

# **Accredited Assessor Guidelines**

## Amateur radio examinations

DECEMBER 2023

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# Executive summary

This document is the ACMA's Assessor Guidelines for amateur radio examinations. Compliance with this document is a condition of accreditation under the Radiocommunications Accreditation (Amateur Radio Examination) Rules 2023 (Accreditation Rules).

Persons given general assessor accreditation or specialist assessor accreditation in accordance with the Accreditation Rules are referred to as 'accredited assessors' in these Guidelines.

An accredited assessor who does not comply with the Guidelines may be in contravention of one or more conditions of their accreditation. Schedules 1 and 2 of the Accreditation Rules set out the conditions applicable to general and specialist assessor accreditation. An accredited assessor who is found to be in contravention of a condition of accreditation may have their accreditation withdrawn<sup>1</sup>.

These Guidelines set out the requirements of an accredited assessor and the operational processes for amateur radio examinations.

In summary, an accredited assessor must:

- > ensure that examination papers are unavailable to candidates before the agreed examination time
- > ensure the correct equipment is available for the practical component of the assessment
- > be vigilant for inappropriate behaviour of candidates during the examination
- > not discuss the meaning of questions with candidates until after the examination is completed
- > not be biased, or seen to be biased, towards candidates
- > inform the ACMA promptly when a candidate's examination may have been compromised.

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<sup>1</sup> Under subsection 264A (2) of the *Radiocommunications Act 1992*.

# Accreditation process

## Kinds of accreditation

There are 2 kinds of accreditation relating to amateur radio examinations:

- > General Assessor accreditation
- > Specialist Assessor accreditation.

A General Assessor can conduct in-person (face-to-face) and remote examinations (including practical examinations).

A Specialist Assessor can conduct in-person (face-to-face), remote and special examinations (including practical examinations).

## Qualifications and requirements for accreditation

### General Assessor requirements

To apply to be a General Assessor, applicants must:

- > hold one of the following:
  - > an Amateur Radio Operator's Certificate of Proficiency (Advanced)
  - > an ACMA recognition certificate (Advanced)
  - > an advanced qualification that the ACMA is satisfied is equivalent to one of the above qualifications.

### Specialist Assessor requirements

To apply to be a Specialist Assessor, applicants must both:

1. hold one of the following:
  - > an Amateur Radio Operator's Certificate of Proficiency (Advanced)
  - > an ACMA recognition certificate (Advanced)
  - > an advanced qualification that the ACMA is satisfied is equivalent to one of the above qualifications.
2. hold a qualification granted by an Australian education organisation in:
  - > education or teaching; or
  - > assessing vocation-based training; or
  - > have qualifications, experience or training that the ACMA is satisfied is equivalent to a qualification in education, teaching or assessing vocation-based training.

### Requirements for *both* General Assessor and Specialised Assessor roles

- > Depending on the state or territory where an applicant lives, the ACMA may require them to provide either:
  - > a Working with Children or Vulnerable People Check Clearance (however named), from the state or territory where they will be conducting and assessing amateur examinations, or
  - > a police check from the state or territory where they will be conducting and assessing amateur examinations, which has been returned with a result to the satisfaction of the ACMA.
- > The ACMA recommends that accredited assessors be at least 18 years of age at the time of their application.

## Application for accreditation

A person may apply to the ACMA for accreditation under section 10 of the Accreditation Rules. Applicants can apply online via the ACMA's website or download the form, complete it and send to:

The Manager  
Spectrum Licensing Policy Section  
Australian Communications and Media Authority  
PO Box 13112 Law Courts  
Melbourne, Victoria, 8010

[spectrumlicensingpolicy@acma.gov.au](mailto:spectrumlicensingpolicy@acma.gov.au)

If an application is incomplete, the ACMA may elect not to proceed with assessing the application until the missing information is provided.

## Decisions on accreditation

When considering an application for General Assessor or Specialist Assessor accreditation, the ACMA will take into account:

- > the object of the *Radiocommunications Act 1992*
- > the applicant's experience in conducting approved examinations or other examinations of a similar kind
- > the applicant's qualifications
- > whether, in the 5-year period before the applicant applied for accreditation, the ACMA had withdrawn accreditation from that person
- > whether the applicant was on the Australian Maritime College's (AMC) list of Authorised Assessors on the day section 4 of the Accreditation Rules commenced (commencement day); *or* whether they had been removed from the AMC list of Authorised Assessors before that time
- > if the person holds a current Working with Children or Vulnerable People Check in the state or territory where they intend to conduct or assess amateur radio examinations
- > any other matter the ACMA considers relevant.

General Assessor accreditation and Specialist Assessor accreditation have separate application forms. The ACMA will decide each application according to the type of accreditation the applicant has applied for.

If an application for accreditation is refused, the ACMA must notify the applicant in writing and provide reasons for the refusal. The applicant also has the right to seek review of the ACMA's decision (see paragraph 285(v) of the Radiocommunications Act).

# Accredited Assessor Guidelines

It is a condition of accreditation given in accordance with the Accreditation Rules that all accredited assessors comply with these Guidelines. Non-compliance with these Guidelines may result in withdrawal of the person's accreditation.

These Guidelines may be changed from time to time by the ACMA. Any changes to the Guidelines will be published on the ACMA's website. The ACMA will make every reasonable effort to communicate these changes to accredited assessors as early as possible.

These Guidelines should be read together with the [Accreditation Rules](#).

## 1. General guidelines

- 1.1 An accredited assessor is expected to conduct examinations with integrity and in a credible manner.
- 1.2 An accredited assessor must conduct the examination at a suitable venue, for example, local council meeting room, radio club/association, local community hall or public libraries. Accredited assessors are not obliged to hire a suitable venue to conduct an examination. If there is no suitable venue, accredited assessors may use alternative processes such as remote examinations.
- 1.3 Face-to-face examinations cannot be conducted at a private residence. A private residence is defined as a property, room or building that is occupied or intended to be occupied for residential use (that is, not commercial or industrial use).
- 1.4 An accredited assessor must be impartial and unbiased. An accredited assessor must not assess an examination from a candidate who is an immediate family member.
- 1.5 An accredited assessor must conduct and assess examinations on a purely voluntary basis and must not receive from any other person any fees or other compensation for any act done in relation to being an accredited assessor.
- 1.6 An accredited assessor must not charge for their services. An accredited assessor may be assisted in all tasks connected with the examination by other accredited assessors.
- 1.7 Where more than one accredited assessor is involved in an examination, one accredited assessor must be responsible overall for the preparation and proper conduct of the examination. This accredited assessor is also responsible for giving all documents required under the Accreditation Rules to the ACMA.
- 1.8 An examination can consist of 3 components:
  - 1.8.1 a practical component that must be successfully completed (in the accredited assessor's opinion) – this is only necessary when a candidate has not previously completed a practical assessment or cannot demonstrate the necessary practical experience for the level of qualification;



- 1.8.2 a theory component, which is assessed by a multiple-choice examination; and
  - 1.8.3 a regulatory component, assessed by a multiple-choice examination.
- 1.9 Accredited assessors must mark all relevant parts of the candidate's examination. If a candidate has a prior domestic amateur radio qualification, the assessor should refer to tables 1, 2 and 3 in the Amateur Radio Qualification Framework to decide whether the candidate needs to undertake all or part of the examination.
- 1.10 An accredited assessor must give all documents, including the marked examination paper and copies of all communications with the candidate, to the ACMA. Assessors are not required to provide copies of all past communication with candidates, only the communication that outlines how and when the examination was arranged.
- 1.11 Only Specialist Assessors can conduct a special assessment. If an assessor is conducting a special assessment, the assessor should not complete the answer sheet on the candidate's behalf, unless prior approval is sought from the ACMA (an example of this may be if the candidate is blind).
- 1.12 Accredited assessors must ensure that all candidates under 18 years of age are supervised by a parent or guardian at all times during the examination.

## **2. Conduct guidelines**

- 2.1 Accredited assessors must be mindful of whether their actions would subject other licensed radio spectrum users to interference during the examination process.
- 2.2 Accredited assessors must not use their accreditation for any other purpose than to conduct and assess an amateur radio examination.
- 2.3 Accredited assessors are not representatives of the ACMA or the Australian Government and must not act in a way that gives the impression that they are.
- 2.4 Accredited assessors must be considerate of all people and any particular reasonable adjustments required for amateur radio examinations.
- 2.5 Accredited assessors must comply with any lawful and reasonable direction given by the ACMA.
- 2.6 Accredited assessors must not use their accreditation to gain, or seek to gain, a financial benefit or any form of financial reward from their accreditation.
- 2.7 Accredited assessors must act in a professional and respectful manner and comply with the law at all times.

### 3. Examination papers

- 3.1 An accredited assessor must only use examination materials provided by the ACMA.
- 3.2 Accredited assessors will be able to download examination papers. Question and answer sheets, to assist with marking the examination, will also be provided.
- 3.3 An accredited assessor must not claim compensation from the ACMA or the candidate for the cost of printing or paper for an examination.
- 3.4 Accredited assessors are not required to print examination papers. Assessors may choose to conduct examinations digitally, even if the examination is conducted face-to-face. Assessors may wish to disable the computer's internet access when conducting a digital examination in a face-to-face setting, so the candidate cannot search for answers online.
- 3.5 Accredited assessors will be expected to provide the ACMA (via the online accredited assessor portal) with digital copies of the examination question, answer sheets completed by the candidate, copies of any correspondence arranging a location and time to complete the examination and the candidate's results (regardless of whether the candidate passed). Posting physical examination materials will only be permitted in certain circumstances; the assessor will need to demonstrate why it is necessary to post examination papers.
- 3.6 Accredited assessors are permitted to review the examination papers and notify the ACMA of any issues identified with the questions.
- 3.7 An accredited assessor must ensure that the examination papers are kept in a safe and secure location both before and after the examination.
- 3.8 An accredited assessor must give the ACMA all relevant examination documents and correspondence about the location and time of the examination, by uploading these to the online accredited assessor portal. Only copies of correspondence between an accredited assessor and a candidate relating to them arranging the time and location of examination will need to be provided to the ACMA.
- 3.9 An accredited assessor must not, at any time, interfere with, or permit alteration to, any part of an examination.
- 3.10 An accredited assessor must keep all examination questions, examination papers and related documentation confidential and must not divulge to any person, other than the ACMA or the candidate for the examination, the contents or any part of the content, or any examination paper. An accredited assessor must not at any time copy any question or any part of examination documentation, except in connection with the conduct or assessment of an examination.
- 3.11 The assessor must not divulge the results of an assessment to any person other than the candidate and the ACMA.
- 3.12 An accredited assessor must not permit any person (including a candidate for an examination) at any time, to copy an examination paper, or any part of an examination paper or related documentation.

- 3.13 An accredited assessor must not permit any person other than a bona fide candidate to peruse or read the relevant examination paper.

## **4. Practical component of the exam**

- 4.1 A practical component must be included in the assessment for the Foundation level qualification. If required, a practical component may be completed for candidates being assessed for Standard and Advanced level who have not previously completed a practical component.
- 4.2 A candidate can request a 'stand-alone' practical component. If the candidate holds a domestic amateur radio qualification, accredited assessors should refer to tables 1, 2 and 3 in the Amateur Radio Qualification Framework when deciding whether the candidate will need to undertake a practical component of the examination.
- 4.3 An accredited assessor will be able to obtain the practical component from the ACMA via the online accredited assessor portal. The accredited assessor must conduct the practical component. The accredited assessor must be satisfied that the practical component has been conducted with integrity and the candidate has successfully completed all of the tasks in the practical assessment sheet that relate to the current syllabus.
- 4.4 The practical component may be conducted at any time the candidate and accredited assessor decide is suitable.
- 4.5 The practical component must be completed by the candidate and signed by both the candidate and the accredited assessor.
- 4.6 The practical component requirement for candidates who have previously undertaken domestic amateur radio qualifications:
- 4.6.1 If the candidate has previously obtained a domestic amateur radio qualification as evidenced by a certificate (for example, a Novice Amateur Operator's Certificate of Proficiency), the accredited assessor can make a judgment (usually through communication with the candidate), that the candidate has suitable practical operating experience, and the practical assessment can be waived. The accredited assessor and candidate should sign off the practical assessment and submit this with the other examination paperwork.
  - 4.6.2 If the accredited assessor concludes that the candidate does not have current competency in the practical component, then the accredited assessor must not pass the candidate unless the candidate successfully completes a practical component.
  - 4.6.3 If the accredited assessor is unsure about whether a candidate needs to complete a practical component, they should contact another accredited assessor or the ACMA for advice.

## **5. Re-sit examinations**

- 5.1 A 're-sit examination' may be undertaken by a candidate who has not been successful in a previous attempt of the same level of amateur radio qualification.
- 5.2 An accredited assessor can only provide a re-sit examination to a candidate whose initial examination was over 3 months ago.

- 5.3 Re-sit candidates can undertake a re-sit examination with a new accredited assessor; however, they must inform each accredited assessor when their last re-sit examination was.
- 5.4 Accredited assessors must check and verify each candidate's details before the examination and provide this information to the ACMA. The accredited assessor must ask the candidate if they have undertaken an examination in the last 3 months or if they are undertaking a re-sit examination.
- 5.5 When downloading examination papers from the ACMA, the accredited assessor should advise the ACMA if a paper is for a resit-examination.
- 5.6 The accredited assessor must provide the ACMA with the name of the candidate(s) requiring a re-sit examination before they undergo the re-sit examination.
- 5.7 The accredited assessor must confirm with the ACMA that the candidate is provided with a different examination paper from their previous attempts.

## **6. Special assessments**

- 6.1 Special assessments can be provided to candidates who, because of a disability or other reasons, require reasonable adjustments to be made to the way the examination is conducted. A special assessment can be conducted remotely via video conference or face-to-face, as appropriate.
- 6.2 Special assessments are subject to prior approval by the ACMA and may only be conducted by a Specialist Assessor.
- 6.3 The ACMA may require a candidate to provide evidence to support their request for a special assessment.
- 6.4 The Specialist Assessor and candidate will discuss and decide on an assessment methodology that takes into consideration the candidate's needs and does not compromise the integrity of the examination.
- 6.5 Any candidate sitting for special assessment must meet the same competency requirements as any other assessment to be awarded any certificate.
- 6.6 If necessary, a support person may accompany the candidate during the assessment. The support person must not assist the candidate in any way that may provide the candidate with an unfair advantage.
- 6.7 Depending on the method of assessment chosen, the normal time of the assessment can be extended.
- 6.8 The Specialist Assessor may decide the method of assessment, but this must not diminish the integrity of the examination.
- 6.9 The Specialist Assessor may be required by the ACMA to determine the competency of the candidate and must give the ACMA their opinion of the candidate's competency.
- 6.10 If the Specialist Assessor is unsure of an appropriate method of assessment, they should contact another Specialist Assessor or the ACMA for advice.

- 6.11 After every special assessment, the Specialist Assessor must provide a short report to the ACMA describing the method of assessment used and how this met the candidate's needs without compromising the integrity of the assessment.

## **7. Remote assessments**

- 7.1 An accredited assessor may offer a remote assessment in particular circumstances, or the ACMA may assign a candidate to a particular accredited assessor for a remote assessment. Remote assessments are appropriate when the circumstances and availability of the assessor and the candidate would make remote assessment more convenient or more appropriate.
- 7.2 The approved method for remote assessments is by video conference. Alternative methods require prior approval from the ACMA.
- 7.3 The accredited assessor and candidate must use a secure and private communications method.
- 7.4 The accredited assessor must keep examination materials secure to ensure they are not copied, except by the accredited assessor, as appropriate.
- 7.5 To conduct a remote assessment, the accredited assessor is permitted to make a copy of the electronic examination file supplied by the ACMA to enable the file to be shared electronically. The file is to have strictly read-only functionality, and the accredited assessor must take all reasonable steps to ensure the candidate cannot copy or print the examination paper. The assessor must delete any copies at the end of the assessment.
- 7.6 The accredited assessor must be sure that the candidate does not have access to information or materials that would provide them with an unfair advantage.
- 7.7 If video conferencing is not available, a remote assessment may be conducted by telephone, after approval from the ACMA. If a telephone assessment is approved, there must be an invigilator present during the examination. An invigilator is a person who has no personal relationship with the candidate such as a police officer, librarian, justice of the peace, schoolteacher, community house committee member, chemist or a council officer. The invigilator should sign a document to confirm that the assessment provisions were met and the document should be supplied to the ACMA by the assessor. The document will be made available to assessors via the online accredited assessor portal.
- 7.8 Accredited assessors are not obliged to print examination papers when conducting remote assessments. The answer sheet can be completed electronically by the candidate and provided to the assessor.
- 7.9 Remote assessments are permitted for candidates under the age of 18 under the following conditions:
- 7.9.1 the candidate provides an email address and phone number of the parent/guardian who will be present during the examination; and
  - 7.9.2 that parent/guardian must be present in the room at all times while the examination is being conducted.

## **8. Examination preparation**

- 8.1 An accredited assessor can obtain examination papers and relevant answer sheets from the ACMA via the online accredited assessor portal. The accredited assessor may print the examination paper/s before face-to-face examinations. When the examination papers are printed, they should include the date, time and location of the examination. It is not a requirement for examination papers to be printed if a candidate is conducting an assessment using a laptop or during a remote examination.
- 8.2 Each examination paper should contain the name and contact details of the candidate undertaking the examination.
- 8.3 After the examination, the accredited assessor is responsible for providing the completed examination paper and all other relevant documentation to the ACMA.
- 8.4 For face-to-face examinations, a minimum of one accredited assessor is required for every 5 candidates. The accredited assessor is responsible for ensuring that enough accredited assessors are present for each examination.
- 8.5 The accredited assessor must ensure that the room used for the examination is of adequate size to easily seat all candidates with sufficient space between candidates to ensure they cannot easily communicate with each other. Accredited assessors should avoid scheduling examinations with other functions that may be noisy or distracting.
- 8.6 The accredited assessor must ensure all candidates are advised of the date, time and venue of the examination.
- 8.7 The accredited assessor must advise the candidate that they will be required to provide proof of identity before commencing the examination.

## **9. Immediately before the start of the examination**

- 9.1 The accredited assessor must require each candidate to show proof of identity (a driver's licence or similar identification document with photograph is acceptable). The accredited assessor must ensure that the details on the identity document match both the appearance of the candidate and the particulars given when arranging the examination.
- 9.2 If accredited assessors have concerns about a candidate's identity, the candidate should immediately be excluded from the examination.
- 9.3 Candidates under the age of 16 are required to produce a student photo ID, passport or Medicare card.
- 9.4 Accredited assessors must advise candidates that the only material they require for completing a multiple-choice examination is a pencil and eraser or pen and a non-programmable basic or scientific calculator. No other equipment is necessary or acceptable. Notes and books are not required.
- 9.5 Mobile phones must be switched off and, for face-to-face examinations, given to the accredited assessor for the examination duration.

- 9.6 Accredited assessors must ensure that examinations start at the scheduled time. The accredited assessor may admit latecomers at their discretion, but no later than 15 minutes after the exam has started.
- 9.7 Accredited assessors must inform all candidates that:
- 9.7.1 the regulatory and theoretical examinations are multiple-choice examinations; and
  - 9.7.2 the pass mark is 70%.
- 9.8 Before the start of the examination, the accredited assessor must read aloud to all candidates the 'Instructions to candidates', which the ACMA will make available to accredited assessors and candidates on the accredited assessor online portal. A copy of the 'Instructions to candidates' should be provided to each candidate along with the examination paper.
- 9.9 In the 'Instructions to candidates', the ACMA will provide an example of how the answer sheet should be filled in and how to change an answer. The accredited assessor must demonstrate to all candidates the use of the answer sheet.
- 9.10 The accredited assessor must ensure that each candidate has written their name on the examination answer sheet.
- 9.11 The accredited assessor must advise all candidates that they will assess each answer sheet after completion of the examination.
- 9.12 The accredited assessor must provide completed, marked copies of the examination materials to the ACMA. The accredited assessor must notify the candidate of their results within 10 business days of the examination. (See also section 13.)

## **10. During the examination**

- 10.1 The accredited assessor must not leave the examination room, or for remote examinations, the online meeting, except if necessary (such as in an emergency).
- 10.2 The accredited assessor must not permit conversations between a candidate and another candidate, or between a candidate and any other person.
- 10.3 The accredited assessor must not permit candidates to leave their seats during the examination, without the assessor's permission, except in an emergency. If a candidate needs to leave their seat during an examination, the accredited assessor must ensure that they do not take any examination materials with them when they do so.
- 10.4 The accredited assessor must not provide guidance or discuss examination questions or answers. However, if necessary, the accredited assessor can provide assistance to a candidate about the use of the answer sheet.
- 10.5 The accredited assessor must not permit any candidate to copy the question paper, or any part of the question paper.
- 10.6 The accredited assessor must not permit any candidate to take the examination materials (including the question paper or any part of the question paper and any complete or incomplete answer sheets) from the examination room.

- 10.7 The accredited assessor must immediately discontinue the examination of any person believed to be unfairly influencing the outcome of the examination in any way.
- 10.8 The accredited assessor must discontinue the examination of any person acting in collusion with another to unfairly influence the outcome of the examination. The accredited assessor must immediately remove the examination paper from such persons. The accredited assessor must make a brief written account of the matter and provide it, with the relevant examination paper to the ACMA.
- 10.9 Once a candidate has completed the examination, the accredited assessor must collect the question and answer papers from the candidate.
- 10.10 Once the examination has ended, the accredited assessor must not re-admit any candidate to the examination room once they have left that room, except to retrieve any personal items that the candidate may have left behind.

## **11. On completion of the examination**

- 11.1 After all candidates have completed their examination, an accredited assessor may choose to provide feedback to a candidate on particular examination questions. However, accredited assessors must ensure the integrity of the examination is upheld at all times. Copying of questions is not permitted.
- 11.2 If an accredited assessor is unable to provide feedback to the candidate, the candidate can contact the ACMA, which can arrange for an experienced assessor to provide feedback to the candidate.
- 11.3 The accredited assessor must not provide advice to the candidate about the likely result of their examination, until the assessment of that examination paper is complete.
- 11.4 Before leaving the examination venue, the accredited assessor must ensure that all candidates have returned all of their examination papers to the accredited assessor.
- 11.5 On completion of the examination or the practical component, the accredited assessor shall ensure that all completed examination papers are kept secured and uploaded to the accredited assessor online portal, once marking and notification of results are finalised. Once the materials have been uploaded to the ACMA accredited assessor portal, the accredited assessor should destroy that material.
- 11.6 The accredited assessor must, as soon as practicable, report the loss of any part of an examination paper or examination answer sheet to the ACMA.
- 11.7 If a candidate does not attend the examination, then as soon as practicable, the accredited assessor should destroy the relevant examination paper (that is, the paper that has details of the candidate/s).

## **12. Withdrawing accreditation**

- 12.1 Non-compliance with these guidelines may result in withdrawal of the assessor's accreditation.
- 12.2 The ACMA will consider relevant circumstances when deciding to withdraw accreditation, and will only consider withdrawing an assessor's accreditation if



the accredited assessor has incorrectly assessed an examination on more than one occasion.

- 12.3 Any accredited assessor who has breached these guidelines and had their accreditation withdrawn may only be accredited again at the discretion of the ACMA. Accredited assessors who have been withdrawn will need to reapply for accreditation.
- 12.4 Any accredited assessor who previously breached the AMC's guidelines and/or had their registration withdrawn by the AMC may only be an accredited assessor again at the discretion of the ACMA.
- 12.5 Accredited assessors may request a review of the ACMA's decision to withdraw their accreditation. Requests should be made in writing, within 28 days of the accredited assessor being informed of the ACMA's decision to withdraw accreditation<sup>2</sup> to the Manager, Spectrum Licensing Policy Section, email [spectrumlicensingpolicy@acma.gov.au](mailto:spectrumlicensingpolicy@acma.gov.au).

## 13. Relevant time periods

- 13.1 Accredited assessors must assess a completed examination paper, and notify the candidate of their results, within 10 business days of the examination taking place.
- 13.2 Accredited assessors must provide all relevant documentation to the ACMA within 15 business days of the examination taking place. Relevant documentation includes:
  - 13.2.1 all correspondence with the candidate about when the examination would take place
  - 13.2.2 the examination papers and answer sheet completed by the candidate
  - 13.2.3 the candidate's results.
- 13.3 Accredited assessors can provide the ACMA with relevant documentation used during the examination by uploading them to the online accredited assessor portal.

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<sup>2</sup> A decision to withdraw accreditation under section 264A of the *Radiocommunications Act 1992* is reviewable (see paragraph 285(w) of that Act). Section 288 of the Act provides that an application for reconsideration must be made within 28 days after the accredited assessor is informed of the decision, or if the ACMA extends this period, within the extended period.

# Social media guidelines

This section outlines certain responsibilities of accredited assessors when using social media to make public comment in connection with their duties as accredited assessors.

Non-adherence with these guidelines may result in assessor accreditation being withdrawn.

## What is social media?

Social media encompasses a set of internet-based tools used for sharing and discussing information. Social media refers to user-generated information, opinion and other content shared and discussed over open digital networks.

Social media includes all existing and emerging electronic/digital communication applications, including but not limited to:

- > social networking sites – for example, Facebook, LinkedIn
- > video and photo-sharing websites – for example, Pinterest, TikTok, Instagram, YouTube
- > enterprise tools – for example, Skype, Microsoft Teams and SharePoint
- > blogs, including corporate blogs and personal blogs
- > micro-blogging and comment chains – for example, X (formerly Twitter), news websites
- > forums, discussion boards and groups – for example, Quora, Whirlpool, Reddit
- > wikis – for example, Wikipedia
- > streaming and podcasting – for example, Apple Podcasts, Spotify, YouTube Live, Twitch
- > email and instant messaging.

## Official ACMA use of social media

The ACMA maintains official social media accounts to communicate and engage with the public and other external stakeholders about regulatory activities and programs, related news and educational activities. Posts on official social media accounts are reserved for official communication, including to address queries and misinformation.

Official use of social media is when any user engages with external stakeholders via official ACMA social media accounts.

Accredited assessors will not have access to use any official ACMA social media accounts and should refrain from making comments on the actions of the ACMA on social media when acting in their capacity as accredited assessors.

## **Unofficial use of social media**

When accredited assessors make public comment in an unofficial capacity, it is not appropriate for them to make comment that is, or could be reasonably perceived to be being made, on behalf of the ACMA or the Australian Government, rather than an expression of a personal view. Accredited assessors should also not make public comment about the policies and programs of the ACMA where comment is likely to compromise their ability to undertake their role in an unbiased manner.

Accredited assessors must not disclose information, without authority, which is obtained or generated in connection with their role of accredited assessor, if the information is communicated in confidence, or it is reasonably foreseeable that the disclosure of the information could be prejudicial to the effective working of government.