



**JERSEY EMPLOYMENT TRUST**

**Client IT Policy  
January 2021**

## Client IT Policy

It is important to us that our client have up-to-date and working IT facilities available to them to help with their job searching and ongoing training and development. Computers and WiFi are available for clients to access at our Oakfield and Kensington Chambers Job clubs.

To ensure your privacy and safety, and that of other clients while using JET's IT facilities, the following IT Policy applies to everyone:

### Logging onto a JET computer

- 1) All clients are given a unique login and password to access a JET computer.
- 2) You should always log on to a JET computer using your own username and password – you must not use another person's login.
- 3) Never write down your login / password details or disclose them to someone else. If you cannot remember your password, ask a member of staff to assist.
- 4) If you think someone has discovered your details, then please inform a member of staff immediately so your password can be changed.
- 5) You must ensure you log out at the end of each session.
- 6) If another user is logged onto a computer that they are no longer using, you must inform a member of staff who will log them off.

### Acceptable Use

JET computers are primarily available for clients to use for the following purposes:

- 1) Completing job application paperwork (for example; CV's, cover letters application forms, online screening processes).
- 2) Online job seeking activity (e.g. accessing recruitment/company websites, checking and sending emails/messages).
- 3) Interview preparation (for example; researching questions, companies, advice and guidance).
- 4) Training and development (e.g. online courses/training, e-learning, driver theory practice).
- 5) Accessing advice, guidance and job-related resources.
- 6) Storing personal job-related documents (for example CVs, cover letters, application forms, job application logs).

Should you wish to use JET IT facilities for any reason other than those detailed above, please speak to your Employment Coordinator or a member of staff.

While using JET IT facilities you should **not**:

- 1) Use social media for purposes other than job-related activity
- 2) Use computers / printers or scanners for your own personal IT requirements
- 3) Bully, harass, insult or attack others via email, social media or any other means.
- 4) Use strong language, swear or use aggressive behaviour to other users, either online or in person.

## **Acceptable content**

Everything you do on a JET computer has the potential to be tracked, this means your IT activity and any websites that you access can be recorded or logged and we can review this log if we believe our facilities are being used inappropriately. To help protect yourself, and others when using JET facilities, and to ensure our IT facilities are not compromised, you must **not**:

- 1) Download any programs or software to a JET computer – if you require a specific program, please speak to a staff member for assistance.
- 2) Download or upload any copyright materials. Downloading copyright materials (including music and video files) without paying the appropriate licence fee is often a criminal act that is considered as theft.
- 3) View, send, download or upload material that is considered illegal, offensive, inappropriate or unsuitable for viewing. If you accidentally see any material of this nature, you should close the page you are viewing and report it to a member of staff immediately.

We understand that mistakes can happen; if you download something or access illegal, offensive, inappropriate or unsuitable material by accident please let a member of staff know straight away. You will not be in trouble for reporting something and you can help us make sure our computer systems are secure and protected if you tell us about it.

However, if we believe JET facilities have been used inappropriately, we will investigate and act accordingly.

## **Reporting faults & damage**

To help us ensure our IT facilities are in good working order for all clients, we ask you to:

- 1) Take care when using our computers, printers and other IT facilities.
- 2) Do not eat and drink when using the computers. If you wish to eat or drink, please use the break areas provided.
- 3) Let someone know if an item or program you need is not available or cannot be found – we can help locate it for you.
- 4) Report any faults or damage to a member of staff immediately so the problem can be fixed.
- 5) Notify someone immediately if you accidentally break something so it can be repaired or replaced.