

Christ Theological College

IT Guidelines and Procedures

(For students and staff of CTC-Online provision)

Document Control

Policy Title: Teaching & Learning Policy

Version: 1.0

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Approved By: CTC Leadership Team

Policy Owner: Academic Dean

Review Cycle: Every two years, or sooner if systems change

Next Review Date: March 2029

Applicable Programmes: CTC Micro-credentials (Level 4/5)

1. Purpose and Scope

Christ Theological College teaches entirely online. Everything a student does with the College, joining a class, reading a set text, submitting an assignment, contacting a tutor, happens through a small number of digital systems. These guidelines explain what those systems are, how to get into them, what is expected of you when you use them, and what to do when something stops working.

They apply to everyone who holds a CTC

account: students, staff, associate tutors, and anyone given temporary access for a specific purpose. They apply wherever you are in the world and whatever device you are using, because the systems are the same.

CTC has no campus, no computer room and no internal network. It does not own the equipment you study on or the connection you use. That shapes what follows: these guidelines are largely about accounts, conduct and security, and not about premises or networks, because CTC has neither.

2. CTC Systems at a Glance

System	What it is for	How you get in	Who to contact
Zoom and CTC Intranet	Module materials, recorded lectures, reading lists, assignment briefs, submitting work, announcements	Account created when you enrol; details sent to your personal email address in the welcome pack	admin@ctcollege.org
CTC email address and student WhatsApp Platform	All official communication from the College	Account created when you enrol	admin@ctcollege.org
Zoom	The weekly live session, tutorials and meetings	Links published on the learning platform and sent by email	admin@ctcollege.org
[File storage / document tools]	Writing and storing your work	Included with your CTC account	admin@ctcollege.org

3. Your CTC Account

3.1 Your account is created by the admin team when you enrol and is closed when you complete or withdraw, after a short period in which you can retrieve your own work.

3.2 Your account is personal to you. Do not share your password, and do not let anyone else use your account, including a spouse, a colleague or another student.

3.3 You are responsible for anything done using your account. If you think someone else has access to it, change your password and tell the admin team the same day.

3.4 CTC will never ask you for your password, by email or in any other way.

4. Email

4.1 Every student is given a CTC email address. This is the only address CTC uses for official communication, timetable changes, assessment information, results, and anything requiring a response.

4.2 Check your CTC email at least twice a week during term. Not having read an email sent to your CTC address is not accepted as a reason for missing a deadline or a requirement.

4.3 Write to staff and to one another as you would in any professional or ministry setting. Email sent from a CTC address represents the College.

4.4 Do not send abusive, threatening, harassing or obscene messages, and do not send email purporting to come from someone else. Do not use your CTC address for commercial purposes or for circulating unsolicited material.

4.5 Staff aim to respond to student email within 3 working days during term. Tutors are part-time and are not expected to respond in the evening or at weekends.

4.6 Your CTC address is available to you for the duration of your studies. Access stops a month after completion of studies.

5. The Learning Platform

5.1 The learning platform holds everything for your modules: recorded lectures, materials, reading lists, assignment briefs and the submission point for assessed work.

5.2 Log in at least once a week during term. Announcements, changes and reminders are posted there, and as with email, not having seen them is not an accepted reason for missing a requirement.

5.3 Assessed work is submitted through the platform, not by email, unless you have been told otherwise in writing. Keep your own copy of everything you submit and take a screenshot or note of the confirmation.

5.4 If the platform is unavailable close to a deadline, email [address] immediately with your work attached and the time you tried to submit. Work sent this way is treated as submitted at the time of the email.

5.5 Materials on the platform are provided for your study. Do not copy them to public sites, share them outside your cohort, or pass them to anyone not enrolled.

6. Live Sessions

6.1 The weekly session is hosted from a CTC-administered account, with a waiting room enabled. Sessions are not hosted from a tutor's personal account.

6.2 Session links are for enrolled students only. Do not forward a link, post it anywhere, or bring a guest into a session without the tutor's agreement in advance.

6.3 Sessions are recorded and made available to your cohort. You will be told this at the start of each module.

6.4 You may not record, screenshot, photograph or share any part of a session, or any image of another participant. Sharing images of people without their consent may be unlawful as well as a breach of these guidelines.

6.5 Expectations about joining on time, preparation, cameras and participation are set out in the CTC Student Attendance and Engagement Policy, section 6.

Expectations relating to safeguarding in online sessions are set out in the CTC Safeguarding Children and Adults at Risk Policy.

7. Your Own Equipment

7.1 You study on your own computer and your own internet connection. CTC does not supply equipment and does not fund connectivity.

7.2 The minimum you need is published in the CTC Learning Resources and Digital Infrastructure Policy, Appendix C, and is sent to you before you accept a place. In summary: a laptop, desktop or tablet with a keyboard, a phone alone is not enough; a supported operating system that still receives security updates; a working camera and microphone; a connection that can sustain video conferencing; and the ability to produce documents in word document or PDF.

7.3 Keep your device updated and protected. An operating system no longer receiving security updates puts your own work and your own personal data at risk before it puts anyone else's.

7.4 Take care using shared or public computers. Log out fully, and do not save your password in a browser you do not control.

7.5 If your equipment or connection cannot sustain the programme, tell the Programme Leader early. The options CTC can offer are set out in the Learning Resources and Digital Infrastructure Policy, section 5.4; they are limited, but they are better used early than after a series of missed sessions.

8. Acceptable Use

When using CTC systems, or taking part in any CTC activity online, you must not:

- do anything unlawful, or use CTC systems to assist anyone else to do so;
- gain or attempt to gain access to any account, file or system you are not authorised to use, or interfere with the operation of any system;
- send or post material that is abusive, threatening, harassing, defamatory, obscene or grossly offensive;
- harass, bully or intimidate any member of the CTC community, or engage in discriminatory conduct;
- access, store, produce or circulate extremist material, material that promotes or glorifies terrorism or violence, or indecent images- see the CTC Prevent Policy and Safeguarding Policy;

- impersonate another person, or misrepresent your identity or authority;
- breach copyright or licensing terms (section 10);
- use CTC systems for commercial gain, political campaigning, or the promotion of unrelated organisations;
- publish or circulate the private information of another student or member of staff without their consent.

Some legitimate academic study, for example study of extremist ideology, of religious violence, or of abuse in ministry contexts requires engagement with difficult material. Where a module requires this, the tutor will say so and the material will be provided or identified by the College. If you need to access such material for a piece of independent work, discuss it with your tutor first. See the CTC Prevent Policy, section 9.

9. Security and Passwords

9.1 Use a long, unique password for your CTC account. Do not reuse a password you use elsewhere.

9.2 Turn on multi-factor authentication where it is offered and use it. CTC currently does not require it

9.3 Be alert to phishing. Messages asking you to confirm your password, threatening account closure, or attaching an unexpected document are the common patterns. If a message is unexpected, do not click; forward it to admin@ctcollege.org and ask.

9.4 Lock or log out of your device when you leave it, particularly if you share a home with others.

9.5 Report any suspected security incident immediately to admin@ctcollege.org, a lost device holding CTC work, an account you think has been accessed, a document sent to the wrong person, or a suspicious message you responded to. Reporting quickly limits the harm, and no one is penalised for reporting promptly and honestly.

10. Copyright, Licensing and the Use of AI Tools

10.1 Material supplied to you on the learning platform is licensed for your study. Do not redistribute it.

10.2 Do not upload to CTC systems material you do not have the right to share.

10.3 The use of generative AI tools in assessed work is governed by the CTC AI policy. In short: you must not present work generated by an AI tool as your own, and where a module permits the use of such tools you must say how you used them.

11. Data Protection and What CTC Can and Cannot See

CTC is straightforward with students about monitoring, because vague statements about it cause more anxiety than clear ones.

11.1 CTC does not operate a network and does not monitor your internet traffic, your browsing or the content of your device. It has no ability to do so.

11.2 CTC can see, on its own systems: when you log in to the learning platform, which materials you open, what you submit and when, and the email you send and receive using your CTC address. It can see attendance and joining data for live sessions.

11.3 This information is used to support your learning, to monitor engagement (see the Attendance and Engagement Policy, section 7), to investigate a suspected breach of these guidelines or of academic integrity, and to keep the systems working. It is not used for any other purpose.

11.4 Access to email content is not routine. It happens only where there is a specific and recorded reason, a serious complaint, a safeguarding concern, a legal obligation, and is authorised by the Principal.

11.5 All of this is processed under the UK GDPR and the Data Protection Act 2018 and in accordance with the CTC Data Protection Policy.

12. Getting Help When Something Goes Wrong

Report faults to [address], including what you were doing, what happened, and a screenshot if you have one.

If this happens	Do this	Target response
You cannot log in	Email [address] from the address CTC has for you; do not create a second account	1 working day
A session will not start or you are dropped repeatedly	Email the tutor and [address] the same evening; use the recording in the meantime	Same evening where a session is running
You cannot submit before a deadline	Email your work to [address] immediately with the time you tried	1 working day
A link or file is broken	Email [address] with the module and the page	3 working days
You think your account has been compromised	Change your password and email [address] straight away	Same day

13. Breaches of These Guidelines

13.1 Most problems are dealt with by a conversation. Where something more is needed, a breach is handled under the CTC Student Code of Conduct for students, or under the relevant staff arrangements for staff and associate tutors.

13.2 Serious breaches unauthorised access, harassment, the circulation of indecent or extremist material, or anything unlawful are reported to the Principal and may be reported to the police or to another appropriate authority.

13.3 Where a safeguarding concern arises, the Safeguarding Policy applies and takes precedence.

13.4 Access to CTC systems may be suspended while a serious matter is investigated. Where this happens, the student is told why, in writing, and arrangements are made so that they are not disadvantaged academically while the matter is resolved.

14. Related Policies and Review

- CTC Learning Resources and Digital Infrastructure Policy
- CTC Student Attendance and Engagement Policy

- CTC Safeguarding Children and Adults at Risk Policy
- CTC Prevent Policy
- CTC Data Protection Policy
- CTC Student Code of Conduct

These guidelines are reviewed every two years, and sooner if CTC changes the systems it uses. They are issued to every student at induction, published on the learning platform and the website, and issued to every associate tutor on appointment.

Version Control

Version	Date	Author	Summary of change	Approved by
1.0	July 2026	NMH	Created for CTC, covering the areas addressed in the UST IT Guidelines and Procedures (portal and account access, email, learning platform, computing equipment, connectivity) adapted to a wholly online provider with no campus or institutional network, with acceptable use, security, copyright and AI, monitoring transparency, fault reporting and breach provisions added	SLT