

MOBILE PHONE POLICY
August 2018

SOUTH THAMES COLLEGES GROUP
KINGSTON HALL ROAD
KINGSTON
SURREY KT1 2AQ

Policy Title: Mobile Phone Policy		Staff Member Responsible: Director of IT Services
Version: 1	Date EqIA Undertaken:	Review Date: July 2019

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1 Introduction

1.1 Purpose

This document sets out the South Thames Colleges Group Policy to regulate the issue and use of mobile phones and wireless devices within the organisation. Specifically, the following areas are covered by this policy document:

- Eligibility for allocation of a Colleges Group Mobile Phone
- Mobile Handsets
- Mobile Usage
- User Responsibilities
- Contract Obligations
- Managing Mobile phone contracts

One benefit to the Colleges Group is that the GLT/SMT and their Direct Reports can be contacted at all times during their working hours, and in some cases outside of these hours. These members of staff are entitled to the use of a Mobile Telephone, provided by the Colleges Group. Should a member of staff not wish to accept this entitlement, they should ensure that alternative arrangements are in place to enable them to be contacted in a timely way during working hours and any other periods that it is agreed they should be contactable.

The College may need to contact other staff outside of this group and need them to possess a mobile telephone for the following reasons:

- there is an identifiable and assessed risk (financially/strategically/operationally) to the Colleges Group if an individual cannot be contacted.
- there is an identifiable and assessed risk to the individual if they are unable to contact the Colleges Group.
- an individual is required to be “on call” as part of their job role.

Where the Colleges Group has provided a Mobile phone to an individual the number of that phone will be automatically populated in that person’s email signature along with their Direct Dial number by default.

Some individuals may need to have occasional access to a mobile i.e. enrolment, exams etc. When this is the case, the Department/School will be able to purchase a Pay As You Go mobile, that is the responsibility of the Department/School to pay for and manage the Handset/SIM. This will ensure the most effective use of available resources.

1.2 Legislative context

All employees applying for or using a mobile phone for business use must comply with the requirements of all relevant and applicable legislation. This includes, but is not limited to, general duties imposed on the South Thames Colleges Group as a public authority.

Key Policies that must be taken into account with this Policy include the ICT Security Policy and the Information Security Policy.

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2 Policy

2.1 Principles

The Colleges Group will only provide a mobile phone/device if there is an essential business need specific to the individual role.

Applications for a mobile phone must be made by completing the Mobile Phone Application Form at the end of this policy. Upon receipt of an application, IT Services will seek confirmation of authorisation to purchase from:

1. The relevant PG Member.

Applications that are not approved by the PG Member will not be processed.

2.2 Mobile Handsets & Tariffs

The Colleges Group will offer a limited range of handsets and mobile phone/Data tariffs. The most appropriate handset and tariff combination will be determined based on information contained within the application form. Handset allocation is determined based on cost effectiveness, not personal choice. The College will supply the relevant Handset, together with a charger, an ear-piece/microphone and if required a car charger.

Two types of Device will be offered;

- Smart Phone – either iOS or Android. (GLT/SMT & Direct Reports)
- Mobile Handset/Budget Smart Phone. (Others)

2.3 Mobile Usage

Mobile equipment issued by the College has to be used primarily for work-related communications. Inland Revenue guidance does permit an employee that has been issued with a business mobile to make private calls, but only when private use is 'not significant'.

- The Colleges Group will pay the Network Line Charges for all mobiles.
- The Colleges Group will pay for all standard calls/texts/Data between 08:00 – 18:30 Monday – Friday when the Colleges are open.
- Users will pay for all premium rate call charges.
- Users may have to pay for calls/texts/Data outside of the above hours, that are not related to Organisational business/not approved by their Manager.
- Users may have to pay for international calls that do not relate to Organisational business/not approved by their Manager.

N.B. **"All users will pay for"** = the individual will pay with their personal funds.

Use of, or subscription to, premium and/or interactive mobile services using a Colleges Group phone is strictly prohibited. This includes (but is not limited to) the downloading or forwarding of ring tones, videos and mobile-TV. Failure to comply with this may result in disciplinary action being taken against an employee.

SIM Swapping – The Colleges Group does not permit the transfer of the College owned SIM card from the supplied handset to a personal device. This may incur substantial costs for incorrect tariff usage and the College will seek full recompense for any additional charges incurred due to this action. This may cause a serious security breach (Refer to ICT Security and Information Systems Security Policies).

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Note: All users and their line managers must be aware that call usage will be monitored on a regular basis.

2.4 User Responsibilities

Members of staff who are allocated a mobile device will be held responsible for the handset and all calls made and other charges incurred. It is therefore essential that devices must be kept secure at all times and use by anyone other than the named individual is prohibited.

The handset/SIM PIN code or other security locking system should always be used. Sensitive information (e.g. personal data, passwords, or any other data that could bring the Colleges Group into disrepute should it fall into the wrong hands should not be stored unsecured on a mobile device. Staff should consider the impact of retrieving their email on mobile devices.

Handsets that are lost or stolen must be reported immediately to IT Services so that the handset can be deactivated. It is strongly recommended that users keep a separate note of their handset's IMEI number as this will need to be provided to the mobile provider to deactivate the handset.

*Note: In most cases, users can input the following key sequence into their phone in order to display the handset's IMEI number: *#06#.*

If an employee loses more than two mobiles within any one-year period, then the Colleges Group reserves the right to refuse to issue any further devices to that individual.

Mobile devices remain the property of the Colleges Group at all times and must be surrendered when a member of staff leaves employment or on demand by their Manager, HR or IT Services.

2.5 Contract Obligations

Having placed an order for a mobile phone, users are entering into a two-year contract with the service provider. The user is therefore issued with the device for a minimum period of two years. The device is available to the user as long as they remain with the Colleges Group and their role requires them to be available for contact outside of the office.

Users must not under any circumstances, re-allocate mobile devices to others without first seeking authorisation from HR/IT Services. In the event that HR/IT Services authorise the re-allocation of a device to another individual, all elements of the contract including phone number will also be transferred.

2.6 Managing Mobile Phone Contracts

The College is responsible for;

- Paying the Network Line Charges for all mobiles.

The local budget holder is responsible for;

- Reviewing the ongoing requirement/eligibility for each mobile device funded from their budget.
- Reviewing summary bills and addressing high call and data usage.
- Consulting IT Services regarding user changes.
- If a user changes role, responsibility for the contract will remain with the originating department unless:
 - The user's new Manager indicates that a mobile is required in their new role, and a transfer is agreed between the relevant SMT Members.

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- IT Services are made aware of the new cost centre for charging purposes. This should be done before the user changes role.

If no details are supplied, then the mobile will continue to be charged to the old cost centre and the cost centre will continue to carry the costs until the end of the billing period after which notification occurs.

3. Executive Guidance

3.1 Responsibility

Executive Board members have ultimate responsibility and accountability for ensuring that;

- The Mobile Phone Policy is applied to all Mobile Phones supplied to staff within their area.

3.2 Exceptions to this Policy

Requests for non-standard mobile phones and contracts purchased by the Colleges Group will only be met when there is a clear business need e.g. where specialised mobile phones are required for research purposes or for particular non-research related activities or as a reasonable adjustment for any staff member with specific requirements due to a disability.

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South Thames Colleges Group

MOBILE PHONE APPLICATION FORM

To: PG Member: – *Relevant Area*

From:

Date:

Mobile telephone requested for:

There is an identifiable and assessed risk (financially/strategically/operationally) to the Group, if this individual cannot be contacted:

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There is an identifiable and assessed risk to this individual if they are unable to contact the Group:

--

This individual is required to be "on call" as part of their job role:

--

Please attach any other supporting documents for this application i.e. Risk Assessment, Disaster Recovery Procedures etc.

All costs incurred to be debited to budget code:	
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Accepted:	
Rejected:	

Date..... PG Signature.....

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MOBILE TELEPHONE AGREEMENT

NAME			
MOBILE NUMBER			
BUDGET HOLDER RESPONSIBLE			

The Colleges Group is issuing you with a mobile telephone. You accept responsibility for the phone and agree to comply with the conditions contained within the Mobile Phone Policy for the use of Mobile Telephones which the Colleges Group may up-date from time to time.

Mobile equipment issued by the Colleges Group has to be used primarily for work-related communications.

- The Colleges Group will pay the Network Line Charges for all mobiles.
- The Colleges Group will pay for all standard calls, texts etc between 08:00 – 18:30 Monday – Friday when the College is open.
- All users will pay for all calls and texts outside of the above.
- All users will pay for all premium rate call charges.
- All users will pay for all data calls.
- All users will pay for all international call charges.

“All users will pay for” = the individual will pay with their personal funds.

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