

POLICIES & PROCEDURES

TITLE	Learner IT & Use of Resources Policy
AUTHOR	REDBRIDGE INSTITUTE
RESPONSIBLE OFFICER	Facilities Manager
APPROVED BY GOVERNING BODY / SLT	GOVERNING BODY
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Has Equality Impact Assessment been done?

Yes No

Not applicable – LBR policy & assessment already done	
Not applicable – No significant changes	
Outstanding	

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Introduction

Redbridge Institute provides IT resources for learners and other users to support and enhance their learning or to allow work to be carried out for or on behalf of the Institute. As well as providing IT resources within the classroom, learners may use the facilities in the Learning Resource Centre and the internet café.

Learners and other users of Redbridge Institute's IT resources must meet the requirements set out in this document. These requirements are designed to protect Redbridge Institute's IT infrastructure and data and define Redbridge Institute's views on what constitutes acceptable use of the IT resources it provides. These requirements enable Redbridge Institute to comply with procedural and legal frameworks and requirements.

All computer or network users should read and follow these requirements and guidelines, make themselves aware of the potential liabilities involved in using computers, e-mail and the internet and understand Redbridge Institute's expectations of how its IT resources should be used.

Requirements for using Redbridge Institute's IT resources

1. Learners must not use Redbridge Institute's IT systems to obtain, manipulate or distribute material which may be considered offensive or inappropriate in any way. Redbridge Institute will make the final decision on whether material is offensive or inappropriate but this will include material which is clearly pornographic, homophobic, sexist, racist or abusive.
2. Learners should report any issues of cyber bullying and inappropriate or harassing online communications to their tutor or a member of the Senior Leadership Team. The Stay Safe On the Internet guide is available on the website.
3. Users must not change computer settings or install software on Redbridge Institute's computers. IT staff are the only people authorised to install software, perform maintenance or move IT equipment within Redbridge Institute. If you see anyone tampering or moving any computer equipment please inform a Redbridge Institute employee immediately.
4. Users must not run applications which are not already installed on Redbridge Institute computers.
5. Users must not copy Redbridge Institute software or use logos or other Institute images without authorisation.
6. Learners must check that memory sticks are free of viruses and inappropriate or illegal material before using them at Redbridge Institute. Learners who knowingly bring viruses or other malware into Redbridge Institute may be disciplined.
7. Apart from USB memory sticks or similar storage devices, no IT equipment or devices should be physically connected to the Redbridge Institute teaching network unless specifically instructed to do so by a tutor as part of an approved class activity. This includes cameras, tablets, laptops, portable hard drives, phones etc. Doing so may result in disciplinary action.

8. Learners may use their own laptop, phone or other portable device to connect to the WIFI provided by Redbridge Institute.
9. Redbridge Institute's wireless networks may only be used by learners or its guests.
10. Learners are encouraged to use Google Drive to store their work as this will provide learners with their own private storage space. Learners should ensure they protect their login details by using a suitable strong password. There is **no private storage area** for learners' or guests' files or data. Any information on Redbridge Institute's teaching network may be read, copied or modified by other learners. **Users must not store personal data on Redbridge Institute computers or networks.**
11. Internet content is filtered to prevent staff, learners and guests from accessing or viewing inappropriate material and harmful files using Paolo Alto Firewall with additional filtering through the internet supplier Janet UK. Learners must inform a member of Redbridge Institute's staff immediately if they find an inappropriate site is accessible. Learners should be aware that the Police may be called if criminal activity is suspected. Learners also have a duty to report to the safeguarding team on safeguarding@redbridge-iae.ac.uk other users who they suspect may be engaged in research or activities which could relate to criminal activities or to the support of terrorism or radicalisation.
12. Internet access is monitored using Impero software. Inappropriate usage of computers and the internet will lead to disciplinary action. See appendix 1
13. Learners must not download or use copyright protected material, data or information unless they have the permission of its owner or owners or usage falls within current permitted rights.
14. Copyrighted software must never be downloaded. The use of peer-to-peer services for downloading such material is strictly prohibited.
15. Learners who have been given access to Redbridge Institute's online information systems, for example mathswatch, Fourskills:
 - a. are responsible for all activity made using their online account
 - b. must not give their password to anyone else
 - c. must inform Redbridge Institute's IT Services if they believe their account is being used by someone else
 - d. must not share their login details
 - e. should not attempt to log in as someone else or use a computer while somebody else is logged in
 - f. must ensure they log out of all services when they have finished using them.
16. Redbridge Institute is not responsible for files, data or information stored on external services, for example Microsoft's SkyDrive, Google's Drive, Dropbox or similar services.
17. Learners should check that IT workstations, chairs and other equipment are in the right position for their own use so the computers are comfortable and easy to

use. Redbridge Institute's IT and Facilities teams can advise learners on how to adjust a workstation. Redbridge Institute's Learning Support Coordinator can help with equipment or adaptations that may be needed by learners with additional needs.

18. Learners are expected to save their work and print responsibly and only when absolutely necessary. On-screen print preview and proofing tools can be used to check documents before printing. Learners will be charged for printing generated from the Learning Resource room and may be asked to pay for printing within the classroom.

Compliance

Users failing to comply with the requirements of this policy may be subject to action under the learner disciplinary policy.

Monitoring Learner Usage of the Teaching Network Protocol

The provision of ICT systems for our students supports their learning; however, it does expose the Institute to a number of risks and liabilities. We monitor ICT usage for business and security purposes to ensure that learners make appropriate use of the system at all times. The ability to monitor and control the use of computers on our teaching network is essential.

This protocol is intended as a summary of how we carry out the monitoring of learner usage. The protocol forms part of the IT User Policy.

Impero monitoring software installed on the teaching network at Redbridge Institute allows authorised personnel to view online activity in real time. All of the computers & other devices on the teaching network are monitored and these can be viewed in real time and also by date. The monitoring will be carried out in a secure office by authorised staff and a log kept of who has carried out the check and when.

Any alerts that may raise concerns will be reported to the appropriate parties and this may include the police, counter-terrorism officers and the local authority.

Responsible Officer	Assistant Principal Quality and Student Services
Reasons for IT monitoring software	<ul style="list-style-type: none"> • Monitoring is for the purpose of safeguarding learners and to meet our responsibilities under the Prevent Duty of the Counter Terrorism and Security Act 2015 • To enable the Institute to take action and, where appropriate, alert the relevant authorities if we suspect any unlawful or suspicious behaviour
Responsibility for Compliance	Assistant Principal (Quality and Student Services) Failure of any member of staff to comply with this protocol could result in disciplinary action.
Authorised Staff	Members of staff authorised to view the logs are: <ul style="list-style-type: none"> • Dawit Asress , Assistant Principal Quality and Student Services • Joni Cunningham, Principal • Errolie Sermaine, Safeguarding & Prevent Adviser • Paul Smith, Facilities Manager • Mohammad Iqbal, IT Technician
Siting of Equipment	<ul style="list-style-type: none"> • The Impero software is downloaded onto our servers which enable us to migrate it to every computer on the teaching network. • The software is also loaded onto the tutor computer in every teaching room
Use of Impero software	<ul style="list-style-type: none"> • The Impero software will be used as a tool to capture online activity on the teaching network and enable us to act upon any incidents we feel are inappropriate. • The Impero software is loaded onto all of the PCs within the classrooms which enables the tutors to utilise the software as a teaching resource.

Access	<ul style="list-style-type: none"> • Tutors have access to the software via a password but have restricted rights • Admin rights are only available to authorised personnel; this allows them to monitor and log online activity in a secure office
Retention of captures	<ul style="list-style-type: none"> • Any captures on the system will be logged and kept indefinitely. • These logs can be viewed by date and time. • The captures will include time /date and what type of capture it is. There will also be a screen shot which authorised personnel can view.
Disclosure of captures	<ul style="list-style-type: none"> • Disclosure of the captures will only be made in accordance with the purpose of this protocol • If inappropriate content or use is discovered, this will be reviewed by the Assistant Principal Quality & Student Services and the Safeguarding Adviser who will determine whether the police or other authorities should be alerted • Disclosure to third parties will be at the request of the relevant third party in agreement with the Safeguarding Adviser or Principal • All disclosures will be recorded. If access or disclosure is denied the reason will be documented • If access to captures is allowed then the following will be documented: <ul style="list-style-type: none"> ➤ Date and time of capture ➤ Identification of third party who was allowed access ➤ Reason for allowing access ➤ Details of release
Other uses of Impero software	<ul style="list-style-type: none"> • The Impero software can also be used by tutors within the teaching room as a teaching resource. • Tutors will have access to the software via a password which will give them restricted access. • The software can also perform shut down procedures on the network enabling us to save energy and prolong the life of equipment.

Learner Digital Devices and Internet Equipment Loan Scheme

1. Scheme aims

Redbridge Institute is committed to address digital disadvantage where learners on low income have no access to equipment or broadband. The scheme is intended to ensure:

- Learners will have good access to digital technologies to enhance their learning
- Learners will be expected to agree to be responsible users and stay safe whilst using the internet and other digital technologies
- Equipment will be protected from accidental or deliberate misuse.

This scheme will provide access to equipment and broadband connections for learners. Chromebooks with preloaded course packs and pre-paid Dongle for internet access will ensure learners currently excluded from learning online can confidently use our Google eLearning platform to progress to further learning online or blended courses as restrictions are eased.

A learner agreement is in place to ensure that learners benefitting from the loan scheme fully understand their responsibilities and that equipment will be cared for and can be loaned by other learners in the future.

2. Learner Agreement Terms and Conditions

Learners requesting assistance under this scheme will be checked by the manager. Each case will be viewed independently and the learner may not be eligible or successful. Approval will not be solely based on financial hardship; individual circumstances within the household will be taken into account. It is essential that the scheme addresses inequalities in digital inclusion that the pandemic has exposed.

Learners will be required to sign a comprehensive agreement before they can be issued with any equipment or prepaid internet access via a dongle. The terms and conditions in the Agreement are intended to (a) protect the Redbridge Institute assets and (b) to keep the learner safe on line.

The agreement includes the following terms and conditions:

- The equipment, and any accessories provided with it, **remains the property of Redbridge Institute of Adult Education** and is strictly for the learners own use in helping them to learn on their course. It not for personal use.
- Learners agree to keep the equipment safe and return it at the end of the loan period in good condition. They will not allow other members of their household to use the equipment or pre-paid internet. They will not attempt to install programmes or alter the device settings inappropriately.
- The equipment does not have accidental damage warranty cover. If equipment is damaged, lost or stolen the learner must immediately inform Redbridge Institute. If stolen must inform the police. They agree that they may be liable to pay for any loss or damage to the equipment whilst it is on loan.

- Learners agree to keep my username and password safe and secure and not share it with others.
- Learners must confirm that they have read and understood the e-safety induction information and will ask their tutor if they do not understand.
- Learners agree that they will not disclose or share personal information about themselves or others when online.
- Learners must agree that they will immediately report any unpleasant, inappropriate material or messages or anything that makes them feel uncomfortable when they see it online.
- Learners agree that they will not take or circulate images of anyone without their permission.
- Learners must confirm that they understand the risks and will not access or download materials which are illegal or inappropriate or may cause harm or distress to others and Redbridge Institute will report such misuse to the police. Learners must agree not to use any programme or software that might let them bypass the security systems in place to prevent access to such materials.
- Learners will agree that when they are on the internet to find information they will take care to check the information is accurate as they understand that the work of others may not be truthful and may be a deliberate attempt to mislead.
- When using the internet for their course learners will not use the original work of others in their own work without permission or try to download work protected by copyright e.g. music and videos
- Learners agree to save their work on a regular basis and confirm they understand Redbridge Institute will not accept responsibility for the loss of work in the event of malfunction.
- Should any faults occur, learners agree to notify Redbridge staff as soon as possible so that we can undertake any necessary repairs. Learners agree that under no circumstances should they attempt to fix suspected hardware, or any other faults.
- Learners agree that Redbridge Institute will not accept responsibility for offering technical support relating to home internet connectivity. They will need to contact their service provider.
- Learners agree that any telephone/broadband charges incurred accessing the Internet are not chargeable to Redbridge Institute.

The Agreement may be terminated if learners do not follow the conditions of use. All equipment and devices must be returned in good condition at the end of the course.

For the Ministry of Housing, Communities & Local Government funded ESOL for Integration project we will provide a translation of the agreement to ensure learners understand their responsibilities. Where appropriated translated agreements should be provided for GLA funded provision.