**GSU Student Media: User Agreement and Terms of Usage**

This document, formed and based upon the GSU Bye-Laws, aims to clarify the relationship between Greenwich Students’ Union, its Student Media groups, and their respective members. In addition to this, it will set out guidelines for the potential pitfalls of legal and ethical difficulties faced by student media.

1. General

In accordance with Bye-Law 12: Student Groups

* 1.1 The purpose of student groups are to enable students who have similar interests to meet one another, run and take part in activities and actively participate in the Union.
* 1.2 Members of student groups are deemed to be representatives of the Union and their student group, and should act in accordance with any relevant codes of conduct and expectations of behaviour.
* 1.3 Any guests in attendance are de facto representatives of the respective Student Media outlet, and in turn, Greenwich Students’ Union.
* 1.4 All members of student groups shall be subject to Union Disciplinary and Complaints Procedures
* 1.5 All events and activities arranged by or participated in by a student group shall be in accordance with the Union governing documents, all Union and University regulations and procedures, and the Group Leaders Handbook.
* 1.6 All student groups shall have a leadership team.
* 1.7 One leadership team member shall be the Chairperson/President, who shall be the first point of contact for the student group in relation to any issues or concerns.
* 1.8 All members of the leadership team will be held jointly responsible and accountable for the actions of the student group members when participating in student group activities.
* 1.9 Each outlet will produce role descriptions for each position of their leadership team, and roles and duties will be held accountable accordingly.
* 1.10 Should the performance of a leadership team members be questioned, dismissals may only occur following a vote of no confidence, which may not be called without first holding consultation with the VP Student Activities and/or relevant GSU staff members.

2. Legal Risk

* 2.1 All Greenwich Students’ Union media groups should be aware that their activities are as capable of incurring legal risk as any mainstream media outlet, and that this can apply across print, online content, social media, and live/pre-recorded broadcast.
* 2.2 If a member of a student media leadership team believes that potential content carries any weight of legal risk, they should seek early advice from the VP Student Activities. This may then be referred to appropriate members who staff, who may seek further legal guidance.
* 2.3 Student media must also be aware that print publications carry significant legal risk and GSU should see print before order is processed to ensure any potential legal risks are detected and minimised and there is budget for such publication.
* 2.4 If, a publication has been printed that may contain a legal risk, the publication will be retained until legal advice has been sought and the threat removed.
* 2.5 If, with acknowledgement from the VP Student Activities, a senior member of staff feels that active content cannot be made ‘legally safe’, brings the Students’ Union into disrepute, or infringes the welfare of GSU members, the piece may be removed where possible. It may not be possible to explain the details of the welfare concerns to student media.
* 2.6 In the event of above (2.3), the respective content producer/editor should be contacted first, where possible, with explanation as to the reasoning behind the decision.
* 2.7 Attendance at training sessions, where deemed necessary by appropriate staff members, will be compulsory for Leadership Team members.
* 2.8 Once trained, Leadership Team members will be responsible for ensuring that all members and content creators are appropriately aware of their responsibilities and legal requirements.

3. Content and Copyright

* 3.1 All content produced by Student Media outlets is done so in the name of Greenwich Students’ Union, as referenced in (1.1).
* 3.2 Content creators should pay particular attention to the Independent Press Standards Organisation’s Editors’ Code of Practice - <https://www.ipso.co.uk/editors-code-of-practice/> - and pay close attention to clauses regarding protected characteristics, such as gender and ethnicity, right of reply and harassment.
* 3.3 All Student Media Outlets must place the following disclaimer on their media channel webpages.  
  “(Name of student media group) is a Greenwich Students’ Union Student Media channel. The views expressed in this channel/website/newspaper do not necessarily reflect those of GSU, its trustees, employees, officers or the University of Greenwich.”
* 3.4 When the content creator specifically expresses that a piece written is of their own opinion, the issues of balance and fairness do not apply. However, it is recommended that all media formats encourage the practice of counterbalancing opinions through rights of reply, comments and/or guest articles where practicable.
* 3.5 If ‘opinion content’ discusses subject areas relating to protected characteristics, editors should pay close attention to ensure that content does not conflict with anti-hate laws, GSU Policies, or Codes of Conduct.
* 3.6 All Student Media outlets have the right to produce critical content – including that which is directed at Greenwich Students’ Union, and/or it’s affiliated organisations. However, this content must only be attributed to the organisation as a whole, and not to specific individuals/groups/bodies.
* 3.7 Content creators must take care not to publish inaccurate or misleading information. Any significant inaccuracy must be promptly corrected, and where appropriate, an apology published as soon as reasonably possible and in an appropriate manner.
* 3.8 Student Media outlets must not reproduce other people’s material without attributing this work to the original author. Plagiarism is unacceptable.
* 3.9 Content must not contain explicit language, regardless of its form – whether that be music, interview, broadcast, print, etc.
* 3.10 Personal content from social media, including photos or quotes, can only be used if in the public interest AND if the content is set to public. Private content may not be used. Twitter content is automatically in the public domain. Any photos/videos posted by individuals will still be subject to copyright law.
* 3.11 All images used on websites/print/social media should be correctly attributed or royalty free. Copyright claims for misuse of images can be made against the media group. If GSU spot images that are not properly attributed, they will ask for these to be corrected or taken down to reduce the risk of a copyright claim.
* 3.12 All content creators own the copyright to their own work, and this not assigned to Student Media outlets or to Greenwich Students’ Union. This means that creators are free to reuse their work as they wish.
* 3.13 All content created for GSU Student Media outlets grants a permanent license for it’s continual use by its respective body and Greenwich Students’ Union.

4. Finance

* 4.1 Student groups shall adhere to Union financial procedures in accordance with the Group Leaders Handbook, Bye Law 16 and the Union Financial Procedures Manual.
* 4.2 All funds allocated by the Union to a student group shall only be used to try and achieve the aims and objectives of that student group.
* 4.3 Student groups shall not have their own bank accounts. Their finances shall be held by the Union in accordance with the Union Financial Procedures Manual.

5. Complaints Procedure

In accordance with Bye-Law 15: Complaints

* 5.1 Any student or group of students dissatisfied with the Union has the right to make a complaint. All complaints will be dealt with fairly and promptly.
* 5.2 Informal Complaints
  + 5.2.1 A student/group should bring the matter to the attention of the VP Student Activities, GSU President, or member of the Activities Team. This may be in person or in writing. If a complaint is made to a member of the Student Media Leadership Team, they should acknowledge the information, and direct the complainant to one of the individuals above.
  + 5.2.2 The recipients of informal complaints are responsible for responding to them promptly and fairly. This should normally be done within seven working days of receiving the complaint. If further consultation is required, it will be brought to the Societies Executive committee.
  + 5.2.3 Any appeals to the handling of the complaint should be taken to the VP Student Activities.
* 5.3 Formal Complaints
  + 5.3.1 If the complaint has not been satisfactorily resolved informally or if the nature of the complaint is serious, the complainant has the right to raise the matter as a formal complaint. Formal complaints may be made about a service or an individual or group within the Union.
  + 5.3.2 A formal complaint must be made in writing by completing a standard complaint form, available on the Union website. If a formal complaint is stated in person, the recipient must direct them to the complaint form.
  + 5.3.3 Complaints will be valid the complainant:
    - Provides details of their name, address and telephone number
    - Provides details of the event or occurrence giving rose to the complaint
    - Raises the complaint within 15 working days of the occurrence giving grounds for complaint, unless there are exceptional circumstances.
* 5.4 Making a Complaint
  + 5.4.1 A formal complaint must be made in writing by completing a standard complaint form available on the Union website (<https://www.greenwichsu.co.uk/complaints/>)
  + 5.4.2 All complaints must be addressed to the Chief Executive, who may delegate responsibility for dealing with the complaint to an appropriate person or panel.
  + 5.4.3 Complaints will be considered valid if the complainant:
    - Provides details of their name, address and telephone number
    - Provides details of the event or occurrence giving rise to the complaint
    - Raises the complaint within 15 working days of the event or occurrence giving grounds for complaint, unless there are exceptional circumstances.
  + 5.3.4 All valid complaints will be investigated within 15 working days of receipt
  + 5.3.5 Student media should have the complaints process made clear on their website and any publication
* 5.5 Apologies and copies of them should be retained by both the publication/broadcaster and GSU.

6. Facilities and Access

* 6.1 All use of the media facilities within Dreadnought must be requested and reserved through a member of the activities team. Please do not use these facilities if they are not reserved under your name.
* 6.2 Access to the Dreadnought facilities are only accessible with their respective keys. These keys will be stored with the WelcomeDesk staff, and can be accessed between the hours of 8.30am – 7pm.
* 6.3 Keys will only be accessible to designated individuals, of those who have been sufficiently trained on all equipment, and will be compiled by Activities Team staff, and the student leadership team of the respective media outlets.
* 6.4 The Activities staff team have the right to remove key access at any immediate time, should the above rules and regulations not be followed, or should the be facilities in question be misused and/or mistreated.

7. Quote Request Process

* 7.1 To gain a quote from the University Press Office student media should follow guidance on their website: <https://www.gre.ac.uk/about-us/news/media>
* 7.2 To gain a quote from Greenwich Students’ Union or for a right of reply, student media should be aware that the Officer Team may not be available to respond out of regular office hours 9-5pm Monday-Friday.
* 7.3 Student media also acknowledge that the Full-time Officer team may not always be able to respond as quickly as they may wish due to the demands of their roles and will ensure time is available to comment or to find alternative sources for quotes where appropriate
* 7.4 Where an officer is commenting in a personal capacity rather than in their role, it should be made clear in any publication or broadcast that they are not representing the views of GSU.

8. Update and Amendments

* 8.1 This document shall be reviewed annually by the VP Student Activities, student group leaders, and relevant members of staff.
  + 8.1.1 In the event that there is no VP Student Activities the role will be distributed amongst the Full-time Officer team.
* 8.2 This document will be signed by a member of the leadership team for each media outlet, and this will be taken as a universal agreement to follow the guidelines, rules and regulations stated.

Student Radio:

Mission  
Vision  
Values

Signed:

Student Television and Film:

Mission  
Vision  
Values

Signed:

Student Journalism:

Mission  
Vision  
Values

Signed:

All student groups must abide by the GSU Activities Code of Conduct

greenwichsu.co.uk/aboutus/articles