

IBF Guidelines for Discussion

This International Business Forum (IBF) provides an avenue for members to engage in peer consultation, form business partnerships and respond to opportunities, employment opportunities and strategic partnerships at all branches. It will have an online forum providing an opportunity for all CILT Members to participate in topical discussions and share information and ideas through posting and reading comments.

Active Discussion Forums

Once a **Member Group** is established it appoints a Moderator to monitor its discussion forum, the Chair of IBF within the Branch will contact IBF International to activate the Forum for that Branch. To make the work of a **Moderator** easier, they can subscribe to receive automatic updates when new posts are made each day by members on their specific forum.

Active forums will appear on a **Member Group** Forum homepage and all CILT members can access each forum via their login. (A **Moderator** can set up a number of forums to meet the needs of the range of members within a sector or a particular group (i.e. Next Gen or WiLAT). Titles of these forums could be "Student Forum", "Graduate Forum", "Education Forum", "Maritime Forum", "Rail Forum", "Aviation Forum", "Road Transport Forum", "Passenger Transport Forum" etc. Each forum can create as many topics as needed. - I believe should be different from IBF scope and should be covered in the General CILT areas)

International Business Forum (Online) Features:

- All current financial members of CILT can access the Forums using their member login, non-members can register for a trial period and then must join as a member if they wish to continue to use the forum.
- On first access to the International Business Forum, members will be prompted to read and accept the forum rules and code of ethics
- **Members** can read posts, add new topics and add new posts
- A **member** can choose to subscribe to and receive email notification of posts to a particular topic. A **member** can choose to un-subscribe to email notifications if previously subscribed
- Users can search for keywords in an individual forum or all forums. Users can also search for the names of other users who have posted in the forum system.
- Each forum has a **Moderator** appointed by the Branch IBF Committee and Chair to oversee the group's discussion board. **Moderators** can create and delete forums (topics/comments?) within their group's discussion board.

IBF Sector Leaders

Who are sector leaders? Branch IBF Committee determines the leaders for the Sectors.
Are they different from moderators? Yes, the Administrator and the Sector lead acts as moderator.

IBF Forum Sector Leaders are expected to visit the forum at a minimum of 5/7 days per week/and/or 3 hours per week.

Although you are encouraged to start topics and reply to topics where you see fit, your main function is to make sure that users of this community are abiding by our user guidelines.

On your routine visit to the site you should read a variety of topics – but above all, do not avoid hot button issues just because you are not taking part. Controversial and debatable issues will generally spawn the most violations. So those are the topics you will want to hit hardest on your visits. Carefully consider each post but avoid being too aggressive in your approach. We can always fix mistakes, but the mistake of leaving a violation in public is one that we want to avoid.

If a user does violate our guidelines, they must be contacted via private message using our Contact Template.

You should remove any threads and posts that are in violation of our guidelines. You do so by moving them and all of their direct replies to the trash bin and delete them.

Your moderation tools for removing these are within the window of the topic thread (you must be signed into the back of office). You can move a topic, you must select the Forum that you want to move it to and decide whether or not to leave a shadow topic. If you are moving the topic from a public forum to another public forum, leave a shadow. If you spot a topic that is not posted in the most appropriate forum, please move it to the forum. When splitting a topic, check the checkmarks next to the posts you wish to split, choose the forum you wish to split to give it a title and click “Split selected posts.”

If a user makes a reply that violates our guidelines and the thread that they replied to would normally be alright, just remove that post using the split function in the community software. Be sure to remove any posts that reference or were in reply to the post that violated the guidelines. Move it to the Trash Bin.

Qualities Needed as a Moderator

You must possess leadership capabilities, a good attitude, kind demeanour, good speaking and grammar skills (you must be able to communicate clearly in English (or your native language where the Forum resides in a non-English environment), basic understanding of the features of the community software, the ability to stimulate discussion, distinguish possible violations of the User Guidelines and aggressively report them, work with a team spirit and have pride in your work and be dedicated to the success of the IBF. **Moderators** should refer/get feedback on topics outside their expertise from others or identified referees among members instead of replying for the sake of reply.

You are an Example

It is important that **Moderators** understand that they are an example of this Forum and should carry yourself as such at all times. You should always act in a responsible, respectful

and polite manner. Do not allow yourself to appear abusive, rude or inappropriate. It is your job to cool down discussion threads - not heat them up.

The user guidelines apply to all users including the **Moderators**. You are held to a higher standard to that of other users. You should not push the limitations of the guidelines.

Avoid Controversial Discussions

It is the nature of some people to, at times, avoid controversial discussions or ho-button issues. Given it is a closed environment, you cannot simply do this. These types of threads will bring about the most violations to the code of ethics, so you and the members should watch these comments more often than other less controversial topics. Do not ignore them because you don't like the discussion, or you are not taking part.

There is no need to document in Problem Users or send a private message. If a user repeatedly violates the guidelines and shows disregard for the other members of the forum, it is possible that we ban or block their participation. The decision to block a member will come from the **IBF Chair and Committee** only. In the meantime, it is business as usual. **Moderators** do not make assertions as to who should be banned and who shouldn't.

If at any time, there is an issue with a particular member/s or you feel they have made a serious derogatory comment towards another member or towards CILT the Moderator should contact the **Chair of the IBF** immediately who will handle the issue. If a post that may have been removed by the **Moderator** is re-instated by the **IBF Chair or Committee** this should not be taken personally. The **Chair** will provide a full explanation as to why and offer other options in the managing of comments similar to that situation. It will also be noted under Q&A to prevent it from happening again.

Private Forums

Where forums are for a set **member** base only, make it clear that the discussions in these forums stay in these forums and among the current members only (especially in the business opportunity or employment opportunity forums) unless it is otherwise agreed to make the discussion available to all **members**.

Interacting with other, more Senior, members

Our members hold a variety of industry experience and some hold very senior roles. Respect should be given where we have one level helping out another in specific forum. Our aim is for each forum to work as a team and work together. **Moderators** should be clear about roles within each team and their relationships.

Saying Thank you and being available

Be sure to thank members for their contribution to your community discussion. Make sure that you mention that if they have any questions or concerns, they can come to the moderator as you as a **moderator** will make yourself available and they can feel free to contact you. You can never hope to cover everything it is best to leave some things vague. Remember members will at times want clarification about something, that shows the

interest in learning what it is that CILT want to see from the Forum. Make sure you leave the door open for discussion.

User Guidelines

The International Business Forum (IBF) is for current financial members (member benefits) to privately discuss issues relevant to them individually and/or their business/sector community. What is said in these forums is to be kept between current members only.

The aim of our IBF is to create an environment where our Members can engage safely in debate and are free to make comments, questions and suggestions.

We ask that anyone engaging with our IBF shows courtesy, kindness and respect for all other members of our IBF communities.

In order to help create this safe environment we have set out some guidelines which apply to any engagement with us or other members of the community on the IBF or any of our social media channels.

By engaging with our IBF, you agree to follow these guidelines.

Comments must not:

- Contain spam, be defamatory of any person, deceive others, be obscene, offensive, threatening, abusive, hateful, inflammatory or promote sexually explicit material or violence.
- Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age.
- Breach any of the terms of any of the social media platforms themselves.
- Be off-topic, irrelevant or unintelligible.
- Contain any advertising or promote any services

Breach of guidelines

We reserve the right to determine, at our discretion, whether contributions to our IBF breach our guidelines. We reserve the right to hide or delete comments made on our channels, as well as block users who do not follow these guidelines.

We also reserve the right to send any comments we deem appropriate to law enforcement authorities for investigation as we feel necessary or are required by law.

If you have any questions about anything at any time, please feel free to contact me via email: admin@cilta.com.au .

Thank you for your contribution to the International Business Forum.