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RELATED POLICIES/DOCUMENTS:	PPP149 Student Code of Conduct PPP083 Code of Conduct PPP116 Use of ICT Facilities and Services Guidelines ICT Services and Facilities - Guidelines for Student Use

Introduction

South West TAFE recognises that social media is an integral communications channel that provides opportunities for interactive two-way communications. It can complement existing communication and further promote information, access and delivery of key services. South West TAFE utilises social media to connect with students, employees, alumni, followers and internally, within the organisation.

The intent of this Guideline is to provide an understanding of and guidance for, the appropriate use of social media platforms and tools. This Guideline outlines how the values and brand of South West TAFE should be demonstrated within social media and guides your participation in this area, whether you are acting on behalf of the SWTAFE or participating personally.

South West TAFE recognises the benefit of a social media Guideline ensuring employees – whether using social media is in their role, or in a personal capacity - have guidance as to the organisation’s expectations where social media engagement is about South West TAFE, its products and services, its staff and its competitors. South West TAFE encourages employees to act as advocates for the SWTAFE brand on social media.

Scope

This Guideline applies to any SWTAFE staff, students, contractors, consultants and Board members who use social media on behalf of South West TAFE, who indicate, through personal information disclosed on their online profile that they are, or may be taken to be a representative of SWTAFE in communicating with or about SWTAFE staff, students or business entity.

This Guideline does **not** apply to an employee or students personal use of social media platforms where **no** reference is made to SWTAFE related issues.

Purpose

This Guideline provides clarity about who you are **representing**, who is **responsible** for ensuring that any references to SWTAFE are factually correct and accurate, and that **respect** is shown to staff, students, the interacting individuals and communities.

Social media and social networking are online services and tools used for publishing, sharing and discussing information. The list of social media platforms is extensive with new and innovative social media platforms being developed constantly.

There are multiple social media platforms that SWTAFE utilise.

Our current official channels are:

Facebook	facebook.com/swtafe	@swtafe
Instagram	instagram.com/swtafe	@swtafe
Twitter	twitter.com/swtafe	@swtafe
LinkedIn	linkedin.com/company/swtafe	
YouTube	youtube.com/swtafevic	

This list is provided as a guide to some of the different types of social media platforms currently available. However, the absence of a reference to a particular site or kind of social media platform **does not** limit the application of these guidelines.

- *Social networking sites:* A social networking site is an online platform that allows users to create a public profile and interact with other users on the website. E.g. Facebook, LinkedIn, Instagram, Google+
- *Video, audio and media sharing websites:* A website that lets people upload and share their video clips, or audio and media files with the public at large or to invited guests. E.g. YouTube, Vimeo, SoundCloud, Viddler, Ustream
- *Blog (short for web log):* A blog is a discussion or informational website published on the World Wide Web consisting of discrete, often informal diary-style text entries or posts. A blog may be anonymous or you can choose to identify yourself. E.g. WordPress, Wix, Medium, Blogger, Tumblr
- *Microblog:* A social media site to which a user makes short, frequent posts often announcing regular updates. E.g. Twitter, Posterous, Yammer, Dailybooth,
- *Location-based services:* Applications which use real-time geo-data from a mobile device or smartphone to provide information, entertainment or security. Some services allow consumers to "check in" at restaurants, coffee shops, stores, concerts, and other places or events. E.g. Facebook, Twitter, Instagram, City Hour, MapMyFitness, Happn
- *Wikis:* A website or database developed collaboratively by a community of users, allowing any user to create, edit and add content. E.g. Wikipedia, Wikispaces
- *Online gaming:* Sites or programs that offer the action or practice of playing video games or role-playing games on the internet. E.g. Fortnite, League of Legends, Counter-Strike, World of Warcraft
- *Forums or message boards:* An internet forum, or message board, is an online discussion site where people can hold conversations in the form of posted messages. They differ from chat rooms in that messages are often longer than one line of text, and are at least temporarily archived. E.g. Reddit, Quora, Stack Overflow

Clarification and interpretation

If clarification or interpretation of any aspect of these Guidelines or how it applies to your own circumstances is required, please contact the Manager of Brand and Strategic Marketing.

Communication and Language

The aim of social media is to promote conversation, maintain communication and to enable information sharing. This should be conducted in a safe manner and should not be used as a ground for bullying or promoting personal agendas.

Users who post the following material on a SWTAFE platform will have their posts deleted and may warrant being banned from accessing the social pages and/or being reported to the platform.

- abusive, threatening, defamatory or obscene material
- fraudulent, deceptive or misleading material
- bullying (including, but not limited to making threats, spreading rumours, attacking someone verbally, and excluding someone from a group)
- harassment, including unwanted and annoying actions of one party or a group, including threats and demands (including but not limited to racial, religious, sexual orientation physical characteristics, gender, ability, disability, or economic status harassment)
- threatening and/or intimidating comments
- promoting hate of any kind
- potentially libellous or defamatory material
- detrimental in any way to another person or organisation
- otherwise offensive or inappropriate impersonating by using another person's online profile to access social networking
- intimidating or threatening material
- not related to the subject matter of the blog, forum, board or site
- including Copyright or Trade Mark protected materials
- in violation of any intellectual property right of another
- in violation of any law or regulation
- advertising materials or offers to sell goods or services, contents, chain letters, spam or any unsolicited commercial message

Managing the Community

South West TAFE staff members should take measures to ensure audiences enjoy their user experience on our social media platforms.

- **Responsibility**

Social media is a medium of conversations, and topics will sometimes arise that require appropriate commentary or responses, as social media conversations are public by nature. If you see any cases of negative feedback or criticism against SWTAFE or bullying or abuse occurring on any of SWTAFE's social media accounts, you have a responsibility to notify the Manager of Brand and Strategic Marketing.

- **Authority to Post**

SWTAFE has authorised social media representatives (who reside in the SWTAFE Marketing Department) who are responsible for posting across SWTAFE's various social media accounts for business purposes. Business related posts should be made by one of these authorised representatives.

If you find or have access to content that may be relevant to the SWTAFE social media platforms, you can send this content to the Marketing Department to post on the social media accounts.

- **Timing**

Audience questions, suggestions and criticism on social media posts and pages should receive professional feedback on the same day. Most consumers expect to receive a quick response to a query posted on social media and as a result SWTAFE must have a system in place that allows for such responses. Response time can be visible to all visitors therefore an acceptable response should be provided as soon as possible.

- **Removing content**

If you need to block a user or remove their contribution, do so following a personal communication (provided the user is registered) E.g. "Hello <name>, due to infringements to our policy (or legal reasons) we are obligated to delete your comment."

- **Professionalism**

Don't react emotionally to criticism or questions. Act professionally. Whatever the problems are, we need to address them. Our response should tackle the problem professionally and constructively, rather than becoming defensive or ignoring the comment. If the issue is genuine, acknowledge the problem and demonstrate an intention to find a resolution.

- **Accuracy**

Never present information that can't be checked or verified. On the internet, information can be verified immediately. False statements or even omissions are exposed straight away. Disclose your sources. This shows respect for the author and increases your credibility.

If there is any doubt about applying the provisions of these guidelines, please check with the Marketing Department before using social media to communicate.

Staff

- **Access to SWTAFE Social Media accounts**

- ◆ Members of the Marketing Department will be responsible for the access and usage of SWTAFE's social media accounts. When a new marketing staff member commences, they will be provided access relevant to their job duties within 7 days. When the staff member departs, they will be removed from accessing social media accounts immediately.
- ◆ All passwords will be stored on the server to ensure accessibility after a staff member's departure. If there is suspicious activity from an account, all passwords will be changed immediately.

- **Staff Responsibilities for use of Social Media**

- ◆ Wherever in doubt, seek advice from the Marketing Department and delay posting information that you are unsure of
- ◆ Under **no** circumstances should staff "follow" or request/accept a "friend request" from a student of South West TAFE
- ◆ **Do not** use a work email address to register a personal social media account
- ◆ **Do not** use a personal email address to register a SWTAFE social media account
- ◆ **Do not** make comments outside your area of expertise
- ◆ **Do not** commit South West TAFE to actions or undertakings
- ◆ Only discuss publicly available information. **Do not** disclose confidential information, internal discussions or decisions of the Institute. This includes publishing confidential, personal or private information where there is sufficient detail for potential identification of Institute staff, students or third parties
- ◆ When using social media do not make comments regarding SWTAFE and its business unless authorised to do so.
- ◆ Ensure you clearly state the views stated on social media platforms are your own.
- ◆ Be accurate, constructive, helpful and informative

- ♦ **Do not** publish any information or make statements which you know to be false or may reasonably be taken as misleading or deceptive
 - ♦ Be clear about professional identity or any vested interests
 - ♦ Clearly separate personal opinions from professional ones. Be mindful of the Staff Code of Conduct when discussing or commenting on Institute matters
 - ♦ Be sensitive to the privacy of others. Seek permissions from anyone who appears in any photographs, video or other footage before sharing these via any form of social media
 - ♦ **Do not** comment, contribute, create, forward, post, upload or share content that is malicious or defamatory. This includes statements which may negatively impact on the reputation of another
 - ♦ **Do not** publish content in exchange for reward of any kind
 - ♦ **Do not** endorse any political affinity or allegiance
 - ♦ Always be courteous, and respectful of others' opinions including detractors
 - ♦ **Do not** issue statements or make announcements through social media channels unless authorised. Refer to the Media Management policy
- **Staff Opportunities for use and management of Social Media platforms**
 - ♦ Specific Facebook groups can be made for the purpose of communicating with students within class groups:
 - These groups **must** go through the Marketing Department for approval, set up, moderation and evaluation in partnership with the relevant teaching centre staff
 - Screening questions will be set up to ensure that only current students join the group
 - The groups will administered by the relevant teaching centre staff who must follow the guidelines contained in this Policy
 - Once the group is set up, the link can be shared with students encouraging them to join. Teaching staff are responsible for ensuring that only current students join the group
 - All comments, posts and communications will be accessible by all staff with access to the page
 - All groups will be moderated by teaching staff, ensuring no unacceptable comments, posts, pictures and or videos are posted to the group
 - All groups created will have the highest level of privacy settings ensuring others (outside of the group) cannot see page content. This ensures the confidentiality of all students and staff
 - ♦ If you are using SWTAFE provided services made available to you as an employee or contractor (such as email, smart phone, tablet, internet access and instant messaging) limited personal use of social media is allowed, however it must be within reasonable limits and not interfere with your work;
 - ♦ In the event that a problem (including any unacceptable and inappropriate content as outlined above) arises on a South West TAFE social media account, the following people should be advised:
 - Marketing Department – Manager Brand & Strategic Marketing
 - Head of Department
 - Youth Welfare Officer (if appropriate)
 Appropriate steps will then be taken to resolve the issue. Staff should not attempt to resolve the issue over social media.
- **Staff will act in South West TAFE's best interest and value South West TAFE's reputation**

Employees must:

 - ♦ refrain from making any derogatory, disparaging or defamatory comments either verbally, in writing or in any form of electronic media, including social media, about South West TAFE, its business and any separate entities associated with South West TAFE's business or operation.
 - ♦ respect that confidentiality and information management extends to all written and published documentation and all forms of electronic media, including social media
 - ♦ not take any action, or fail to take any action, that may be a breach of the Code of Conduct, the law, Institute policies, procedures or practices

Students

- **Student Responsibilities for use of Social Media**
 - ♦ Students should not attempt to "follow" or request/accept a "friend request" from a staff member of South West TAFE
 - ♦ Swearing, harassment, bullying, physical and/or verbal assault including face-to-face or via cyber-communication will not be tolerated as stated in the Students' Standards of Behaviour
 - ♦ Be sensitive to the privacy of others. Seek permissions from anyone who appears in any photographs, video or other footage before sharing these via social media

- ◆ **Do not** comment, contribute, create, forward, post, upload or share content that is malicious or defamatory. This includes statements which may negatively impact on the reputation of another
- ◆ Always be courteous, and respectful of others' opinions including detractors

Consequences if these Guidelines are breached

Staff and students who breach/ignore the Social Media Guideline will be considered to have breached the relevant Code of Conduct (staff or student) and disciplined in accordance with that Code.

Where the breach occurs outside of SWTAFE hours or on a private social media site, the incident will be assessed on an individual basis and monitored accordingly. When South West TAFE are aware of an incident that occurred off campus and/or out of hours, all efforts will be made to monitor the situation and put in place measures to ensure the safety and well-being of all staff and students

In the event that external agencies or bodies are involved, i.e., police, welfare organisations and/or family members etc. South West TAFE will seek permission from all parties to ensure open communication regarding the situation

Complaints Process

In the first instance any concern with content on a SWTAFE Social Media platform should be raised with the Manager, Brand & Strategic Marketing

Any formal complaints are lodged with the SWTAFE's Audit and Compliance Officer who is the nominated complaints manager. They can be contacted in writing by:

Audit and Compliance Officer
South West TAFE
PO Box 674
WARRNAMBOOL 3280
Or via feedback@swtafe.edu.au
Or using the feedback button on the website: www.swtafe.edu.au/about-us/feedback/

Communication

These Social Media Guidelines are distributed to all students as part of the enrolment or course orientation process. It is also displayed in relevant student activity areas. It is also the responsibility of all staff to ensure that the Guidelines are regularly communicated and outlined to students.