



P-025 Code of Conduct Policy and Procedure

Policy Overview:

To promote the professional standards, responsibilities and obligations to all students and relevant staff that underpin The Instruction Company (TIC)'s core values, and the way TIC conducts its business.

Objective:

This policy is designed to promote an environment in which students and staff develop and display a positive, respectful and ethical approach to TIC and to each other. The policy outlines the standard behaviour expected to protect the safety and well-being of all associated with TIC.

Persons Responsible:

This applies to all:

- CEO/General Manager
- Managers
- National Compliance & Quality Manager (NCQM)
- Trainers and Assessors
- Administration Staff
- Students

Compliance Standards:

This policy relates to the following Standards for RTO's 2015: 1.1-1.4, 2.2, 1.5, 1.6, 1.8-1.12, 1.13-1.16, 1.26, 1.27, 3.5, 5.1 - 5.3, 7.3.

Related Policies/Templates/Documents:

- F-024.6 Incident Report Form
- F-150.6 Code of Conduct for Trainer and Assessors
- F-151.6 Code of Conduct for Administration Staff
- F-152.6 Code of Conduct for Sales Staff
- F-011.6 Code of Conduct for Students



P-025 Code of Conduct Policy and Procedure

Definitions

Misconduct is when a student or staff member breaches the Code of Conduct.

Serious Misconduct is when a student or staff member breaches the Code of Conduct which is unacceptable and instant dismissal or cancellation of training is warranted.

Code of Conduct Policy

1. The Code

1.1. All Trainers and Assessors, Training Coordinators and Office Administration and Students are provided with a Code of Conduct during enrolment or as part of their employment process. The purpose of the Code is to promote and ensure all persons display behaviours that encourage an ethical environment, free from discrimination, harassment and unprofessional conduct. Each Code is developed for the different responsibilities and behaviours associated within the different roles. TIC must ensure that all persons who are provided with a Code, understand and formally accept the requirements outlined within the Code and retain in the appropriate files.

2. Misconduct

- 2.1. TIC is responsible for monitoring the behaviours and actions within each Code of Conduct. Where behaviour is deemed improper or inappropriate further disciplinary action will be taken. – **Refer to 2. Breaching Code of Conduct Procedure.**
- 2.2. Serious misconduct such as behaviour that is illegal, voluntary or premeditated will be actioned and if found guilty result in instant dismissal or immediate suspension pending an inquiry that may be reported to appropriate authorities. Examples of serious misconduct may include although not limited to:
- 2.2.1. Stealing or embezzlement from TIC.
 - 2.2.2. Use of illicit drugs and alcohol on the premises or taken prior and still under the influence whilst on the premises.
 - 2.2.3. Breaching legislative and regulatory requirements.
 - 2.2.4. Malicious damage to equipment.
 - 2.2.5. Any form of assault or other offensive actions against others.
- 2.3. TIC will ensure that all breaches and disciplinary action are managed in a fair and ethical manner adhering to their legislative obligations.
- 2.4. Any incidents of misconduct must be recorded in **F-024.6 Incident Report Form**

P-025 Code of Conduct Policy and Procedure

<p>Form and logged. If face to face, written documentary evidence must be provided and signed by both parties for record purposes.</p> <p>2.3.3 Determining what action is appropriate based on consultation and evidence (if available).</p> <p>2.3.4 Communicating the action face to face, phone, skype or email with the student allowing them reasonable time (five (5) days) to respond to any matters of concern in writing or verbally.</p> <p>2.3.5 Should a formal meeting be required inform the student on their rights such as the support of a third party to attend and their right to appeal.</p> <p>2.3.6 Should the student not agree with the outcome and request their right to appeal the decision, the appeal must be made in writing and addressed to the National RTO Quality and Compliance Manager (NQCM). This appeal must be made within five (5) days of the decision being formalised in writing. The NQCM will (if not already) notify the CEO or Manager to discuss further action.</p> <p>2.4 Disciplinary Action for TIC staff</p> <p>The following process is a guide to follow should Staff be required to undertake disciplinary action.</p> <p>2.4.1 Gather evidence and establish facts.</p> <p>2.4.2 Consult with HR professional for advice and support.</p> <p>2.4.3 Arrange a meeting with the staff member concerned advising them of their rights and obligations.</p> <p>2.4.4 Discuss the actions and document.</p> <p>2.4.5 Provide staff member concerned with a copy of the documented outcomes of the meeting.</p> <p>2.4.6 Should a written warning be required based on repetitive actions after any form of discussion, performance management and/or counselling the supervisor must arrange a formal meeting allowing the staff member the opportunity to respond. The formal meeting should include two persons with authority such as the CEO, General Manager, Manager and/or NQCM depending on the breach.</p> <p>2.4.7 Written warning must be provided to the staff member and a copy to be recorded in their personnel file and include:</p> <p>2.4.7.1 Outline the behaviour of concern.</p> <p>2.4.7.2 Assistance and support TIC will provide.</p> <p>2.4.7.3 Consequences should the behaviour and actions remain.</p> <p>2.5 Recording and Reporting Disciplinary Action</p>	<p>Trainer Assessor Manager</p> <p>CEO/General Manager</p> <p>Manager</p> <p>NQCM</p> <p>CEO/General Manager</p> <p>Manager</p> <p>Human Resources</p> <p>NQCM</p> <p>CEO/General Manager</p> <p>Manager</p>	
---	--	--

P-025 Code of Conduct Policy and Procedure

<p>All paperwork associated with the incident must be recorded and stored in either the student's records file or staff file. All relevant correspondence may include although not limited to:</p> <ul style="list-style-type: none"> 2.5.1 Letters of complaint from clients or students 2.5.2 Emails from staff, students, and/or clients 2.5.3 Incident forms 2.5.4 Evidence of performance counselling 2.5.5 Minutes of meetings 2.5.6 Statutory Declarations 2.5.7 Evidence of plagiarism 2.5.8 Evidence of any internal TIC documentation that is inappropriate. 2.5.9 RTO operational documentation. <p>2.6 CEO/General Manager Notification</p> <p>Where police, fire or emergency response is required, the CEO must be notified immediately, and a report submitted as soon as practicable and the incident logged.</p> <p>The CEO/General Manager is then responsible for ensuring that all relevant authorities are provided with the required information for the matter and that a full report is recorded and provided to the board.</p>	<p>Training Coordinators and Office Administration</p>	
---	--	--

P-025 Code of Conduct Policy and Procedure

Document Revision History

Version Number	Author	Date Published	Description
2.0	Aleena Velich	21/07/2017	Revising Code of Conduct policy to include new Codes of Conduct for Trainers & Assessors, Admin Staff, and Sales Staff.
2.1	Natalie Robinson	26/07/2017	Correcting Written Date. Added in Trainers and Assessors as existing personnel who need to sign Code of Conduct.
2.2	Natalie Robinson	28/07/2017	Removing Superseded Watermark incorrectly applied by Novacore. Updating Procedure for New Staff to say Code of Conduct should be signed during induction, within 5 business days of commencing with the RTO.
2.3	Natalie Robinson	16/02/2018	Updating policy to make use of F-024 Incident Report Form more explicit.
2.4	Hetty Coles	14/02/2019	Reviewed and updated to current version
2.5	Dayna Jackiw	15/07/2019	Controlled document review.
2.6	Rebekah Faleafaga	28/01/2020	Reviewed and updated to current version
2.8	Vicki Searl	20/04/2022	Reviewed and updated
2.9	Vicki Searl	26/05/2023	Reviewed and updated – minor changes