**Graduate School Team guidelines (applies to PGR Community Team, Graduate School Network Team and any Induction Teams)**

The following text is based on [Conduct when communicating online (open.ac.uk)](https://learn1.open.ac.uk/mod/oucontent/view.php?id=12696)

1. Graduate School MS Team spaces exist to provide a space for PGRs from across the OU to meet, train, communicate, ask questions and support each other in the doctoral journey. They will host channels that support different subsections of the community.
2. The OU Graduate School has created these spaces and will use them for training events, community events and messages. However, it is intended that the PGR community use them as they see fit to support each other, e.g., ask questions of the community, set up new channels in the Community Team.
3. We’re an all-inclusive group that has representation from many backgrounds: in posts and during events, we ask that you remain mindful of the diversity of our student body.
4. We’re all in this together to provide a welcoming environment for all. Treat others with the same courtesy and respect as you would in a face-to-face conversation. Don’t write or share anything that is:
   * defamatory, obscene, discriminatory, illegal, incites hatred or could damage the reputation of the University
   * confidential or infringes another person’s privacy; for example, you should not post someone’s contact details without their permission
   * sent to you privately and not intended to be shared with others
   * likely to make someone feel bullied or harassed
   * malicious or potentially harmful to others.
5. This is an academic community, and you should feel free to engage with healthy debates, conversations and discussions that can include your own ideas, research and points of view. However, be mindful that we won’t all agree on all points; please refrain from being offensive, hurtful or dismissive of others. When making a comment or posting a message that may divide opinion, consider whether the subject contributes to supporting the doctoral journey.
6. These are largely self-governing Teams. Although it seldom happens, moderators can and will remove content that they decide is unsuitable. If you feel live behaviour or a post falls outside these guidelines, please report it to [Graduate-School-Communications@open.ac.uk](mailto:Graduate-School-Communications@open.ac.uk); it will then be considered by at least three Graduate School staff (consulting with relevant staff/student networks should it be appropriate) before any action is taken.

**Moderation process of asynchronous posts**

* If a post contains clear hate speech or attacks an individual, Graduate School staff (including Communications and Training teams) will take it down without waiting for a complaint.
* If we receive a complaint on live behaviour or a post, at least three members of the Graduate School will consider whether we should take action. We may consult with relevant staff/student networks if their perspective would help a decision.
* If we decide we should take action, an email will go to the person who wrote the post, pointing to our guidelines and giving them the option to remove it.
* If they decline but there is consensus that it falls outside of the guidelines, we may remove it ourselves.

**Moderation process of live behaviour (e.g. during an event)**

* If live behaviour (e.g., during an event) has clearly fallen outside these guidelines, we will contact the person/people involved and remind them of our guidelines.
* If we receive a complaint on live behaviour, at least three members of the Graduate School will consider whether we should take action. We may consult with relevant staff/student networks if their perspective would help a decision.
* If we decide we should take action based on a complaint, we will contact the person/people involved and remind them of our guidelines.

**Other responsibilities of moderators**

* Moderators must also be aware of the [Guidelines for responding to distressed and suicidal students](https://openuniv.sharepoint.com/sites/intranet-student-services/pages/guidelines-responding-distressed-and.aspx).