



# **INFORMATION AND COMMUNICATIONS TECHNOLOGY GENERAL POLICY AND PROCEDURES**

<b>Document Title</b>		
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) GENERAL POLICY AND PROCEDURES		
<b>Document Author and Department:</b>	<b>Responsible Person and Department:</b>	
ICT Manager	Head of Operations and ICT Manager	
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<b>Summary/Description:</b>		
This document sets out all the details pertaining to the use of Information and Communications Technology at All Nations Christian College including those validated by The Open University.		
<p>July 23: All ICT related policies have been reviewed and amended so that:</p> <ul style="list-style-type: none"> <li>• All acceptable and unacceptable use of College ICT facilities are now listed in Appendix A of this policy. (Except those strictly relating to staff relating to the use of personal portable devices, which are included in that Staff policy)</li> <li>• The Roles and Responsibilities section is now incorporated in the ICT General Policy only.</li> <li>• The Legislative Framework section has been updated</li> <li>• Amendments have been made to typography, grammar, changes to job titles, document names and hyperlinks have been updated (and track changes accepted).</li> <li>• Unnecessary hyperlinks removed.</li> <li>• The mission statement has been updated</li> <li>• The order of policy sections has been altered where it makes sense to do so.</li> </ul> <p>Specific amendments to this policy are listed here (NB identified by new paragraph location):</p> <ul style="list-style-type: none"> <li>• 6.1.2 addition of new final bullet point</li> <li>• 6.4.2 addition of new second bullet point</li> </ul>		

# ALL NATIONS CHRISTIAN COLLEGE

To cultivate biblically rooted, hope-filled and culturally relevant engagement with God's mission, by training and equipping disciples of Jesus Christ in partnership with the global church.

## INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) GENERAL POLICY AND PROCEDURES

This policy should be read in conjunction with the Acceptable Use of ICT policy

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### 2 INTRODUCTION

Information and Communications Technology (ICT) is integral to the effective operation of All Nations Christian College. The purpose of this policy is to ensure good practice in the provision and use of ICT facilities administered by All Nations Christian College and relates to the provision of services.

### 3 SCOPE

This policy applies to all students, staff (permanent and temporary), volunteers, voluntary workers, guests, external library users and conference delegates. This policy applies to all ICT equipment owned or leased by All Nations and to personal equipment and devices connected to any network, or system, owned or leased by All Nations.

### 4 LEGISLATIVE FRAMEWORK

Legislation which covers the correct use of ICT includes, but is not confined to, the following:

- **Human Rights Act 1998**, which states individuals have a right to respect for the privacy of their communications).
- **Data Protection Act 2018** and the **UK General Data Protection Regulation**, covers the rights of data subjects, data processors and data controllers.
- **Investigatory Powers Act 2016** which covers any monitoring or investigations e.g. tracing network faults or policing acceptable use etc.
- **Malicious Communications Act 1988, Harassment Act 2, Sexual Offences Act 2003, The Criminal Justice and Police Act 2001, Equality Act 2010, Counter-Terrorism Act 2015, Copyright, Designs and Patents Act 1988** and **Digital Millennium Copyright Act 1998** cover different aspects of the use of ICT for criminal purposes.

### 5 DEFINITIONS

Accessibility	The extent to which a service can be used by people with disabilities or special access requirements.
Firewall	A piece of computer hardware or software application that stops unauthorised communication from an external network (such as the internet) reaching a client computer.
Filtering	A piece of software that processes data before passing it to another application, for example to reformat characters or to remove unwanted types of material (Oxford English Dictionary).
Hardware	The physical components of a computer or computer system, including peripheral devices such as monitors and printers (Oxford English Dictionary).
ICT	Information and Communications Technology.
Portable Devices	Mobile phones, tablets, laptops, notebooks.
Software	The programs and other operating information used by a computer (Oxford English Dictionary).
User	Students, staff (permanent and temporary), volunteers, voluntary workers, guests, external library users and conference delegates.
VLE	Virtual Learning Environment – a set of learning and teaching tools based on networked computer resources that provide a focus for students' learning activities and their management and facilitation, along with the provision of content and resources required to help make the activities successful.
Wi-Fi	a facility allowing computers, smartphones, or other devices to connect to the Internet or communicate with one another wirelessly within a particular area (Oxford English Dictionary).

Unless specified, ICT definitions are taken from JISC, E-Assessment Glossary (Extended), 2006.

## **6 COLLEGE COMMITMENT**

### **6.1 PROVISION**

**6.1.1** The College is committed to provide ICT facilities (appropriate hardware and software) that enable students to access the materials that they need to be able to pursue their studies. This includes the provision of internet facilities in order to access learning and information resources. Examples of such provision include:

- The provision of internet facilities in order to access learning and information resources, and support to be able to use those facilities.
- Ensuring that lecture rooms have appropriate audio and visual display equipment to deliver lectures and student presentations in person and online.

**6.1.2** The College is committed to provide appropriate ICT facilities (appropriate hardware and software) to enable each member of staff or volunteer to carry out their work effectively and communicate with others. It recognises that the nature of this provision may vary depending on the nature of the work that is to be fulfilled. Such provision includes:

- The supply of desktop and laptop computers, and if needed portable devices

- The provision of appropriate software for particular tasks (e.g. accounting, word processing software)
- The provision of sufficient space to be able to store electronic documents and email communications
- The provision of desktop and mobile telephones as required.
- The provision of secure Virtual Private Network (VPN) access to College systems, and additional computer hardware (e.g. keyboard, mouse, monitors etc.) as required, for effective flexible and remote working.

**6.1.3** The College is committed to provide sufficient internet and Wi-Fi services for external library users and conference delegates to be able to use portable devices and (in the case of delegates attending All Nations' short courses) to access necessary learning and information resources.

**6.1.4** The College is committed to providing ICT facilities impartially. The College makes every effort, in accordance with its 'Equality and Diversity Policy' to ensure that students are not unlawfully discriminated against because of the Equality Act 2010 'protected characteristics of age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race (including colour, ethnic/national origin or nationality), religion or belief, sex (gender) and sexual orientation. The College believes that diversity is a positive contribution to the learning experience at All Nations.

**6.1.5** To ensure our commitment to the effective provision of ICT services, or to manage costs, the College reserves the right to impose controls on the use of systems. Attempting to circumvent any such controls may lead to disciplinary action.

## **6.2 SUPPORT**

All Nations is committed to providing timely support to students, staff, volunteers and voluntary workers in the use of the College's ICT facilities. This support may be in partnership with, or involve third parties. Such support includes:

- Staff and volunteer training on the use of appropriate hardware and software
- Technical support in the event of the failure of computer and communication systems and services.
- Assistance to students in the use of ICT facilities (in conjunction with student support systems).

## **6.3 ACCESSIBILITY**

All Nations recognises its ethical and legal responsibility (e.g. under the Equality Act 2010) to provide ICT facilities that are accessible to all, including those with disabilities, health conditions and learning difficulties. Such provision includes:

- Ensuring that the College website and virtual learning environments (VLEs) comply with accessibility regulations and guidelines
- The provision of accessible hardware and software for staff, volunteers, voluntary workers and students who require it.
- Assistance securing additional accessible equipment for students eligible for external support (See also Learning Support Policy).

## **6.4 PROTECTION**

**6.4.1** All Nations recognises its ethical and legal responsibility to protect its users from harm, including but not limited to:

- malware, unsolicited mail, loss of privacy, identity theft, pornography, violence, extremism, incitement, all forms of bullying and harassment, victimisation (See also Acceptable Use of ICT Policy).

**6.4.2** Measures to prevent this from happening include:

- Ensuring awareness of the College's various ICT policies, especially Appendix A of the Acceptable Use of ICT Policy
- Ensuring staff awareness of the various types and dangers of malicious emails or web sites, which attempt to deceive and defraud or infect devices with malware.
- Providing both information and training on appropriate and effective use of ICT facilities
- Promoting an atmosphere conducive to raising concerns where policies and procedures are not being followed
- Technical solutions including but not limited to firewalls and filtering software.

## 7 USER RESPONSIBILITIES

The responsibility of users is to use the resources provided to them within the framework of this and other related College ICT policies, particularly the user responsibilities set out in Appendix A of the Acceptable Use of ICT Policy.

## 8 DISCIPLINARY PROCEDURES

**8.1** The College hopes that all users will enjoy studying/working at All Nations and will observe the rules and standards for ICT use and general behaviour that have been set in the Acceptable Use of ICT Policy, and the College Code of Conduct. However, in the event of a failure to do so, then disciplinary measures will be taken and in certain circumstances other statutory bodies informed.

**8.2** Serious infringements may necessitate taking legal advice or involve the police (for example in cases where it is suspected that a criminal offence may have been committed or activities which could put others at risk). In the case of:

- Accusations of misconduct by **students**, these will be investigated in accordance with the College Student Disciplinary Policy
- accusations of misconduct by members of **staff, including voluntary workers**, these will be investigated using the College Staff Disciplinary Policy, see 10.2.
- accusations of misconduct by **volunteers**, these will be investigated by the HR Lead in discussion with the Senior Leadership Team;
- accusations of misconduct by **External Library Users**, these will be investigated by the Head of Learning Support in discussion with the Librarian, and Senior Leadership Team;
- accusations of misconduct by **Conference Delegates**, these will be investigated by the Conference Manager in discussion with the Senior Leadership Team.

## 9 COMPLAINTS AND APPEALS

**9.1** Should a user wish to raise a concern about College ICT services which they should reasonably expect to have received or the acceptable use or misuse of such services, they should initially discuss this with the College's ICT Manager, who will seek to address their issues in conjunction with other members of the ICT Team or the Head of Operations. If they prefer or they are still dissatisfied, they should formally complain using the form at the end of

the College Complaints Policy, this policy also includes details of the appeal procedures available following the outcome of a complaint.

- 9.2** The college is committed to considering all disciplinary and complaint cases fairly and in accordance with its Equality and Diversity Policy and will handle and store such case records in accordance with its Data Protection Policy.

## **10 ROLES, RESPONSIBILITIES, POLICY APPROVAL AND REVIEW**

- 10.1** The **Board of Trustees** have legal oversight and responsibility for all College policies, providing leadership and active support for them and are responsible for ensuring that:
- Legally compliant and fit-for-purpose ICT policies are in place and approved by the Senior Leadership Team (These include this policy, the Acceptable Use of ICT Policy, the Email Communications Services Policy and the Social Media policy).
  - Satisfactory arrangements are made for their effective implementation, including the provision of resources.
  - They receive details from the Senior Leadership Team of any serious incident or one which could be of reputational risk to the College which should be reported to either the Office for Students and/or the Charity Commission.

- 10.2** The **Principal/CEO and Senior Leadership Team** are responsible for:
- The implementation, management and approval of this policy and those listed in 10.1 above); ensuring that procedures are implemented consistently and with clear lines of authority and actively and visibly leading the College's ICT policy and practice.
  - Ensuring this policy is continually improved in consultation with students, staff and the ICT department.
  - Ensuring any formal complaints are managed appropriately by the Head of Operations and the ICT department and in line with the College Complaints Policy.
  - The management of the appeals process.
  - Ensuring decision making complies with all relevant regulatory bodies.
  - Ensuring they receive details from the Head of Operations and ICT Manager of reported incidents and outcomes of cases (particularly where a significant impact on someone has occurred or lessons need to be learned), or of a serious incident or one which could be of reputational risk to the College.
  - Reporting details to the Board of Trustees of any serious incident or one which could be of reputational risk to the College.

- 10.3** **The Head of Operations is responsible for:**
- Ensuring this and all other ICT related policies are monitored, evaluated and periodically reviewed by the ICT Manager, in consultation with the Head of Operations, and any changes are recommended to the Senior Leadership Team for their approval.
  - Managing formal complaints brought under the terms of this policy in line with the College Complaints Policy.
  - Ensuring decision making complies with all relevant legislation and regulatory bodies.
  - Reporting to the Senior Leadership Team incidents and outcomes of cases (particularly where a significant impact on someone has occurred or lessons need to be learned), or of a serious incident or one which could be of reputational risk to the College.

- 10.4** **The ICT Manager** is responsible for:
- The day-to-day management of ICT provision in the College.
  - In consultation with staff and students, monitoring, evaluating and periodically reviewing this policy in consultation with the Head of Operations.
  - The management of informal complaints.

- 10.5** The **Principal/CEO, Senior Leadership Team, and all department heads**, are responsible for ensuring that the principles of this policy are implemented through:

- incorporating them into the strategic direction of the College;
- constantly seeking to improve the information and service provided;
- exploring what can be learned from complaints when they occur.

**10.6** Through their ongoing regular meetings, the **Head Students** and the **Principal/CEO** are responsible for using this meeting to raise and resolve issues of mutual concern with the student body and/or The Senior Leadership Team/Board of Trustees as relevant.

**10.7 Any person covered by the scope of this policy** is responsible for:

- familiarising themselves with this policy on appointment/at induction/orientation;
- taking a proactive role in improving this policy;
- demonstrating active commitment to this policy by:
  - using the College network facilities responsibly, safely and with due consideration for others and in compliance with Appendix A of the College Acceptable Use of ICT policy;
  - notifying the ICT department when ICT equipment is faulty or there has been a third-party breach of ICT policies;
  - if appropriate, supporting anyone who makes a formal complaint;
- ensuring, **if involved in a complaint** in any capacity, they:
  - present their case with integrity and in a timely fashion and/or
  - comply with any investigation and the procedures in this policy.

**10.8 College and Recruitment and Training Administrators** are responsible for managing the administration of the complaints and appeals processes.

## 11 POLICY COMMUNICATION

**11.1** This policy and any other policies referred to in this document can be found in the student area on the College VLE and on the College website [here](#).

**11.2** The **Staff Disciplinary Procedure** can be found in the Additional Staff Policies & Procedures on the P Drive and is also obtainable from the HR Lead.

**11.3** The Student Disciplinary Procedure can be found in the College Student Disciplinary Policy.

**11.4** The College General Administrator will make every effort to respond to any request to provide this policy in a different format. Such requests should be sent to [info@allnations.ac.uk](mailto:info@allnations.ac.uk)

**11.5** This policy will be included in staff and student induction and available to External Users of the College ICT system.

## 12 RELATED DOCUMENTS

**12.1** In addition to the contents of this policy, all users must abide by other policies or codes as relevant, including the following ICT policies:

- [Acceptable Use of ICT Policy](#)
- [Email Communications Services Policy](#)
- [Social Media Policy](#)
- Staff and volunteers must also comply with the Staff Personal Portable Devices Policy



**12.2** The following College documents are related to this policy:

- All Nations Christian College Campus Access and Remote Access Student Handbooks
- All Nations Christian College [Bullying, Harassment and Sexual Misconduct Policy](#)
- All Nations Christian College [Complaints Policy](#)
- All Nations Christian College [Student Disciplinary Policy](#)
- All Nations Christian College [Learning Support Policy](#)
- All Nations Christian College [Equality and Diversity Policy](#)
- All Nations Christian College [Data Protection Policy](#)