

### 1. Introduction

The Country Universities Centre Norfolk Island (CUCNI) provides students with access to the Centre and its available resources, including but not limited to:

- Premises of the Centre, including the building and surrounding area,
- Internal facilities including kitchens, bathrooms, study areas, social spaces, audio-visual rooms, and meeting rooms,
- Equipment and services related to information technology, including computer hardware, printers and scanners, software, and internet access, and
- Services related to academic support and student wellbeing

The Centre is open to registered students who are enrolled at a university, Tafe or other educational institution and wish to complete their studies through CUCNI.

### 2. Registration

To register for access to and use of CUCNI students must:

- Be enrolled in a course of study at a university, Tafe or other approved education institution or a course approved by CUCNI,
- Complete the Registration Form for each registration term, and
- Abide by all requirements in this agreement.

Once approved, student registration will be active until the end of the registration term in line with the CUCNI semesters: January to June and July to December. Continuing students may renew their registration for terms of six months. Students may access available Resources during the term of their registration, subject to this agreement.

The student may withdraw their registration at any time by informing CUCNI staff in writing.

### 3. Student Obligations

Students at CUCNI must:

- Take reasonable care for their health and safety,
- Ensure that they do not adversely affect other people's health and safety,
- Comply, so far as they are reasonably able, with any reasonable instruction of CUCNI, and
- Report any known safety hazards to CUCNI.

When using CUCNI resources and interacting with CUCNI staff and other users, students must observe the following behaviour standards:

- Comply with all lawful and reasonable CUCNI directions, policies, and procedures.
- Refrain from any conduct that may cause any reasonable person unwanted offence, annoyance, or embarrassment.
- Ensure that CUCNI resources are protected and used responsibly.



- Avoid any antisocial behaviour.

Students are not permitted to engage in the following activities within the Centre:

- Smoking, drugs, or alcohol,
- Allowing unregistered users access without prior written consent from the Centre Manager,
- Bringing pets onto the premises (see Animals in the Centre Policy), or
- Allowing access to persons under the age of 18, unless they are approved registered students, or visiting the Centre as part of an approved program activity or event.

At the end of the student's final registration term, they must return any CUCNI property they may have, to CUCNI. If property is not returned, replacement fees may be applied.

#### 4. Termination

If CUCNI considers that a student is in breach of this agreement, they may give the student a written warning requiring a response or terminate their registration immediately with written notice.

If the student does not respond to the written warning within the set timeframe, CUCNI may terminate this agreement by giving the student written notice.

CUCNI will consider the student's response to the written warning and will either:

- Withdraw the written warning,
- Allow the student to continue to use CUCNI Resources subject to conditions, or
- Terminate this agreement by giving them notice in writing.

Students who have been issued a written warning in the past and who have committed another breach of this agreement may have their registration terminated by CUCNI in writing.

#### 5. Privacy

CUCNI is committed to respecting student privacy and complying with all privacy obligations under the *Privacy Act 1988* (Cth), including the Australian Privacy Principles.

The CUCNI collects personal information from students during registration to assess eligibility for access to the Centre and its resources. The information collected includes, but is not limited to:

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| <ul style="list-style-type: none"> <li>• Full name</li> <li>• Address</li> <li>• Phone number</li> <li>• Email address</li> <li>• Emergency contact</li> <li>• Gender</li> <li>• Date of birth</li> </ul> | <ul style="list-style-type: none"> <li>• Student enrolment information:             <ul style="list-style-type: none"> <li>○ Education institution</li> <li>○ Course</li> <li>○ Subjects/Units</li> <li>○ Mode of study</li> <li>○ Institution ID</li> <li>○ Unique Student Identifier (USI)</li> </ul> </li> </ul> |
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CUCNI may also collect sensitive information about a student with their consent or to comply with our obligations under Australian law, including but not limited to:

- Language or cultural background,
- Citizenship status,



- Disability status, and
- Health and medical information.

Collecting the above information allows CUCNI to facilitate appropriate assistance in the event of an emergency, for quality assurance and planning purposes, to align strategy and resourcing needs, to promote CUCNI in the media and with stakeholders, and comply with reporting requirements.

CUCNI will only collect sensitive information with consent or if required by law. All reasonable options will be provided to students so that they can directly provide their information. Student information is shared between CUCNI staff for the sole purpose of collaborative student support, including where appropriate, identifying referral pathways. Sensitive information will not be divulged except where required by law or appropriate for the purposes of interagency support.

All personal information collected, stored, used, and disclosed by CUCNI will be handled according to the *Privacy Act 1988* (Cth). Students who have concerns or questions about the protection of their private information or how privacy is protected should contact the Centre Manager.

## 6. Student Contact and Communications

CUCNI may contact students for the purpose of providing information directly related to their registration, learning activities, support services, and relevant educational events or opportunities. Communications may include updates about Centre operations, academic requirements, wellbeing initiatives, community events, or other matters that support the student experience. There may also be cases, where student contact is necessary, such as in the event of an emergency.

CUCNI will not use student contact details for advertising, commercial promotion, or solicitation of goods or services. No third party will have access or use student information for marketing purposes.

## 7. Centre Access

To access CUCNI, students will receive a pin code for use at the front door. This pin code must not be shared or used by anyone but the student. In the event of fault or unavailability of the pin code system, students may be issued a key. They are required to sign the Key Register and return the key promptly upon completion of their registration and/or direction of CUCNI.

## 8. Access Hours

CUCNI will be accessible 24/7 to registered students over 18 years of age using their pin code access and for registered students under 18 years of age during staffed hours and otherwise when accompanied by their parent, caregiver, teaching assistant or other person approved by CUCNI, with consent of their parent or caregiver.

When accessing the Centre outside of office hours, students must apply caution and ensure that it is safe to enter and exit the facility. If a student is concerned, they should arrange for an adult to meet them at the exit or call the Centre Manager and/or the Police on 000.



## 9. Emergency Procedures

The safety and wellbeing of students and staff are paramount at CUCNI. To ensure preparedness and appropriate responses during emergencies, the following guidelines and procedures apply:

- Students are encouraged to familiarise themselves with emergency exits, evacuation routes, and assembly points. This information is displayed on emergency signage and in the Student Handbook.
- In any emergency situation, students must remain calm and follow instructions provided by the CUCNI staff or emergency personnel.
- Any safety concerns, suspicious activity, or hazards should be reported to a staff member promptly.
- In the event of an emergency requiring evacuation, students must proceed to the nearest safe exit and make their way to the designated assembly point.
- To ensure students and staff are familiar with safety protocols and procedures, CUCNI includes evacuation plans in student orientations and shows students where the designated assembly point is.

## 10. CCTV and Security

CUCNI is constantly monitored by CCTV and each access by a student is recorded. In the event of an incident in the centre, these records will be accessed by staff. See the CUCNI Centre Security Policy for more information.

## 11. Network Access

Students may connect their own devices, such as personal computers, notebooks, smartphones, and tablets to the network or use available devices provided by CUCNI. Any other connection, (re)patching, (re)cabling, reconfiguration of network hardware, or deployment of software constitutes a modification and must have prior written approval by CUCNI.

CUCNI provides students with access to the CUCNI network for study-related purposes. Personal use within reasonable limits is also permitted, although unauthorised software cannot be downloaded, transmitted, or stored.

The speed and continuity of internet access depend on a wide range of factors, many of which are beyond the control of CUCNI. As a result, CUCNI accepts no liability for any disruption of internet access. In the event an internet access issue at CUCNI impacts a student's assessment, CUCNI will provide written information to support a student's application for special consideration.

## 12. Network Security

The following activities, intentionally created, transmitted, or stored, are prohibited on CUCNI network:

- Information that is designed or is likely to:
  - Damage CUCNI/s reputation,
  - Be misleading or deceptive,
  - Result in victimisation or harassment,
  - Lead to criminal penalty or civil liability,



- Be reasonably found to be offensive, obscene, indecent, threatening, abusive or defamatory, or
- Cause annoyance, inconvenience, or needless anxiety.
- Offensive, obscene, or indecent images.
- Junk or chain mail.
- A computer virus or worm.
- Interfering with another CUCNI network user or violating their privacy.
- Disrupting or illegally accessing computer systems, including the CUCNI network and those external to it. This includes deliberately bypassing network filtering and anti-virus systems.
- Transmitting or receiving material in breach of copyright laws.
- Using the network for unapproved commercial purposes (e.g., the transmission of unsolicited commercial or advertising material).
- Port scanning (the scanning of another machine to determine which services are running).
- Masquerading as another real or fictitious user (for example, forgery of the source of mail messages or news articles).
- Using password capturing or network sniffer programs.
- Installing misappropriated, or unlicensed software.
- Running of peer-to-peer file sharing systems.

Students must report breaches or suspected breaches of this agreement to CUCNI staff.

### 13. Monitoring

CUCNI collects statistical data regarding the operations of its electronic communications systems to ensure the ongoing availability, reliability, and security of these systems, including to detect unauthorised usage and other problems. This includes, but is not limited to network usage, data transmitted, movements through access tokens, user logins and device details, as well as data regarding system usage and performance.

CUCNI will monitor individual user communications only in the event of a suspected breach of this agreement.

### 14. Data Security

Students are responsible for saving work and data using their own storage devices. There is no liability on the part of CUCNI for any loss of data or corruption of data. Any damage to or loss of data, hardware or software resulting directly or indirectly from use of CUCNI or for any consequential loss or damage is not the responsibility or liability of CUCNI. CUCNI makes no warranty, express or implied, regarding CUCNI or its suitability for any particular purpose.

CUCNI may use automated tools and digital systems to help deliver our services efficiently and consistently. These tools may analyse information you provide to support tasks such as eligibility checks, risk assessment, or service allocation. Automated systems do not replace human judgment. All significant decisions that affect individuals are reviewed or confirmed by a trained staff member.

While CUCNI seeks to ensure privacy when connected, it cannot guarantee the confidentiality of any information stored on or transmitted through the CUCNI Network.