

Mobile Device and Communication Policy

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Person Responsible	Director of IT
Approval/review body	SLT
Frequency of Review*	36 months

* Policies will be reviewed more frequently if legal changes or good practice require

Review History:		
Date of review	Reviewed by	Reason for review
June 2012	IT Director	General update to include staff
January 2014	IT Director	Phone contract renewal
April 2015	Executive Director of Facilities and Resources	General update
December 2015	Executive Director of Facilities and Resources	Phone contract renewal
December 2016	Executive Director of Facilities and Resources	Phone contract renewal
March 2019	Executive Director of Facilities and Resources	General update
November 2021	Director of IT	Changes related to the acquisition of Hadlow and West Kent Colleges

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Related policies/documents:

- 1 Policy on Dealing with Malicious Communication
- 2 Information Technology Conditions of Use Policy

NOTE: This Policy together with the Policies and Procedures listed above, seeks to ensure, so far as reasonably practicable, that the College is fulfilling its duty under sections 26 and 29 of the Counter-Terrorism and Security Act 2015 and the Prevent Duty. The College will participate fully in work to prevent people from being radicalised or drawn into extremism and will ensure that, should this occur, there are procedures in place to deal with them.

1. Introduction

North Kent College, which incorporates Hadlow College, as with all modern FE colleges has a need for communication and, mobile devices in all their forms, are useful for this.

When looking at mobile devices it is important to realise their purpose and any policy needs to take this into account, particularly bearing in mind Health and Safety, emergency response and general communication.

This policy has been designed to make clear what mobile devices will be used at North Kent College ("the College") and to whom they are assigned. A specific set of devices are defined that will be reviewed on an annual basis based on contacts and technology developments.

2. Types of Users

There are different types of mobile device users and, depending on the requirement, will depend on what devices are appropriate. The devices allocated (Table 1) are based on College function as follows:

- 2.1. College Senior Leadership Team (Chief Executive and Executive Principal, Deputy Chief Executive, Deputy Executive Principals, Vice Principals, Assistant Principals, Director of IT and Project Director) – **Level 1**
- 2.2. Curriculum Management (Head of Curriculum and Deputy Head of Curriculum) – **Level 2**
- 2.3. Support Management (IT, Estates, HR, Nursery, Health and Safety, Site Leaders) – **Level 3** (based on requirement)
- 2.4. Work Based Assessors and similar (including floating for external visits) – **Level 4** (*assessed on application*)
- 2.5. Teaching (Curriculum staff) – **Level 5** (*no device*)
- 2.6. Students – **Level 5** (*no device*)
- 2.7. Other Requests / Cases (DDA, Support Function Requirement and Health & Safety) – **Level 6** (*assessed on application*)

3. Types (Functions) of Mobile Devices

Mobile devices are required for several reasons in the College ranging from simple communication through to controlling the lights in the Miskin Theatre. The main uses for mobile devices in the College are (non-exhaustive):

- 3.1. Communication (telephone);
- 3.2. Communication (email);
- 3.3. Communication (web);
- 3.4. Data recording (application);
- 3.5. Data recording (database);
- 3.6. Data recording (web); and
- 3.7. Application (e.g. lighting in the Miskin)

4. Devices

The College is required by the Education and Skills Funding Agency to be IASME Cyber Essentials accredited. A significant part of this accreditation takes mobile devices into consideration. Mobile devices **MUST** have a minimum operating system level installed and **MUST** be updated regularly.

The College offers pre-determined devices that meet the requirements of the Cyber Essentials Plus accreditation for the organisation and user function. The devices available to users will be a result of the College's contract negotiations with its supplier. Users cannot specify their preferred brand or the functionality of devices provided to them by the College.

Where devices are returned damaged and, where physical abuse is clear, the College reserves the right to recover the cost of repair or replacement from the allocated user.

The College will not be responsible for any costs or damages incurred where users use their personal communication devices or mobiles for college work.

Data pads, netbooks, laptops and other similar devices are purchased (not leased or on contract) and, therefore, will be depreciated according to the College financial regulations for IT equipment and may not be replaced when contract mobile phones are replaced.

5. Device Allocation & Recall

All users will be required to complete and sign an "IT Equipment Loan" form (Appendix 3 in the "IT Conditions of Use Policy") when any mobile device is allocated. This will go onto that user's HR record and will need to be returned if the user leaves the College for any reason.

If required, the IT Department may recall mobile devices to ensure that these are in working condition and, where necessary, to update software. The allocated user will be required to look after the allocated device and make sure that it is only used for College work.

Table 1 shows device allocations based on user level and requirement.

Table 1 – Devices allocation by function and level

Device Type (see level detail below)	Level (function)
Apple Smartphone	1
Android Smartphone	2 & 3 & 4 & 6
Laptop or Data Pad (one per user)	1 & 2 & 3 & 4 & 6

Any other requirement must be requested and will be considered by the Director of IT. Costs may be charged to the user's department.

6. Contracts

The College will enter into contracts that deliver the services required for the devices set out in Table 1 on a College agreed basis and where devices are replaced as a part of contract renewals, these will be replaced for the appropriate users.

Renewed contracts may involve a change of supplier depending on current offers and, where necessary, telephone numbers may change. The College will try, where possible, to port important numbers, but may not be able to achieve this in all cases.

Contracts negotiated will include a defined amount of any network minutes, texts and data (Internet) for appropriate users only (job requirement). Where the user exceeds these limits, the College reserves the right to recover these costs from the user.

The contracts that are negotiated for the College, except for SLT and individual cases where a requirement has been identified and authorised by the Deputy Chief Executive, will not include data.

Employees that have access to mobile devices should not need these abroad and should not take them out of the United Kingdom except on College business. Where phones go abroad for College business or student trips, "Data" and "Call" roaming add-ons may need to be purchased by the IT Department for the requirement. Requests for this service need to be at least three weeks before departure and any costs will be for the user's department.

Software applications which need to be purchased for any device can be paid for by the allocated user and will be reimbursed through the business expenses system from the appropriate budget, where a justifying business case is agreed in advance by the budget holder must be approved before purchase.

7. Device Levels in Detail (Table 1)

7.1. **Level 1** – Chief Executive and Executive Principal, Deputy Chief Executive, Deputy Executive Principals, Vice Principals, Assistant Principals, Director of IT and Project Director.

Will be allocated a Smartphone and a Data Pad or Laptop. The Smartphones will be contract devices on a mobile network with an appropriate number of included any network minutes and texts. These will also have a set data or internet quota included. Where data quotas are exceeded, the College reserves the right to recover these costs from the allocated user. Data pads will connect to the College wireless network and, where this is not available (within the contract data limitations), can be tethered to College Smartphones or other Wi-Fi networks for connectivity.

7.2. **Level 2** – Head of Curriculum and Deputy Head of Curriculum Managers

Will be allocated a Smartphone and, on request and if traveling between campuses, a laptop. The Smartphones will be Wi-Fi contract devices on a mobile network with an appropriate number of included any network minutes and texts. Mobile data will be included in certain circumstances when requested with a justification.

7.3. **Level 3 - Support Managers**

Will not be ordinarily allocated a College mobile phone by default.

Devices, such as Smartphones, Data Pads or Laptops might be allocated only after a justified application and will be on a case-by-case basis. The costs for these devices may be recharged to the department requesting them.

The make and model of these devices will be dependent on what is available.

7.4. **Level 4 – Work Based Assessors**

Smartphones, Data Pads, or Laptops will be allocated on a case-by-case basis after receipt of a justified application. The College recognises that, in some cases, these devices will be required for the relevant staff to be able to do their jobs. These devices may vary based on the need. The costs for these devices may be recharged to the department requesting them.

7.5. **Level 5 – Teaching Staff, Students**

No devices will be allocated. Whilst the College realises that teaching and learning is becoming mobile, allocation of College devices cannot currently be accommodated. The College does make wireless network available for staff and students who wish to use their own devices.

If devices are required for a specific purpose, the College may consider these on receipt of a justified application. The costs for these devices may be recharged to the department requesting them.

7.6. **Level 6 – Other Requests / Cases (DDA, Support Function Requirement and Health & Safety)**

Where a student or staff member has specific requirement to effectively do their role or have a diagnosed DDA requirement, the College may, after receipt of a justified application, decide to allocate devices as appropriate. The costs for these devices may be recharged to the department requesting them.

8. **Legal Considerations**

It is illegal to use any mobile device while driving and the College accepts no responsibility for any consequences of staff using mobile devices while doing so.

College allocated mobile devices are for College communication or data transfer use only and any other use of these devices may infringe the “Information Technology Conditions of Use Policy” or the law of the United Kingdom and may result in disciplinary action which could lead to dismissal and, in extreme cases, legal prosecution.

9. Courteous Use of Mobile Devices

While the use of mobile devices may be acceptable in some circumstances, the user should always take others into account. Mobile phones should always be switched off or in vibrate mode during meetings, lectures, seminars, training courses and any other circumstance where disruption caused may be inappropriate.

10. Security Considerations

All new College mobile devices will be encrypted as standard by the IT Department before allocation to the user.

Users should always take care of allocated mobile devices and ensure that these have PIN code protection, enabled to protect data that may be stored on these devices.

Before returning mobile devices to the IT Department, these should be “factory reset” and any PIN code removed.

It is important to note that some devices are not encrypted by default. Where not encrypted, it is illegal to use them to store or transmit personal data (particularly student data), see the “Information Technology Conditions of Use Policy”.