

QA IN LEARNING



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PUBLIC

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1 Introduction

1.1 Overview

This Code of Conduct applies to all learners studying with the QA group of companies (hereafter "QA" or "Company" or specifically "QAHE"), including apprentices and other delegates in addition to the Instructor community. Instructors are also bound by the QA Computer User Agreement as employees or representatives of Company.

This Code of Conduct provides policy surrounding activities that you may undertake while within Company training centres or within other Company classroom or learning environments, including those online or indeed the wider community as a whole.

Cyber Defence and Offence, amongst other teachings, are sensitive subjects, and you shall not bring Company, your sponsor or employer into disrepute as a result of your misplaced actions.

1.2 QA Higher Education Students

Students of QA Higher Education (QAHE) should read applicable QA/QAHE policy documents along with the relevant parent University policy documents.

Within this QA Code of Conduct use of the word 'delegate' includes student users within a QAHE site or campus.

1.3 Definitions

A Classroom is defined as the space within which education or presentations are delivered. This may be a room or indeed an open area depending on the event.

Event Delivery Infrastructure is defined as the computer and network infrastructure at the boundary of and outside of the classroom environment that you are within.

Classroom Infrastructure is defined as the equipment logically within your classroom, which your Instructor has given you permission to use or access.

Typically the limit of the Classroom Infrastructure environment will be the wired or wireless LAN default gateway leading from the in-classroom network you are on and leading to the Internet and other networks.

Personal data includes information relating to natural persons who:

can be identified or who are identifiable, directly from the information in question; or



2 Legal Notice

You must not perform or participate in any form of illegal activity (or any activity that would be generally considered unacceptable or indecent) using the equipment, services or skills provided to you by Company or your employer.

You must always ensure that you are aware of the laws that are applicable to the tasks that you undertake, including those of other territories (countries) based on the locations of the systems you are accessing.

You are solely responsible and liable for any direct, indirect or consequential loss or damage arising from your actions or in connection with our service, whether arising in tort, contract, or otherwise – including, without limitation, to Company or any third party, any loss of profit, contracts, business, goodwill, reputation, data, income or revenue.

You must always ensure:

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4 Training Infrastructure and Environment

4.1 General

Your use of equipment and services are provided to support your learning while you are with us, and unless otherwise communicated in writing to you, remain the property of Company or your employer.

4.2 Prohibited Activities

Event Delivery Infrastructure must not be abused, attacked or probed in any form, including but not limited to:

- Personal data must never be used in any uncontrolled environment or system, such as within a classroom, training, test, lab or development environment.

- Removal or otherwise making any network or security control that Company



Any action in doing so will lead to disciplinary or legal action being taken by Company or your employer and may also constitute a criminal offence.

Inappropriate material includes, but is not limited to:

- Child abuse
- Bestiality
- Rape
- Pornography
- Sexism



Many of Company's centres have free delegate and student wireless internet access. Delegates and students will find the wireless access details (SSID and passcode) on noticeboards within the centres.

Internet service is provided as-is, with no promise of any service level, security or availability guarantee.

Use of the internet access is subject to a fair use policy. Delegates and students should not abuse the service, such as instigate downloads of data that may impact the overall available bandwidth. Where abuse is detected, Company may remove the internet service without notice.

All delegates and students must abide by Company's policies on prohibited and unacceptable use, as detailed in this document.

Although not encouraged, delegates are permitted to connect USB devices to classroom devices. This includes USB devices and mobile phones. Delegates should however be reminded that Company delivered courses are comprised of copyright materials, with the IPR retained by Company and therefore should not be copied.

Should a delegate or student connect their own devices to a Company device, they are doing so at their own risk. The Company shall not be held liable for any damage or data loss as a consequence of the action.

Users are reminded that any cyber security or hacking skills that may be learned while they are with Company are only to be practiced while within the safe boundary of a classroom. Refer to the conditions described in section 4.4 above.

4.7 Recording of Video or Audio

Recording of video or audio may be desirable within Company's centres to aid learning.

Any delegate or student requests to perform audio or video recording must be made at the time of event booking.

Where justification is accepted, all delegates or students must be made aware prior to the start of the recording, so that they are aware and agree to participate in the event. Should any one delegate or student oppose the recording on the day, then no recording will be made.

Where Company will be streaming or recording the event, notice of this will be communicated within the joining instructions that are sent once the booking has been confirmed.

4.8 Public Internet Usage

The use of Internet access provided within Company premises is provided free-of-



If anyone is found to be downloading large files from the internet, and it causes a bandwidth issue within the centre, internet access may be removed as a provision to the classroom. Internet access is monitored.

Company is not responsible for the content at any of the external sites accessed via Company networks or computer equipment. Furthermore, although computer equipment is maintained, its confidentiality and integrity cannot be guaranteed against the presence of viruses or any other types of malware.

Internet service is provided as-is, with no promise of any service level, security, integrity or availability guarantee.

4.9 Intellectual Property and Copyright

Intellectual Property (IP) is the term applied to a type of property or asset arising from the output of a human mind - essentially the material representation of an idea.

Intellectual Property Rights (IPR) are the legal rights given to the creator to protect the invention or creation, allowing them to achieve some commercial benefit from their efforts and recover research and development costs. This is commonly achieved through protections like copyright, patents and trademarks.

Copyright laws aim to prevent others from copying, distributing or adapting 2(co)5ne



6 Compliance

6.1 Policy Compliance

Company Management expects that all learners will comply with this Code of Conduct.

6.2 Penalties

Non-compliance is defined as any one or more of the following and may result in penalties:

Any person who knows of or suspects a breach of this policy must report the facts immediately to their Company contact, e.g. Instructor, Tutor or Skills Coach or, where that person may be involved in the breach, to their booking contact or other formal complaint contact.

Any violation or non-compliance with this policy may be treated as serious misconduct, which may lead to termination of employment, and/or civil or criminal prosecution.

6.3 Liability

