



SOCIAL MEDIA & DIGITAL COMMUNICATIONS POLICY

BEST PRACTICE AND ACCEPTABLE USE

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1. Introduction & Policy Statement

1.1. This policy sets out to identify and articulate the TTI's approach to social media and digital communications and offers guidelines for both business and personal use of these platforms by TTI employees and students. Often, business and personal engagement on social media platforms can overlap; this policy seeks to set out clear guidelines for TTI employees and students to refer to.

1.2. Visual media (photographs and videos) forms an integral part of social media and digital communication and is therefore referenced within this policy.

1.3 Given the fast pace of change in digital media and the TTI's commitment to best practice, this policy will be reviewed annually and updated and developed as required to ensure that the guidelines are not simply a snapshot of best practice at any particular point in time, but a resource providing relevant and up to date guidance.

2. Definition of Social Media & Digital Communications

2.1 Social Media is the term commonly given to Internet/web and mobile-based channels and tools that allow users to interact with each other and share opinions and content. As the name implies, social media involves the building of communities or networks and encouraging participation and engagement¹.

2.2 Digital communications is the term used to describe any communication over the internet or using mobile and new technology to effectively communicate with stakeholders.

3. Purpose

3.1 TTI recognises that a child is anyone under the age of 18. As per the TTI's Policy and Procedures on Safeguarding Children and Vulnerable Adults, this policy also considers vulnerable adults in relation to issues of consent and social media.

3.2 The purpose of this policy is:

3.2.1 To share best practice for responsible use of social media with TTI's internal and, where relevant, external stakeholders eg parents, partners, stakeholders and agencies.

3.2.2 To outline relevant legislation and internal policies and procedures relating to publishing content online and via social media platforms.

3.2.3 To provide practical guidelines for TTI's Directors, Representatives and Managers, to adhere to when setting up, maintaining and monitoring TTI social media accounts.

3.2.4 TTI Tutors will be advised to refer to this policy and to incorporate its principles on safe practice into their own online usage and internal policies.

3.2.5 TTI cannot and does not take responsibility for the business practices of its stakeholders (not directly employed) other than what is stated in the Affiliate Training Centre guidance; a factsheet with guidelines will be produced and published in the members' area of the website in order to offer support and guidance to our network.

3.3 The Benefits of Digital Communications & Social Media

3.3.1 The digital world via the Internet, social media and associated technologies have revolutionised the way in which organisations can communicate, connect and engage with their audiences. It is now possible to personalise mass communications, reach more people faster than ever before with relevant, targeted information; audiences can respond, 'like', 'retweet', question or add value to our original communication, in an instant.

3.3.2 TTI has a strong online presence via its corporate website and corporate social media accounts including, but not limited to, Facebook, Twitter, YouTube, LinkedIn and Instagram. They grow steadily and consistently.

3.3.3 The potential benefits to TTI include:

- Raise the Organisation's profile, including supporting the achievement of wider press and PR campaign objectives
- Communicate directly with our online audience in a friendly, professional and approachable manner
- Improve customer service and support by "listening" to our followers & customers, responding to them directly and immediately, and analysing feedback in order to improve TTI initiatives, projects and events
- Support recruitment and retention of:
 - Followers
 - Learners
 - Employers
 - Customers
 - Stakeholders
 - Referral Partners
- Support the commercial objectives of TTI including The Care Initiative, TTI Apprenticeships, The Compliance Initiative and the Affiliate Training Centre scheme.
- Sharing TTI's key messages, mission, vision and values creatively and dynamically
- Increase participation in TTI's portfolio of regional and national training events
- Create a sense of a national TTI community
- Deliver TTI events online via blogging, live streaming or virtual launches
- Build relationships with other organisations (with the goal of reciprocal marketing support)
- Demonstrate TTI's links with other organisations
- Drive traffic to further information sources

3.4 Potential Risks

As well as the potential benefits there are potential risks involved in utilising digital and social media channels. The risks largely fall into four areas:

3.4.1 Reputational

3.4.2 Legal

3.4.3 Safeguarding

3.4.4 Financial

3.5 All TTI employees are expected to read, understand and adhere to the best practice guidelines laid out in this policy to avoid exposing themselves as individuals or TTI to risk. (See 4, Legal Considerations).

4. Legal Considerations

4.1 This section will outline and address important aspects of the legal, regulatory and advisory domains affecting communications in a digital context.

4.2 As digital and social media usage develops, the legal and regulatory frameworks affecting the social space are also evolving. There is an increased clarification of previously untried or untested areas of practice.

4.3 While social media is often perceived as a unique and different environment, many of the legal considerations associated with more conventional print and broadcast media remain relevant. In the absence of strong and specific legislation relating to social media, English law has tended to use established areas as a starting point in cases to date. This section details the legal considerations to take into account when working with social media:

4.3.1 Intellectual Property (Creative Commons, copyright and TTI marks)

4.3.2 Law of Confidence

4.3.3 Defamation

4.3.4 Consumer Protection from Unfair TTI Regulation (2008)

4.3.5 Data Protection (1998) and General Data Protection Regulation (2018)

4.3.6 Privacy (Human Rights 1998).

4.4 Intellectual Property (IP) The use of visual and audio assets Intellectual Property (IP) describes ownership of an intellectual 'product' which may have commercial value. There are four main areas to consider:

4.4.1 Creative Commons² : As social media is built upon interaction, information and content sharing, specific protocols have been developed to facilitate and encourage the widespread and free distribution of content providing certain conditions are met (i.e. crediting the source or the author). This protocol is called Creative Commons and social media best practice suggests practitioners should strongly consider distributing and using Creative Commons licensed content where possible and appropriate.

4.4.2 Copyright: Copyright covers a range of content (i.e. literature, music, art, choreography, etc.) and includes audio and visual media like photographs and film/video content. Copyright is automatic and does not need to be registered – unlike TTI marks, for example.

4.4.2.1 The copyright owner has certain economic and moral rights – for example, the right to be credited as the creator of the material and the right to be financially rewarded if another party uses the material.

4.4.2.2 In most cases, the copyright owner needs to give permission for the material to be used, although there are exceptions to this. The concept of fair use in copyright law allows for certain actions; for example, there is provision for quoting from publicly available material if the source is cited, its use can be justified and only the necessary amount is included.

4.4.2.3 'Rights managed' (RM) as well as 'royalty free' (RF) assets can be found on stock photography websites such as: • Getty Images • iStock • Corbis Images

4.4.3 Trademarks: Trademarks include logos, slogans and words are 'signs' used to distinguish products or services of one company from another. A trademark owner has the right to prevent unauthorised use of that trademark.

4.4.4 Designs: Rights relate to the way a product looks – its shape, colour and patterns. Designs can be protected in a similar way to copyright, or can be registered. Owners of design rights have similar rights to trademark owners and permission to use or reproduce a design should be sought from the owner before publishing or sharing on digital or social media platforms.

4.5 The Law of Confidence in the UK is an important right and it's recognised by the courts and in the world of Intellectual Property. The law requires that a duty of confidentiality is established – this could be in the form of a written contract, for example an employment or business contract. However, the absence of a written document does not necessarily mean a duty of confidentiality does not exist.

4.5.1 Practical examples of circumstances where disclosure / confidentiality laws could be applied include:

4.5.1.1 Announcing a new client account before all details have been finalised

4.5.1.2 Posting financial information or reports for your own or a client's company

4.5.1.3 Revealing information about a competitor

4.5.1.4 Revealing information that is not in the public domain

4.6 Defamation is the act of making a statement about a person or company that is considered to harm reputation, for example by lowering others' estimation of a person or organisation (i.e. TTI or its community) or by causing them to lose their rank or professional standing.

4.6.1 If the defamatory statement is written down (in print or online) it is known as libel.

If it is spoken, it is known as slander. There are exceptions to this – for example, posting a defamatory statement online or recording it on a podcast would both be examples of libel.

4.6.3 TTI may be held responsible for something an employee has written or said if it is on behalf of TTI, or on a TTI-sanctioned space including a Facebook group, blog, tweet or website.

4.6.4 Action can also be taken against a person or organisation (TTI) for repeating or linking to libelous information from another source.

4.6.5 Check carefully before quoting or linking to statements from other online sources – always consider whether a statement can be proved before publishing or sharing it – in English law, the onus is on the person making the statement to establish its truth.

4.6.6 Speculating or adding the term ‘allegedly’ to digital or social media content that links to or repeats defamatory information does not exempt it from the law.

4.6.7 Retweeting, re-posting or linking to defamatory content previously shared by others does not exempt an individual or organisation (TTI) from the law.

4.7 Consumer Protection from Unfair Trading Regulations (2008) and 2014 Amendments The Consumer Protection from Unfair Trading Regulations sets out how commercial practices (applicable to TTI) can be unfair through misleading or aggressive practices, and lists 31 specific practices that are banned.

4.7.1 This regulation does not specifically relate to social media; however any practice used online which is deemed unfair, misleading or aggressive will fall under these rules.

4.8 Data Protection. Some social media campaigns may ask TTI members, students, customers or the general public to provide personal data (for example, a course which asks members to register through a website such as www.thetraininginitiative.co.uk). In cases such as these, it is important to be aware that UK data protection laws state that all visitors to websites must be made aware of how their details are being used, how they will be stored and who will have access to them. TTI’s Data Protection Policy and Procedures sets out TTI’s responsibilities with regards to Data Protection. In addition, website users can read our Policy Statement at <http://www.thetraininginitiative.co.uk/>

4.8.1 It is important to note that, as far as consent and data use is concerned, these will be effectively covered by the terms and conditions and privacy notices of each of these social media channels. This means that both you and your social media audience agree to the terms of the tools you use. GDPR will also require them to have an accountable EU representative that can be held to account for the GDPR compliance of the organisation within Europe.

4.8.2 Any personal information an individual provides on their personal profile/page, will be managed by the social media channel. For example, a social media ‘name’ is a personal identifier. This is significant because if an individual voluntarily decides to make that public, then that is their decision with full understanding and expectation that it will be seen by others³.

4.8.3 Due care and attention must be taken when advertising on social media to ensure that you are adhering to Data Protection legislation. If you have any queries about this, please get in touch with the Marketing Department.

4.9 Privacy The legal concept of privacy in the UK is complex as there is no one privacy law. However, the Human Rights Act (1998) incorporates the right to privacy for both individuals and companies. The law of confidence is bound with the right to privacy, and many legal cases centering around the right to a private life focus on breaches of confidentiality. Therefore, it is advisable to seek permission from colleagues, members or any individual before disclosing information or content about them (including visual media) on a blog, website or social media platform.

5. Regulatory Considerations

5.1 Advertising Standards Authority's (ASA) Code of Practice As of the 1 March 2011, the Advertising Standards Authority (ASA) extended its digital remit to cover marketing communications on companies' own websites and in other third party space under their control (i.e. social media platforms such as Facebook and Twitter). This extension empowers the ASA to apply the UK Code of Non-broadcast Advertising, Sales Promotion and Direct Marketing (the Committee of Advertising Practice CAP Code⁴) to digital communications and marketing.

5.1.1 Websites: All content on TTI websites or on TTI social media platforms must be "legal, decent and honest". All claims must be qualified and any statistical data must be properly referenced. This does also apply to all TTI subcontractors with their own websites and social media channels.

5.2 Press releases: Press releases, however, are excluded from the CAP Code. The distinction lies in the labelling of the document and the fact that it is intended primarily for journalists and bloggers and not consumers.

5.3 Search Engine Optimisation (SEO): Natural search results that turn up via a Google search are excluded from the CAP Code. However, paid-for advertisement (i.e. Facebook adverts, or pay per click advertising) are a form of advertising and fall within the remit of the code.

5.4 Social media conversations: User generated content falls within the new remit only if it is adopted and used proactively within an organisation's own marketing communications, on its own website or in other non-paid for space online under the organisation's control. For example comments about TTI's products or services on the TTI Facebook page or TTI Twitter or Instagram account by members as part of a natural conversation, don't fall under a code, but if TTI used those quotes to promote a particular product or service on the home page or via social media channels, then they would fall under the ASA's authority.

5.5 Film: Promotional films such as promotional teaser clips or content aimed at selling a product are covered by the code, but editorial film content intended to communicate an opinion (such as a New Year address to Learners from the Director) are not.

6 Industry Advice and Guidelines

6.1 IAB and ISBA Guidelines on Paid Promotion in Social Media (2011/ 2014) The Internet Advertising Bureau's (IAB) Social Media Council and ISBA, the Voice of British Advertisers, created unenforced guidelines designed to offer advertisers with practical advice for using social media with a view to enhancing organisational transparency and securing greater trust from consumers.

6.1.1 These guidelines apply to any circumstance where "a payment has been made in order for someone to editorially promote a brand, product or service within social media". For example, if TTI allowed third parties to advertise on the corporate Facebook page, or if TTI paid a magazine to include editorial in their publication.

6.1.2 Where this is the case, the IAB and ISBA require that three clear steps are followed to ensure transparent and ethical practice:

6.1.2.1 Ensure that the author or publisher of the promotion discloses that it is a 'paid for' piece of content

6.1.2.2 Ensure that authors adhere to the appropriate terms and conditions of the social media platform or website that they are using in relation to promoting a product or service

6.1.2.3 Ensure that the content of the promotion adheres to the principles of the CAP Code (see 5.1 above).

6.1.2.4 It is recommended that you also refer to any guidelines provided by the social media channel, with regard to advertising regulations, and rules surrounding paying a third party to share content on your behalf.

7 Security Considerations

7.1 TTI takes a proactive approach to addressing security risks associated with digital communications. In conjunction with other TTI policies (Privacy, Data Protection and Safeguarding) we are committed to:

7.1.1 keeping up to date with evolving regulations and the terms and conditions of the social media platforms we are using

7.1.2 managing social media and digital data throughout its life-cycle from initiation through, usage, storage, transfer, archiving and deletion

7.1.3 ensuring that sensitive personal data is not misused.

7.2 Passwords. TTI is vigilant about the security of its websites and social media platforms; choosing strong passwords and keeping them secure.

7.2.1 It is good practice to create unique log-in details for each person with administration rights to any digital platform (i.e. website, blog or social media)

7.2.2 Passwords should be a minimum of 8 characters and contain both lower and upper case letters, numbers and symbols; are kept securely and changed every quarter.

8 Social Media Measurement

Social media platforms are always evolving at a rapid pace and so there are currently no universally accepted or industry standard social media measurement metrics. However, TTI has put in place a measurement model to determine the value of social media activity in terms of reach, engagement, action or conversion and the measurable impact on the business.

9 Safeguarding guidelines within a digital context

TTI is committed to safeguarding children and vulnerable adults and has strong Policy and Procedures on Safeguarding Children and Vulnerable Adults in place. The use of digital platforms and social media in particular can make children particularly vulnerable to 'grooming' (see glossary). All TTI employees and freelancers should understand these risks, as well as being clear on acceptable boundaries between personal and professional so as not to put themselves, a child, or the organisation, at risk.

9.1 These general principles for TTI employees and students have been devised in line with safeguarding principles and procedures:

9.1.1 If at any time, you have concerns about any social media content on any TTI digital platform or a third party platform connected to TTI, you should inform your line manager, Senior Safeguarding Officer or Designated Safeguarding Officer (Appendix).

9.1.2 Ensure that your language within any social media post or digital communication cannot be misconstrued and does not suggest in any way that you are trying to develop a personal relationship with a child, young person or vulnerable adult.

9.1.3 Do NOT use your own device to photograph film or communicate with a child, young person or vulnerable adult. You will be expected to use TTI's equipment for all legitimate work purposes.

9.1.4 Do not post or share any visual media of children or vulnerable adults unless written consent has been given by a parent/guardian or carer. Only include further personal information (name, age, school) etc if you have written permission and a compelling reason to do so.

9.1.5 Ensure that all visual media published in a digital space does not 'identify' a child or vulnerable adult (i.e. name badges with clearly displayed full names or other details (school name, locations) which may make children more vulnerable to grooming).

9.1.7 Do NOT use ANY digital and social media accounts to send personal messages to children, young people and vulnerable adults or to write indiscrete or inappropriate posts about any child or vulnerable adult that you have come into contact with during the course of your employ.

9.1.8 Never encourage children to join TTI social media platforms if they are younger than the legal age to do so: for the majority of platforms this is 13.

9.2 Reporting a Digital Safeguarding Concern If any TTI employee, freelancer or student has a concern relating to an inappropriate image, posting or e-mail, they have a responsibility to report this concern to a Senior Safeguarding or Designated Officer. See the Appendix and refer to TTI's Policy & Procedures for Safeguarding Young People & Vulnerable Adults. If you have any concerns at all, record and pass the information over as soon as possible and no later than 24 hours to the named person.

If you are concerned that a child, young person or vulnerable adult may be in danger contact the Police for assistance on 999 or 112 from mobiles in Europe.

10. TTI's 'Prevent' responsibilities and social media/ digital communications

- Under the Counter-Terrorism and Security Act 2015 TTI is required to 'have due regard to the need to prevent people from being drawn into terrorism'. As such TTI has a Prevent Policy which relates to all staff employed by the Organisation and to those students on programme. As a matter of good practice, all staff employed at TTI should have due regard for the Prevent Duty and TTI's associated policy and procedures. As referenced in the Prevent Policy, it is unacceptable for any TTI IT networks to be used in any way that supports, promotes or facilitates terrorism. This also extends to personal social media pages and digital communications that references TTI. Any such behaviour should be immediately reported to either the Head of Centre, if it relates to students, or to the relevant line director if the issue relates to TTI members of staff, who will be able to provide immediate advice and support.
- As also outlined in the Prevent Policy, if any misuse of TTI's branding on social media accounts is discovered then action will be taken in accordance with the terms and conditions outlined in this policy.

11 Best practice for professional and personal use of social media

This section has been developed for the mutual protection of the reputation of TTI and its employees. It sets out best practice and clear guidelines that all employees are expected to adhere

to when utilising social media platforms in a professional as well as personal context. If TTI employees currently use any form of social media (i.e. Facebook, LinkedIn, Twitter, or similar sites), either for business or for personal use, they should be aware of the potential consequences of making comments publicly (see below) related to TTI, even if TTI's name is not used directly, for example: "the place where I work..." or "today in the office", etc. "Public" or "publicly" is defined as anything which can be accessed by others, even if this is in a "closed" or "private" online group (i.e. closed or by invitation only Facebook groups).

11.1 Business context: guidelines for social media use for authorised employees.

11.1.1 TTI employees are expected to communicate professionally at all times, regardless of the channel of communication. Do not let the more informal nature of social media mislead you into treating it differently than any other form of professional communication. TTI's Employee Handbook, Dignity & Respect Policy, Examiner Conduct Guidelines, the Code of Behaviour and the Policy and Procedures on Safeguarding Children and Vulnerable Adults provide guidance on expected behaviours.

11.1.2 This policy is a TTI corporate policy to which all employees are expected to abide and it is a condition of employment or engagement that employees abide by the rules, regulations and policies made by TTI and which are referred to in the Employee Handbook (employees) or Terms and Conditions (freelance and casual workers). Acceptance of employment or engagement signifies an agreement to abide by this policy. Any failure to comply with the policy may be considered a disciplinary matter and will be dealt with in accordance with the appropriate disciplinary procedure, which may lead to dismissal or termination of studies in case of students.

11.1.3 Official TTI social media accounts, pages or groups should be set up in consultation with and with the approval of the Director of Marketing & Communications.

Any unauthorised accounts could make both the employee(s) concerned and TTI vulnerable to legal and regulatory action.

11.1.3 The Marketing and Communications team at TTI headquarters must be granted access to all official TTI pages. This may mean sharing login and passwords for Twitter, or making a member of the team an admin on all TTI Facebook pages.

11.1.4 TTI's intention is not to adopt an unnecessarily restrictive approach, but simply to ensure that all published content on social media and digital platforms is appropriate, consistent, and adheres to relevant legislation to guard against risk to individual TTI employees, the TTI or children and vulnerable adults.

11.1.5 Authorised TTI bloggers, micro-bloggers and social networkers can still be held personally accountable for posts, and should always follow these set of guidelines:

- Do not use the TTI name or brand to endorse or promote any product, opinion, religion or similar belief, cause or political party or candidate.
- Equally, while we encourage and support employees in their involvement with registered charities where possible and appropriate, care should be taken not to use TTI to endorse any charity which itself promotes any particular opinion, religion or similar belief, cause or political party or candidate.
- Do not create fake blogs or posts, falsely represent oneself as a member or customer, or falsely advertise on any social media site. This directly contravenes the Consumer Protection from Unfair Trading Regulation law.

- Respect copyright and trademarks, fair use and disclosure laws (i.e. when sourcing visual media to share, these should be clear of copyright, or copyright needs to be formally agreed by its holder).
- Respect your audience. Respect the privacy of others and do not use racial or sexual slurs, obscenities, indecent or pornographic content or write about topics which could be considered inflammatory, such as politics or religion. Your posts should comply with the terms of TTI's Equality and Diversity Policy as well as this policy.
- When publishing or posting content about an individual (including visual media) ensure that express written permission has been sought in advance and/or do not disclose anything that affects their right to privacy.
- No communication should disparage TTI competitors.

12. Personal context for TTI employees: guidelines for social media use

12.1 If you own/publish a blog or engage with social media outside the official TTI social networks and websites and this platform(s) is openly accessible to the public and has something to do with the work you do at TTI, or subjects closely associated with TTI, you must use a disclaimer such as: "The postings and views on this site are my own and don't necessarily represent TTI's positions, strategies or opinions". This approach should also be adopted if, on such platforms (in your profile or postings), you refer to yourself as an employee of The Training Initiative. You should also inform your Line Manager of this activity.

12.2 No communication openly accessible to the public (this includes closed/secret Facebook groups or private accounts) should disparage TTI, any TTI employee or officer, partners, associates or any other stakeholder.

12.3 No communication openly accessible to the public (this includes closed/secret Groups or private accounts) should contain any information, or potential information, that can identify a child, young person or a vulnerable adult attending any TTI classes, examinations or TTI events.

12.4 No communication, without the express written permission of TTI, should contain TTI logos or trademarks and should respect copyright, fair use, financial disclosure and other applicable laws and regulations.

12.5 Ensure that your personal blogging, micro-blogging or social networking activities do not interfere with your work commitments and that personal use is kept within break times, pre and post working hours, whether using TTI's IT systems or not.

12.6 TTI employees should ensure that they have read the Conditions of use of the Internet as stated in the TTI Employee Handbook as well as this policy before posting or sharing anything.

13. Disciplinary procedure

Alleged breaches of this policy will be taken seriously and, where appropriate disciplinary action will be taken against employees found to be acting or have acted in contravention of the policy. Disciplinary action could lead to dismissal or termination of their studies in case of students.

14. Review of policy

This policy will be reviewed annually and amended in line with both internal policies and legislation and or best practice. It will be reviewed by the Director of Marketing & Communications.

15. Glossary of Terms

- Blogs are often websites with dated items of content in reverse chronological order, self-published by bloggers. Items – sometimes called posts or blogs - may have keyword tags associated with them, are usually available as feeds, and often allow comments.
- Content is used here to describe text, pictures, video and any other material that is published on the Internet.
- TTI employees means UK permanent and fixed term employees, apprentices, freelance and contract workers, including trainers, assessors and IQAs. It also means casual workers such as course attendants, examination attendants, chaperones and other assistants, as well as board members.
- A post is an item on a blog or forum.
- Profiles are the information that you provide about yourself when signing up for a social networking site. As well as a picture and basic information, this may include your personal and business interests, a "blurb" about yourself, and tags to help people search for like-minded people.
- TTI authorised bloggers are those employees or officers that have been invited to write or blog in an official capacity on behalf of TTI for the advancement of TTI and or its business.
- Social media is a term for the tools and platforms people use to publish, converse and share content online. The tools include blogs, wikis, podcasts, and sites to network, share photos/videos and bookmarks.
- Social networking sites are online places where users can create a profile for themselves and then socialise with others using a range of social media tools including blogs, video, images, tagging, lists of friends, forums and messaging.
- Public any content accessible to the general public.
- Prevent relates to TTI's requirement under the Counter-Terrorism and Security Act 2015.

16. Further Information TTI Policies

- Safeguarding Children and Vulnerable Adults Policy and Procedure
- Data Protection Policy & Procedures
- Equality & Diversity Policy • Dignity & Respect Policy
- Employee Disciplinary Procedure
- Examiner Code of Conduct (including Disciplinary Procedure)

17. Further reference

- Advertising Standards Authority
- ASA website GuidedTour:New Media
- <http://www.asa.org.uk/asa/about/Guided+Tours/New+media/Welcome.htm>
- Blogs in Plain English

- The Good Blogging Guide for Education Useful websites for advice and information
- The UK Council on Child Internet Safety www.dcsf.gov.uk/ukccis • Childnet International www.childnet.com
- Safenetwork www.safenetwork.org.uk
- Child Exploitation and Online Protection Centre (CEOP): CEOP is a police agency with powers to investigate concerns about grooming or sexual abuse of young people online. Professionals and young people can report concerns to CEOP via the 'ReportAbuse' button on their website. www.ceop.gov.uk
- InternetWatch Foundation (IWF): You can report obscene and illegal internet content to the IWF and they will work with Internet Service Providers to ensure it is removed or blocked. www.iwf.org.uk

TTI maintains a published list of Senior Safeguarding Officers and Designated Safeguarding Officers.