

Safe Offcampus Policy

1.0 Introduction

Offcampus takes student and tutor safety and wellbeing very seriously. It is our highest priority to ensure that all people interacting with, and through, Offcampus can do so in a safe environment that operates within a framework of mutual respect and legality.

2.0 Aims

2.1 This policy and its sections establish the rules and procedures that provide for a safe online educational environment to function.

2.2 This policy and its procedures contain information relevant for students, parents, tutors, schools and any other interested parties.

2.3 This policy should be read and understood by all those who currently, or intend to, use Offcampus services.

3.0 Privacy

3.1 All personal information (including contact and payment information) provided by students and parents to Offcampus remains confidential, and is not shown to tutors. Tutors are only able to see a student's first name and last initial, and year level when connecting through the Offcampus platform.

3.2 All contact between a student and tutor is to remain on the Offcampus platform. This maintains the anonymity of students and allows us to resolve any complaints.

3.3 All data held by Offcampus is in accordance with the 'Information Privacy Principles' established in the *Privacy and Data Collection Act 2014*.

4.0 Storage and use of Offcampus content

4.1 All content on the Offcampus platform is stored securely by Offcampus. All content, information and images remain the property of Offcampus Pty Ltd.

4.2 All content on the Offcampus platform may be used by Offcampus for marketing and internal training purposes.

4.3 Offcampus is able to review any content where a report of misconduct is made by a party outlined in **Section 2.2**.

4.4 Offcampus will allow access to Victorian or Federal law enforcement agencies where it is believed that a criminal offence may have occurred in relation to a service provided by Offcampus.

5.0 Tutors

This section outlines the guidelines for Offcampus Tutors.

5.1 Tutors shall:

- Always act in the best interests of promoting the academic performance and well-being of the student.
- Ensure that all students are treated equally and without bias, regardless of their race/ ethnicity, cultural background, gender and any disabilities.
- Maintain an online tutoring environment that is free from any inappropriate or offensive language and images.
- Not initiate unsolicited contact with a student, engage in non-educational conversations with, or request any personal information from any student.
- Be aware of the Storage and use of Offcampus content as outlined in **Section 4.0**.
- Report to Offcampus any misconduct or inappropriate behaviour related to a service provided by Offcampus.

- By virtue of providing services on the Offcampus website, agree to the 'Terms and Conditions' of Offcampus.

6.0 Students

This section outlines the guidelines for students using Offcampus services.

6.1 A student shall:

- Treat Offcampus Tutors and other students using Offcampus with respect.
- Ensure all communications through Offcampus are not inappropriate or offensive.
- Not engage in any inappropriate or offensive conversations with an Offcampus Tutor or disclose any personal information.
- To the best of their ability, provide honest ratings and feedback of tutor performance.
- Report to Offcampus any misconduct or inappropriate behaviour related to a service provided by Offcampus.
- Be aware of the Storage and use of Offcampus content as outlined in **Section 4.0**.
- By virtue of using the services provided by Offcampus on the Offcampus website, agree to the 'Terms and Conditions' of Offcampus.

6.0 Parents

This section outlines the guidelines for a parent or guardian of a student using Offcampus services.

6.1 A parent or guardian shall:

- Maintain primary responsibility for the behaviour, conduct and safety of the student during the use of Offcampus services.
- Report to Offcampus any misconduct or inappropriate behaviour related to a service provided by Offcampus.

- Be aware of the Storage and use of Offcampus content as outlined in **Section 4.0**.
- Ensure the student is aware of, and understands, the details of the 'Terms and Conditions' and other Offcampus policies.

7.0 Schools

This section outlines the guidelines for a school who has engaged Offcampus services.

7.1 A school/ its teachers shall:

- Ensure the parent/ guardian provides consent for the use of Offcampus services by the student.
- Maintain primary responsibility for the behaviour, conduct and safety of the student during the use of Offcampus services.
- Report to Offcampus any misconduct or inappropriate behaviour related to a service provided by Offcampus.
- Be aware of the Storage and use of Offcampus content as outlined in **Section 4.0**.

8.0 Misconduct

This section outlines a set of (but not all) circumstances which classify as misconduct, and which require any party listed in **Section 2.2** to contact Offcampus immediately at support@offcampus.com.au.

8.1 It is the duty of Offcampus to treat any reports of misconduct with care, and to respond to them as promptly and effectively as possible.

8.2 The following events classify as misconduct relating to the use of Offcampus services:

- Any instances of bullying.
Offcampus accepts the national definition of bullying for Australian schools outlined in

<https://www.education.vic.gov.au/school/principals/spag/safety/Pages/bullying.aspx>

- Any inappropriate or offensive language or behaviour between students, or between a student and tutor.
- Any contact between any student and Offcampus Tutor that occurs outside the Offcampus platform.
- Unequal treatment of any student or Offcampus Tutor based on race/ ethnicity, cultural background, gender and any disabilities.
- The disclosure of personal or sensitive information by any student or Offcampus Tutor.

8.3 This is not intended to be an exhaustive list of incidents which classify as misconduct. If an issue arises that is not covered within this policy, please contact Offcampus immediately at support@offcampus.com.au.

9.0 Compliance

9.1 It is the responsibility of all Offcampus users and interested parties to familiarise themselves with the sections of this policy.

9.2 Final decisions regarding the outcomes of any reports or complaints of misconduct will be made by Offcampus.

9.3 Instances which are believed to have resulted in a criminal act related to the use of Offcampus services will be referred to the relevant law enforcement authority.

9.4 Breaches of this policy of any party may result in termination and/ or suspension of use of the service by Offcampus.

10.0 Review

10.1 The *Safe Offcampus Policy* and relevant procedures will be reviewed on an ongoing basis to ensure that they remain up to date with the needs of those who use and/ or interact with Offcampus.