

## Code of Conduct Policy

### Purpose

The purpose of this policy is to provide staff, students and clients with the understanding and procedures relating to the Code of Conduct of Connect Skills Institute Pty Ltd. It acts as a guide for all those who are involved in providing training and assessment services.

### Policy Outline

The Code of Conduct identifies specific standards of behaviour required of everyone involved with Connect Skills Institute Pty Ltd.

The Code of Conduct affirms that behaviour must be made based on Connect Skills Institute's Pty Ltd values of:

- Respect
- Fairness
- Accountability
- Diversity
- Honesty
- Integrity

Connect Skills Institute Pty Ltd is committed to providing a supportive environment which is ethical, safe and respectful for all of its staff, contractors, students and clients.

Regardless of age, cultural background, gender, disability or sexuality everyone has the right to work and study in an environment free from discrimination and harassment and be treated in a fair and considerate manner.

The principles of the Code of Conduct takes into account the requirements of any applicable industrial awards as well as the provisions of various legislation related to employment, equal opportunity, harassment, discrimination, occupational health and safety, criminal behaviour and the responsibility to observe all policies and procedures of Connect Skills Institute Pty Ltd.

Additionally, this includes the expectation of staff members and contractors to execute their duties ensuring the integrity of the organisation as well as all regulatory and contractual obligations.

## Policy Detail

### Expected behaviour for staff, students and clients

Connect Skills Institute Pty Ltd wishes safety, comfort and well-being for everyone. Any person(s) displaying dysfunctional or disruptive behaviour may be asked to leave the session and/or course.

Unacceptable behaviour for staff, students and clients is as follows:

- Disturbing the learning environment;
- Violence, bullying, racism, sexism or offensive language;
- Cheating, plagiarism or unauthorised collusion;
- Encourage other students to cheat, plagiarise or collude;
- Wilful damage or theft of Connect Skills property or the property of other students;
- Entering into the learning environment whilst under the influence of alcohol or illegal drugs.

### Expected behaviour of Connect Skills Institute Pty Ltd

Connect Skills Institute Pty Ltd commits to observe the highest standards of fairness and professional practice as we deliver our training and assessment services.

Connect Skills Institute Pty Ltd makes the following commitments below:

- Uphold policies and practices that maintain high professional standards;
- Have accurate and readily accessible information for students to make informed choices about the training that will best meet their needs;
- Marketing practices provide accurate and factual information to allow prospective students to make informed decisions;
- We ensure students have the existing skills, knowledge and experience required to successfully undertake the course;
- Students' needs are assessed by Connect Skills Institute Pty Ltd and are provided appropriate support services to enable student progression;
- Trainers assigned to deliver training are qualified. The amount of training and mode of delivery is consistent with requirements;

- Only students assessed as meeting course or training package requirements are issued with Australian Qualifications Framework (AQF) certificates;
- Training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses;
- Ensure quality training and assessment within our organization and scope of registration;
- To issue, maintain and accept AQF certification documentation in accordance with proper standards and provides access to learner records;
- To maintain the integrity and national recognition of training products;
- Ensure transparent and accurate information about our services;
- Properly inform and protect each learner adequately by keeping them informed about the services they are to receive, their rights and obligations, and Connect Skills Institute's Pty Ltd responsibilities;
- Manage complaints and appeals which are recorded, acknowledged and dealt with fairly, efficiently and effectively;
- Maintain effective governance and administration arrangements;
- Comply with the requirements of the RTO Standards as well as other relevant Commonwealth, State and Territory legislation;
- Where there are any changes to agreed services, Connect Skills Institute Pty Ltd will advise the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements;
- Connect Skills Institute Pty Ltd will not be responsible for students' personal items on site or in any training room. Wallets, handbags, and mobiles should be kept out of site and in close proximity to where you are.

### Expected behaviour of Staff and Contractors

To ensure all staff and contractors receive equal opportunities and gain maximum benefits from their time with Connect Skills Institute Pty Ltd, this policy applies to all employees or contractors. Any display of dysfunctional or disruptive behaviour will be addressed by management, however, staff and contractors will be provided with an opportunity to discuss the matter.

Furthermore, staff members and contractors must execute their duties ensuring the integrity of the organisation as well as all regulatory and contractual obligations.

All staff members and contractors have the right to appeal through the Complaints & Appeals process.

### Expected behaviour of students

Responsibilities required of students include:

- To manage their own learning and assessment requirements;
- To complete all assessments within set time periods (as applicable);
- To treat all training staff and other participants with respect and fairness;
- To follow all health and safety procedures in the learning environment
- Present yourself in a suitable manner at all times. (For example thongs, singlets and short shorts are not considered as appropriate attire);
- To advise staff of any changes to their personal details;
- To advise staff if they will be withdrawing from the course;
- To not disturb the learning of others;
- Phones turned off or silent during workshops;
- Respect Connect Skills property and the property of other students.

Any student asked to leave a session has the right to appeal through the Complaints & Appeals process.

### Approval Authority

This document is approved by the Chief Executive Officer and maintained by Connect Skills Institute staff.

### Documents Referenced

- Complaints & Appeals Policy