
- Do not post or send abusive, defamatory or distasteful messages or post photographs, videos or other media.
- Do not publish personal identifiable information of staff, students, or learners.
- Do not use personal email address when corresponding with students.

- Do not record student names in website photographs without authorization and parental/guardian consent.
- Do not post comment purporting to represent the views of WWETB or a Centre unless approved by the Centre Manager or the Chief Executive.
- Do not accept any 'friend' or link requests from students.
- Do not use your personal profiles to conduct school business or communicate with Students/Learners or their Parents/Guardians.
- Do not engage in anti-social behaviour using your WWETB account

Appendix IV: Guidance for Using VLE's and Online Platforms

Users must always use Virtual Learning Enviroments (VLE's) and Online Platforms in a responsible manner, being particularly mindful to the below:

- "Think before you type".
- Keep your private life private.
- Keep discussions on discussion boards, focused on the subject matter and avoid off-topic or disruptive posts.
- Be mindful of tone: Written communication can be misinterpreted—use clear, respectful language.
- Use platform features appropriately: For example, use "raise hand" or reaction tools in live sessions to engage respectfully.
- Check before posting: Review your message or content before submitting to ensure it's appropriate and accurate.
- Report concerns: If you encounter inappropriate behaviour or content, notify your course contact.
- Keep login details secure: Never share your account credentials or allow others to access your account.
- Use official channels: Communicate through WWETB-approved platforms only—avoid using personal accounts for educational activities.