

Social Media Policy for Students

Executive Summary

The following policy aims to offer guidance and direction on student use of social media while studying at Metanoia Institute. While social media can offer many social, academic and professional benefits, there is an inherent risk attached to its use, and this policy is intended to make individual students aware of the impact that misuse of social media can have on themselves, their fellow students, members of staff, our wider community and Metanoia Institute reputation.

This policy advocates the use of social media, but encourages a cautious and considered approach, while outlining the standards of conduct expected from students.

The policy covers:

1. Freedom of speech/academic freedom
2. Social media use in teaching and learning
3. Social media use and personal life
4. Expected standards of behaviour when using social media
5. Cyber bullying via social media
6. Intellectual property concerns on social media
7. Use of the Metanoia Institute brand
8. Responsibilities in regards to social media
9. Monitoring
10. Data protection
11. Guidance on breaches to the policy and potential consequences

This policy is also cross-referenced with various other Metanoia Institute policies and procedures.

Social Media Policy for Students

1. Policy statement

1.1 Metanoia Institute recognises and embraces the benefits and opportunities that social media can bring as a tool. It can be used to share news, information and successes, keep the Metanoia Institute community up to date with important developments and promote healthy academic debate about controversial subjects and areas of research. There is, however, an inherent risk involved in using social media, in that, it is an instantaneous and far-reaching form of communication and inappropriate use can impact upon staff, students and the reputation of Metanoia Institute .

1.2 This policy provides information for students as to the appropriate use of social media when connected to their status as a student of Metanoia Institute, or when directly or indirectly referencing the Metanoia Institute or any member of Metanoia Institute community.

2. Scope of the policy

2.1 For the purpose of this policy, social media is defined as any online interactive tool which encourages participation, interaction and exchanges. This includes existing platforms and any new applications that emerge as well as blogs, discussion forums, instant messaging and any website which allows public commenting or posting.

2.2 This policy applies to all students and to any personal communications within a social media platform which directly or indirectly reference the Metanoia Institute or any member of Metanoia Institute community.

2.3 This policy applies to social media communications made at any time, whether privately or publicly, and from anywhere, including away from campus and on personal devices, whether to an individual, to a limited group or to the world.

2.4 Metanoia Institute acknowledges that students may use social media in their private lives and for personal communications. Personal communications are those made on, or from, a private social media account, such as a personal page on Facebook or a personal blog. In all cases where a private social media account is used which identifies Metanoia Institute, it must be made clear that the account holder is a student at Metanoia Institute to avoid the impression that views expressed on or through that social media account are made on behalf of Metanoia Institute. In all cases, where a personal communication references a member of Metanoia Institute community the student must be aware that Metanoia Institute will treat actions that, for example, threaten, harass or bully such a member of Metanoia Institute community as falling within this policy.

3. Freedom of Speech and Academic Freedom

3.1 Nothing in this policy is intended to have the effect of limiting either freedom of speech or academic freedom, subject to that freedom being exercised within the law. Students are encouraged to use social media to engage in academic exploration

4. Using social media as a teaching and learning tool

4.1 Where social media is used as a teaching and learning tool through official Metanoia Institute websites and accounts, all students must read, understand and agree to the terms of use of the social media website and Metanoia Institute terms and conditions relating to the use of social media in this context before accessing and posting content on social media in a teaching and learning context.

4.2 When any social media platform is used as a tool to enhance education and student experience (for example as a discussion forum or as a tool for mentoring) by Metanoia Institute, students must comply with the requirements of this policy and comply with any additional rules and protocols that relate to that specific use.

5. Social media in your personal life

5.1 As a student you should be aware of your association with and responsibilities to Metanoia Institute, and ensure that your profiles and related content are consistent with:

- the Metanoia Institute policies, including but not limited to, data protection, dignity, electronic mail usage and information security
- your Enrolment Terms & Conditions with Metanoia Institute
- how you would wish to present yourself – including to future employers

5.2 You must also be aware of the potential impact and permanence of anything which you post online. Therefore, you should avoid posting anything online that:

- you would not wish to be in the public domain; and/or
- you would not be willing to say personally to the face of another individual

5.3 You should also be aware that any digital material that you post online could reach a wider audience than you would have expected or intended. Once digital content has been created and shared, you will have limited control over its permanence and audience. Metanoia Institute may treat it as foreseeable that information posted by a student on any social media platform will be disseminated to the world at large, and therefore it will not be open to a student to claim as a defense to any disciplinary action that they did not anticipate that content that otherwise breaches this policy would be revealed to third parties other than the intended recipient.

6. Expected standards of behaviour

6.1 Students are personally responsible for what they communicate on or through social media and they must adhere to the standards of behaviour set out in this policy and any related policies (see section 6.4). They shall also be deemed responsible for the actions of others (both within and outside Metanoia Institute community) who share content that they have posted.

6.2 Communications on social media must be respectful at all times and in accordance with this policy. Use of social media must not infringe on the rights, or privacy of other students, or staff and students must not make ill-considered comments or judgments about other students, staff or third parties.

6.3 Students must take particular care when communications through social media can identify them as a student of Metanoia Institute to members of staff, other students, or other individuals.

6.4 All use of social media must comply with the Metanoia Institute policies and the guidelines of UKCP and BACP, as accrediting bodies. Please see:

[Guidance on the use of social media \(bacp.co.uk\)](https://www.bacp.co.uk/guidance-on-the-use-of-social-media)
[ukcp-code-of-ethics-and-professional-practice-2019.pdf \(psychotherapy.org.uk\)](https://www.psychology.org.uk/ukcp-code-of-ethics-and-professional-practice-2019.pdf)

6.5 The following non-exhaustive list may, according to the circumstances (and subject to 3.1), be considered to be of an unacceptable nature and should never be posted:

- confidential and/or commercially sensitive information (which may include research not yet in the public domain, information about fellow students or staff or personnel matters, non-public or not yet approved documents or information);
- details of complaints and/or legal proceedings/potential legal proceedings involving Metanoia Institute;
- personal information about another individual, including contact information, without their express permission;
- comments posted using fake accounts or using another person's name without their consent;
- material, including images, that could be threatening, harassing, discriminatory, illegal, obscene, indecent, defamatory, or hostile towards any individual, group or entity, or amount to a misuse of private information or breach of confidence;
- any other posting that constitutes a criminal offence (including under the Communications Act 2003 section 127 and the Criminal Justice and Courts Act 2015 section 33);
- anything which may bring Metanoia Institute into disrepute or compromise the safety or reputation of colleagues, former colleagues, students, former students, staff, former staff, governing bodies and those connected with Metanoia Institute, including the professions of psychotherapy, counselling psychology and counselling.

6.6 Metanoia Institute has well-established ways for students to raise any dissatisfaction or concerns that they may have, such as the Student Complaint Procedure. Concerns must be raised through such procedures, not on social media.

7. Cyber Bullying via social media sites

7.1 Metanoia Institute will not accept any form of bullying or harassment by students of members of Metanoia Institute staff, students or other members of Metanoia Institute community.

7.2 The following examples illustrate the types of behaviour, displayed through social media communications, which Metanoia Institute considers to be forms of cyber bullying:

- maliciously spreading rumours, lies or gossip
- intimidating or aggressive behaviour
- offensive or threatening comments or content
- Posting private images of an individual without consent (including, but not limited to, private sexual images of an individual)
- Sharing unwanted images (including sexual images)

- posting comments/photos, etc, deliberately mocking an individual with the intent to harass or humiliate them
- Sending messages or posting comments with the intent to trick, force or pressure the receiver into doing something that they would not otherwise be comfortable doing (grooming)

7.3 Cyber bullying may also take place via other means of electronic communication such as email, text or instant messaging.

7.4 Any student who is experiencing cyber bullying by another student or a member of Metanoia Institute staff, will have the full support of the Metanoia Institute

8. Intellectual Property

8.1 All students must ensure that they have permission to share any third-party materials, including all images, photographs, text and videos, before uploading them to or linking to them via social media and, where sharing is permitted, should ensure that such materials or shared links are credited appropriately. In particular, students would not share Metanoia Institute materials, including but not limited to, lecture handouts, slides and examination papers, by social media unless they have express permission to do so.

8.2 In addition, all students must check the terms and conditions of a social media account and/or website before uploading material to it; by posting material to social media accounts and/or websites, you may be releasing ownership rights and control of the content. For this reason, you must exercise caution in sharing all information.

8.3 Metanoia Institute is not responsible for, nor does it hold any ownership, of any content posted by its students, other than content posted by students using Metanoia Institute accounts, or in the course of their duties, as a form of professional communication.

9. Brand

9.1 Metanoia Institute's name, identity and logo may only be used in accordance with the Metanoia Institute's brand guidelines.

10. Roles and responsibilities

10.1 All students are responsible for:

- Ensuring that any use of social media is carried out in line with this and other relevant policies;
- Informing the relevant staff member(s) when an institutional account is to be used;
- Seeking relevant authorisation for official posts prior to publication;
- Regularly monitoring, updating and managing content he/she has posted;

- Adding an appropriate disclaimer to personal accounts when the institution is named (see section 2.4 above);
- Ensuring that posts made to accounts where the institution is not named do not, for example, threaten, harass or bully a member of the Metanoia Institute community or public.

and

- reporting any incidents or concerns in line with section 13 below

11. Monitoring

11.1 Metanoia Institute reserves the right to monitor, intercept and review within the law, without further notice, student activities using its IT resources and communications systems, including but not limited to social media postings, to ensure that its rules are being complied with and such activities are for legitimate purposes.

11.2 The use of social media may be monitored by Metanoia Institute in accordance with its information security and the Code of Practice for Users of Metanoia Institute Computing Facilities.

12. General Data Protection Regulation, Data Protection Act 2018 and Freedom of Information Act 2000

12.1 The General Data Protection Regulation and the Data Protection Act 2018 apply to social media as it does in other contexts. You must ensure that all posts comply with these legal requirements. A student who posts personal information of a third party on social media may be a data controller.

12.2 No personal information, including photographs and videos, should be shared on social media without the consent of the individual to whom it relates. Students should, therefore, never post other students' and/or staff and/or a third party's personal information without their consent. Personal information is defined broadly as "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person"

12.3 The Freedom of Information Act 2000 may apply to posts and content that you have uploaded to official Metanoia Institute websites, or any other website belonging to a public authority. As such, if a request for such information is received by Metanoia Institute (or other public authority), the content that you have posted may be disclosed.

13. Incidents and response

13.1 Where a breach of this policy is reported, Metanoia Institute will review the

circumstances and decide on the most appropriate and proportionate course of action, which may include referring the matter to be dealt with under a different procedure.

13.2 Where students are in receipt of any content considered to be in breach of this policy, this should be reported to the Metanoia Institute via their school, tutor or to the e-mail address info@metanoia.ac.uk

14. Consequences of a breach of this policy

14.1 Any breach of this policy may result in disciplinary action up to and including exclusion/termination of registration.

14.2 Any disciplinary action will be taken in accordance with the procedures outlined in the Code of Discipline for Students and related policies.

14.3 Disciplinary action may be taken regardless of when the breach is committed and regardless of whether any Metanoia Institute equipment or facilities are used in committing the breach.

14.4 Where conduct may be a criminal offence, Metanoia Institute may report the matter to the police. Beyond that, any member of staff, student or third party may pursue legal action against you, if they choose to do so.

15. Reporting

15.1 Any complaints received under this policy will be reported, on an anonymised basis where appropriate, to the relevant body within the Metanoia Institute.

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