

# Electronic Media Policy

## Scope

This policy applies to students of the Insurance and Financial Practitioners Association of Singapore ('IFPAS').

IFPAS acknowledges the rapidly growing use of Electronic Media (including social media, emails, discussion forums, messaging applications, communication platforms and the Internet) by students and encourages its use for the primary purposes of learning, engaging, connecting, collaborating and promoting IFPAS.

All members of the IFPAS community are expected to show courtesy and respect to others and should not use Electronic Media to abuse, harass or offend anyone.

Electronic Media should not be used to damage the reputation of IFPAS.

## Purpose

The purpose of this policy is to provide guidance about the use of social media, email, discussion forums, the online Learning Management System, messaging applications, communication platforms, the Internet and similar media in existence or developed from time to time ("Electronic Media") by students of the IFPAS community and their rights, obligations, and responsibilities.

Further, the purpose of this policy is to ensure students understand the requirements of IFPAS on how to use Electronic Media in an ethical, fair and law-abiding way, both as a student with IFPAS and in a personal capacity, and to make students aware of what IFPAS deems as acceptable and unacceptable use of its systems. Failure to comply with this policy may result in disciplinary action being taken and could result in a case of misconduct being recorded against the student's records.

## Policy Principles

This policy is supported by the following guiding principles:

- As much as possible, content and genuine conversation on Electronic Media is allowed to continue without interruption from IFPAS.
- The use of Electronic Media must be consistent with other IFPAS policies.
- IFPAS' reputation and that of its staff and students must not be compromised through the use of Electronic Media.
- IFPAS' legal obligations must not be compromised through the use of Electronic Media.

## Legal Requirements

Students must abide by all relevant laws, policies and procedures when using Electronic Media. In the same way, the usual common courtesies and behaviour expected from students also apply online.

Students are personally accountable and liable for everything they upload online. If a student is found to be in breach of either this policy or any state or federal laws, IFPAS will not assist the student, and IFPAS will disassociate itself from the student as far as legally possible.

## **Social Media**

Social media users must ensure that their use of social media is respectful to both IFPAS and to members of the IFPAS community.

## **Electronic Communication (email, forums, chats)**

Although by its nature electronic communication including email, forums and chats tends to be less formal than other written forms of communication, it is important that students are aware of their legal obligations, including:

- if they send or forward communication with any libellous, defamatory, offensive, racist or obscene remarks, they can be held liable
- if they unlawfully forward or copy material subject to copyright without permission, for example IFPAS learning materials, they can be held liable for copyright infringement.

## **Internet**

Students may use IFPAS' internet services for study or personal improvement, provided that such use is consistent with professional conduct.

Students must not use IFPAS's Electronic Media for:

- accessing, uploading or downloading sexually explicit material
- accessing, uploading or downloading hate speech or offensive material
- accessing, uploading or downloading materials regarding illicit drugs, violence, criminal skills and/or illegal activities, including academic cheating services
- engaging in gambling and similar forms of gaming
- illegal downloading of music, movies, games, and software
- downloading and viewing of graphic content that may be distressing or disturbing to members of staff or the student community.

IFPAS has a zero-tolerance approach to the above listed activities.

## **Guiding Procedures**

When using Electronic Media, all students are expected to adhere to the following:

- Be considerate to others – avoid activities on social media and online platforms that could be considered unlawful, including threatening, abusive, harassing, maliciously false, vulgar, obscene, sexually explicit or hateful statements or activities.
- Postings that comment about people or groups on the basis of their race, ethnicity, skin colour, national origin, religion, gender, gender identity, sexual orientation, age, disability or other personal characteristics are not appropriate and violate IFPAS policies.
- When online, demonstrate respect for the dignity of each person and the privacy of all members of the IFPAS community.
- Behave in an ethical manner.
- Observe the relevant age limits for students using social media platforms. Students under the age of 18 must have necessary parental permissions during the enrolment process before they engage in the use of social media.

- Use appropriate language at all times.
- Remember that information (text, video, images, audio) uploaded to the internet can be altered and manipulated by others.
- Keep their personal information secure.

**At all times be aware and DO NOT:**

- impersonate or falsely represent another person
- share any account details or passwords with anyone
- share any financial information
- have any private information publicly visible
- use social media to bully, harass, abuse, threaten or intimidate others
- make defamatory comments or write anything that is misleading, malicious or untrue
- use obscene or offensive language towards others
- post content that is pornographic or incites violence against others
- harm the reputation of IFPAS, those within its community – for example students, staff, teachers, parents/carers or other community members
- use, or request that any person use, any device (including but not limited to webcams, digital cameras, video cameras, computer input devices, media players/recorders or mobile phones) to record others or to publish these recordings publicly or to post them to any internet site without their knowledge and the written permission of IFPAS and those appearing in the recording.

## **Login Information and Passwords**

Students are issued with their login information to the Student Portal via email to their primary email address nominated at the time of enrolment.

Students are not permitted to share with others their login information or passwords for the Student Portal or any other logins they may receive from IFPAS.

It is the student's responsibility to protect their login information and passwords. Students must make sure they log off computers or devices that they are no longer using.

## **System Monitoring**

IFPAS reserves the right to track all internet usage, monitor emails, platform messaging and block access to the email address to minimise spam and detect inappropriate or suspicious content.

IFPAS will also monitor students' input in discussion forums to ensure no inappropriate comments are posted and reserves the right to remove such comments.

## **Consequences of Breach**

Failure to comply with this policy may result in disciplinary action being taken against the student, which could result in a case of misconduct being recorded against the student's records or expulsion.

## Complaints and Appeals

Any grievance, complaint or appeal in relation to the implementation of this policy will be managed in accordance with the *Grievances, Complaints and Appeals Handling Policy*

## Relevant Legislation

Listed below are the most relevant legislations which apply to this policy:

- Broadcasting Act 1994
- Copyright Act 2021
- Personal Data Protection Act 2012
- Telecommunications Act 2022

## Related Policies

This policy should be read in conjunction with the following IFPAS policies:

- Academic Integrity and Conduct Policy
- Grievances, Complaints and Appeals Handling Policy
- Privacy Policy

## Version Control

<b>Policy Category:</b>	Legal		
<b>Approved by:</b>	IFPAS General Manager		
<b>Review Date:</b>	December 2027		
Version	Brief Description of the changes	Date Approved:	Effective Date:
1.0	New policy and procedure.	08.05.2023	08.05.2023