

Student Code of Conduct

Purpose

ACTB strives to provide a supportive, inclusive, rich and positive experience where all learners and staff feel respected, valued and safe. This policy outlines the standards of behaviour expected of learners and the procedures for managing breaches of the Student Code of Conduct.

Scope

This policy applies to:

- All staff and learners; and
- The processes, systems and environments involved in the delivery of all of training and assessment services.

Responsibilities

1. RTO Manager

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Communicates outcomes of investigations of misconduct to learners.

2. Trainers & Assessors

- Models' exemplary behaviour to act as a benchmark for learners.
- Maintains and respect the privacy of learners and other staff members.
- Supervises learner conduct and respond immediately to observed behaviour of misconduct to maintain a safe environment for learners and other staff, and where the behaviour is of a violent nature, immediately notify the RTO Manager who will make a decision as to whether the police authorities are to be called for assistance in managing the matter.

3. Administrative & Support Staff

- Records and retain records of breaches, associated evidence, and behavioural management outcomes.
- Manages communications of any investigations of misconduct between relevant learner and staff.

General Principles

- As an RTO, ACTB is committed to:
- Providing a safe, respectful and inclusive environment for all learners and staff.
- Protecting the rights of all individuals.
- Providing adequate training to learners on the acceptable and unacceptable behaviours during the Induction Program.
- Building a culture of acceptance, honesty and respect.
- Observing a zero tolerance to the use of violence, alcohol or drugs on premises at all times.
- Addressing all forms of misconduct and acting promptly and transparently to resolve behavioural issues.

Explanation of the Code

To ensure all learners receive equal opportunity to gain the maximum benefit from their training program, learners are expected to:

- Treat others with respect, dignity and fairly
- Respect the rights and privacy of other learners and staff members
- Accept cultural, gender, race, sexual preference, political affiliation, disability, religious belief and other individual differences of other learners and staff members
- Engage in practices that provide a positive, safe and secure environment for all
- Follow all reasonable instructions and directives provided by our staff members
- Attend classes punctually and be responsible for your own learning and development by ensuring that you maintain progress with your learning
- Participate in the training and assessment activities actively and positively
- Seek out help and assistance where required
- Not disrupt the class consistently and egregiously
- Not bring any dangerous items, such as lighters and knives

- Not smoke in or around the training and/or assessment sites
- Maintain the peace of the learning environment
- Act and present their work honestly and ethically, without plagiarism, cheating or collusion
- Be free from any prohibited drugs and substances, including alcohol
- Not be aggressive or behave in a violent manner towards any individual
- Not use or behave in an offensive, bullying, discriminatory or harassing manner
- Refrain from any activity that deliberately obstructs, offends, harms or injures others
- Make use of our facilities, equipment and resources responsibly and respectfully without intentionally destroying or damaging them
- Abide by all laws, regulations and terms of enrolment

Compliance

This policy aligns with:

1. Standards for RTOs 2025:

- **Standard 2.6** – The wellbeing needs of the VET student cohort are identified and strategies put in place to support these needs.
- **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
- **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
- **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.
- Work Health and Safety Act 2011

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.
- **For Staff Members** – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.

- **For Learners and Clients** – non-compliance could lead to disruptions in training and assessment services, suspension or cancellation of their enrolment.

Continuous Improvement

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our *Continuous Improvement Schedule* and areas for improvements are documented in our *Continuous Improvement Register*.
- Internal audit review questions for self-assurance purposes should include:
 - Is the language used in the Student Handbook on this policy clear and easily understandable?
 - Are Trainers and Assessors adequately equipped to model appropriate behaviour and manage student conduct in the classroom?
 - Are behavioural issues or misconduct incidents documented, including evidence and actions taken?
 - Is there a consistent and transparent process for addressing breaches of the Code, including formal warnings and investigation outcomes?
 - Are repeat or serious misconduct cases escalated appropriately and reviewed?
 - Does the RTO analyse incident data or feedback to identify behavioural trends and improve the Code or related processes?

Related Documents

- Continuous Improvement Register
- Continuous Improvement Schedule
- Formal Warning
- Student Handbook

Student Code of Conduct – Breach Procedure

1. Breach occurs

- Where a learner breaches the terms of the Student Code of Conduct, depending on the severity, one of the following actions may need to be taken:
- Immediately suspend the learner for a period not exceeding 10 business days – this will depend on the severity of the misconduct: or
- Contact the police to help control the situation – where the learner is displaying violent and aggressive behaviours, or where State or Commonwealth law appears to have been breached.

2. Inform the RTO Manager

- The RTO Manager is to be notified of the breach immediately.

3. Meeting with the learner and any other witnesses

- A meeting will be organised with the learner to find out more about the misconduct:
- What might have caused it;
- Why they believed that was their only course of action; and
- What they believe is appropriate action to be taken against them.
- Witnesses to the event should also be interviewed to get a complete picture of the breach that has occurred.

4. Impose an appropriate behavioural management strategy

- The RTO Manager is then to decide on a behavioural management strategy, which can include:
- Issue the learner with a Formal Warning.
- Suspend the learner from their enrolment for a period of time.
- Instigate a behavioural management contract with the learner, including agreed monitoring arrangements and consequences based on repetition of the misconduct.
- Cancel the learner's enrolment where serious misconduct involving violence and aggression to others, damage to property, or a breach of State, Territory or Commonwealth law.

5. Outcome

- The learner will be advised of the action ACTB.
- Advise them of their rights to an appeal.
- Where the learner continually breaches the Student Code of Conduct and have been formally warned on at least two occasions, their enrolment will be cancelled.

6. Records management

- The Administrative & Support Staff is to record all notes and evidences on the student's file.

Student Code of Conduct – Breach Process Flow-Chart

