

Social Media Policy

RTO Code 21837

Partners in Training Australia (Partners in Training or PTA) (RTO Code 21837) is an active member on social media platforms and believe it is a valuable tool in our training and assessment services. We have committed to creating a culture of trust and integrity in social media activities and to encourage the use of social media into our services.

The following sections of this Social Media Policy apply to the use of social media by any Partners in Training students for educational purposes, and for personal purposes where the student can be identified as a Partners in Training student.

Given the public and external nature of social media, it is important that students who use social media understand Partners in Training's expectations. The Social Media Policy provides guidance to students on the appropriate use of social media. Students should interact on social media with the same respect, courtesy and professionalism expected in real life interactions.

Partners in Training reserves the right to amend this Social Media Policy at any time and will notify you by posting an updated version of this Social Media Policy on our website.

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VERSION CONTROL

Date	Summary of amendments
May 2016	Original version
Feb 2021	Update contents and structures of this policy.

1. What is “social media”?

“Social media” is online media, tools and services that allow information to be shared, disseminated and created using highly accessible and scalable publishing techniques which enable a user to have the ability to create and publish content. Social media platforms include, but are not limited to:

- Social and professional networking sites (eg Facebook, Instagram, Twitter, LinkedIn, etc), including official and unofficial pages that are set up by individuals, organisations, groups, clubs, societies.
- Blogs, including corporate blogs, personal blogs and blogs hosted by media outlets (eg comments section of an organisation).
- Video and photo sharing sites (eg YouTube, Instagram, Flickr, etc).
- Wikis and online collaborations (eg Wikipedia).
- Forums, discussion boards and groups (eg Google Groups, Whirlpool, etc).
- Podcasting sites.
- Online multiplayer gaming platforms.
- Instant messaging (eg Messenger, SMS, etc).

This policy applies to all social media tools and services that may arise in the future.

2. Scope

2.1 Social media provided by Partners in Training Australia

Partners in Training provides students with access to social media services used by Partners in Training, including but not limited to, Partners in Training Australia sites or services on Facebook, Twitter and YouTube. These facilities provide assistance and support with our teaching, learning, research and administrative activities. It can also assist with the interaction between students, employees, parents, prospective students and other business purposes.

All Partners in Training social media accounts will clearly indicate that they are maintained by Partners in Training and will have all relevant contact information displayed.

Students must use Partners in Training’s social media platforms in accordance with this policy.

2.2 Social media used by students in teaching, learning, research and administrative activities

Students may use social media to assist them in the teaching, learning, research and administrative activities associated with Partners in Training’s training and assessment services. Any such use must comply with this policy.

2.3 Social media used by students for personal use

A student may use social media for “identified personal use”. “Identifiable personal use” is the use of social media where the user can be identified as a Partners in Training student. This identification may be through the student’s social media name, character, profile or comments.

This policy does not apply to personal use of social media by a student that is not “identifiable personal use” as the student does not associate with Partners in Training.

This policy does apply to students who make “identifiable personal use” of social media as it has the potential to impact Partners in Training’s reputation and other interests. Any such use must comply with this policy.

3. Code of Conduct

Students of Partners in Training are encouraged to use social media to enhance their learning whilst completing their training. We hope that all students use social media in ways that are beneficial for Partners in Training, without bringing Partners in Training into disrepute.

If a student uses social media for teaching, learning, research and administrative activities or “identifiable personal use”, they must ensure they follow this policy at all times.

Please be aware that monitoring of comments relating to Partners in Training on social media occurs on a routine basis.

When using social media for teaching, learning, research and administrative activities or “identifiable personal use”, a student must:

- Only disclose and discuss publicly available information or non-confidential information about Partners in Training or other students.
- Ensure the content is accurate and not misleading.
- Ensure prior written permission has been obtained from any individual whose image is identifiable.
- Ensure the content has been approved by the content owners or anyone it involves.
- Ensure that when publishing content of public interest, a student must state that it is the opinion of the student and not those of Partners in Training.
- Be respectful and courteous.
- Comply with the law, including but limited to, laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.
- Ensure the use of complies with Partners in Training’s policies and procedures.

3.1 Prohibited use

When using social media for teaching, learning, research and administrative activities or “identifiable personal use”, the following uses are strictly prohibited, meaning a student must not:

- Make any comments or post any materials that are racially or sexually harassing, offensive, obscene, defamatory or discriminatory towards Partners in Training, its employees, other students or third parties.
- Make any comments or post any materials that might create a risk to the health and safety of a Partners in Training employees, students or third parties (including individuals at workplace experience), including material that is bullying, is psychological or emotionally violent, is harassment, is coercion, is aggressive or abusive and/or makes unreasonable demands or undue pressure.
- Make any comments or post any materials that infringe copyright, is fraudulent, breaches intellectual property rights, constitutes contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful.

- Act or imply to act as a representative of Partners in Training without prior written consent.
- Imply or make a statement that gives the impression that the view/s expressed is that of Partners in Training.
- Use any image or video where a Partners in Training employee or student is identifiable without prior written consent.
- Use the identity of other Partner in Training students, employees or other stakeholders without prior written consent.
- Use social media to make a comment or post material that may damage Partners in Training's reputation or bring it into disrepute.
- Publish or sell any assessments, or request to help with such work.
- Use Partners in Training's logo without permission.
- Create or join a page/group to communicate with other students to discuss answers to individual assessments.
- Post photos or videos of a Partners in Training employee or other students, without prior written consent.
- Post personally identifiable information such as addresses, email addresses and phone numbers of an employee or other student of Partners in Training.

4. Campus WiFi Network

Partners in Training provides students with access to wireless internet at all campuses. Only Partners in Training students are allowed to access this network for the purpose of allowing access to the tools and resources that are required for training only. It is not to be used for social media, music, downloads and purposes unrelated to the student's training.

The student network is a part of the Partners in Training corporate network and as such is monitored and content filtered. Traffic through our network may be recorded and logged.

5. Breach

If a student of Partners in Training fails to follow this policy, it may result in disciplinary action in accordance with the Student Discipline Procedure set out in the Student Handbook.

Where required by Partners in Training, a student is expected to remove and cooperate with all attempts to remove, any social media comment, post or online content where Partners in Training forms the view that it is in breach of this policy or other Partners in Training policies and procedures. A student who fails to action any request by Partners in Training to remove any social media comment, post or online content or take any other action required by Partners in Training in relation to a breach of this policy, may be subject to the Student Discipline Procedure set out in the Student Handbook.

There could be serious consequences, including termination of a student's enrolment with Partners in Training.

6. Complaints

Students can make a formal complaint regarding the use of social media or if they are aware of some prohibited use occurring to complaints@pta.edu.au.

7. Your feedback

We are committed to providing you with the highest possible quality while you achieve your learning outcomes with Partners in Training. To assist with this, we will frequently ask for your feedback on different aspects of your course, either through surveys or in group discussions.

We appreciate your honest and constructive comments and will ensure your privacy is protected at all times.

You are encouraged to provide feedback anytime to your Trainer/Assessor or Training Coordinator or in writing to quality@pta.edu.au.