

Code of Conduct & Student Behaviour Policy

Version	Date	Description	Author	Approved By
1.0	12/2025	Full rewrite for sRTO 2025 compliance	Jamie Whittle	Director

1. Purpose

This policy outlines the expected standards of behaviour for all learners to ensure a **safe, respectful, and supportive learning environment**, in line with the **2025 Standards for Registered Training Organisations (RTOs)**.

The Code of Conduct applies to all training and assessment activities delivered by our RTO.

2. Scope

This policy applies to:

- All learners enrolled with our RTO
- All delivery modes (online, face-to-face, and blended)
- All training locations, workplaces, and online platforms
- All funded and fee-for-service programs

3. Principles

We are committed to:

- Providing a safe and inclusive learning environment
- Treating all learners fairly and respectfully
- Managing behaviour issues in a reasonable and consistent manner
- Ensuring procedural fairness in disciplinary processes

4. Expected Standards of Behaviour

Learners are expected to:

- Treat trainers, staff, and other learners with respect
- Follow reasonable directions from trainers and staff
- Participate actively and honestly in training and assessment
- Comply with safety requirements and instructions
- Use RTO facilities, equipment, and online systems appropriately
- Communicate concerns or issues in a respectful way

5. Unacceptable Behaviour

Unacceptable behaviour may include, but is not limited to:

- Bullying, harassment, or discrimination
 - Aggressive, threatening, or abusive behaviour
 - Disruptive behaviour that impacts learning or safety
 - Academic misconduct, including plagiarism or cheating
 - Misuse or damage of equipment or facilities
 - Attending training under the influence of drugs or alcohol
 - Breaches of workplace health and safety requirements
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6. Online Learning Behaviour

When participating in online or virtual learning, learners are expected to:

- Use appropriate language and conduct
 - Respect privacy and confidentiality
 - Follow digital platform rules and instructions
 - Avoid disruptive or inappropriate online behaviour
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7. Safety and Wellbeing

Learners must:

- Follow all safety instructions provided during training
- Wear appropriate clothing or personal protective equipment (PPE) where required
- Report hazards, incidents, or safety concerns promptly

Safety breaches may result in immediate action where required to protect learners and staff.

8. Managing Behaviour Issues

Where behaviour concerns arise:

- Issues will be addressed promptly and fairly
- Learners will be given an opportunity to respond
- Actions will be proportionate to the behaviour

Possible actions may include:

- Informal discussion or warning
 - Requirement to undertake corrective action
 - Temporary suspension from training activities
 - Withdrawal from the course in serious cases
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9. Procedural Fairness and No Disadvantage

Learners will:

- Be treated fairly and without discrimination
 - Not be disadvantaged for raising concerns or complaints
 - Have access to support persons where appropriate
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10. Appeals and Complaints

Learners may lodge complaints or appeal decisions related to behaviour or disciplinary action in line with the **Complaints & Appeals Policy**.

11. Records Management

We maintain records of:

- Reported behaviour issues
- Actions taken
- Outcomes and follow-up actions

Records are managed in line with our Records Management and Privacy Policies.

12. Continuous Improvement

Behaviour-related incidents and feedback are reviewed to:

- Identify trends
 - Improve learner safety and wellbeing
 - Strengthen training and support practices
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13. Related Policies

- Student Support & Access and Equity Policy
 - Complaints & Appeals Policy
 - Assessment Policy
 - Privacy Policy
 - Records Management Policy
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14. Review and Approval

This policy is reviewed regularly to ensure ongoing compliance with the 2025 Standards for RTOs and organisational requirements.