



## **Code of Conduct & Practice**

## Purpose

The aim of this Code of Conduct & Practice is to ensure that Infinity Institute Australia (“IIA”) advocates for learning, training and assessment practice that promote positive outcome for all who engage in its services.

This code is to guide the practices and conduct of all IIA staff and learners who work alongside one another for the sake of mutual benefit and the reaching of shared goals.

## Rights and Responsibilities of Staff

### IIA staff have a right to:

- Expect the co-operation of learners.
- Expect that they will be able to teach and assess in an orderly and co-operative environment.
- Expect the support of other staff in the administration of fulfilling their professional duties.
- Not be harassed, victimized, or discriminated against on any basis,
- Access the information IIA holds about them,
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Have access to supportive environment which is free from harassment, discrimination, and victimization,
- Work in a healthy and safe environment where the risks to personal health and safety are managed and minimized,

### IIA staff have a responsibility to:

- Take care of learners under their supervision with the aim of ensuring their safety and welfare as reasonable practice,
- Implement training and assessment practices in line with IIA’s policy, procedure as well as the requirements as stipulated within the Standards for Registered Training Organisations (SRTO) 2015,
- Respect confidential information relating to learners gained in the course of professional practice, unless the wellbeing of an individual or a legal imperative requires disclosure,
- Uphold the reputation and standing of the profession; act with honesty and integrity in all aspects of their work; and avoid direct conflict between their private interests and their professional work,
- Respect learners, colleagues and co-professionals; and interact with them in a way that respects individual differences and cultural or ethnic diversity,
- Maintain flexibility in their approach to all aspects of training and assessment in line with the legal requirements that guide Vocational Education and Training in Australia,
- Appreciate the unique and privileged relationships that exist between trainers and learners; and conduct these relationships in a way that is professional, respectful and appropriate,

- Provide complete and accurate information and authentic documents within all aspects of the job role,
- Not enter into any transaction or become engaged in any other situation, which may result in a conflict of interest with IIA,
- Be familiar with policies and procedures relevant to activities undertaken,
- Ensure professional development opportunities are identified and sought,
- Report to the VET Manager/CEO for any breaches of this Code of Conduct & Practice or any other unlawful activities of which he or she may become aware of.

## **Rights and Responsibilities of Learners**

### **Learners have a right to:**

- Be treated fairly and with respect by all learners and IIA staff,
- Not be harassed, victimized, or discriminated against on any basis,
- Learn in a supportive environment which is free from harassment, discrimination, and victimization,
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized,
- Have their personal details and records kept private and secure according to IIA's Privacy Policy.
- Access the information IIA holds about them,
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs,
- Be given clear and accurate information about their course, training and assessment arrangements and their progress,
- Access the support they need to effectively participate in their training program,
- Provide feedback to IIA on the services, training, assessment, and support services they receive.

### **Learners have a responsibility to:**

- Be responsible and accountable for their own behaviour and conduct,
- Conduct themselves with regard to the rights and welfare of other learners and IIA Staff
- Treat IIA staff and other learners with mutual respect,
- Behave in a responsible manner and refrain from:

- Harassing or bullying behaviour
- Direct or indirect discrimination towards others based on their race, religion, sex, disability or any other personal attribute and characteristic,
- Sexual harassment,
- Derogatory comments and slander,
- Smoking in training areas,
- Using mobile phones during classes,
- Swearing,
- Disruptive behaviour during classes,
- Be punctual and attend all scheduled classes,
- Actively participate in scheduled classes and learning provisions set by IIA,
- Submit assessment tasks by the due date,
- Prepare appropriately for all assessment tasks, visits and training sessions,
- Progress steadily through their course in line with their training plan,
- Refrain from all forms of plagiarism, cheating and collusion,
- Communicate to relevant IIA staff, as soon as possible, when an illness or personal problem affects academic progress and performance in an enrolled unit,
- Observe WHS procedures at all times and report any identified hazards
- Observe the right to privacy and confidentiality of fellow learners

**If any party breaches the expected rights and responsibilities as outlined in this Code of Conduct & Practice, IIA will be required to take disciplinary action to rectify and/or manage the behavior**

- In all situations and circumstances, the breaching party will be given due time and opportunity to respond to any concerns about their conduct or failure to meet the expectations set upon them.
- Breaching parties have the right to make an appeal of any decision made under the IIA Complaints and Appeals Policy and Procedures.

## **Misconduct**

Breaches of the Code of Conduct will be considered misconduct. The investigation of and potential disciplinary actions for misconduct will depend on the nature of the misconduct and who is alleged to have committed the misconduct.

## Staff Misconduct

Allegations of staff misconduct will be dealt with under the terms of employment, engagement or letter of offer. Staff misconduct may have industrial relations implications and will follow the appropriate industrial relations instrument.

## Misconduct by Visitors

Allegations or breaches of the Code of Conduct by visitors will need to be reported to the CEO with relevant details of the allegations. The CEO will determine what, if any, investigation and/or disciplinary actions can be taken.

## Student Misconduct

Allegations or breaches of the Code of Conduct by students will be investigated. Breaches of the Code of Conduct are considered misconduct and will be escalated to the CEO. Students found guilty of misconduct may be subject to disciplinary action that is appropriate, proportionate, fair and consistent with the principles of natural justice and IIA's policies and procedures. The following apply to allegations or breaches of the Code of Conduct by students: Anyone can report an allegation of misconduct against a student by informing a IIA staff member.

- **Minor misconduct** is defined by the extent, seriousness or impact of the breach of the Code of Conduct where it is not substantial and where the student has not been previously counselled about the standard of conduct required. Minor misconduct will be dealt with through a process placing emphasis on resolving matters at the local level using a collaborative approach.
- **Serious misconduct** is defined as a misconduct that has caused significant impact and which, if substantiated, is likely to result in the imposition of a penalty under this Code of Conduct, and will be dealt with formally. Allegations or complaints of serious misconduct, including repeated breaches of the Code of Conduct, will be referred to the CEO for investigation, who may delegate responsibility for resolving the complaint to an appropriate IIA staff member depending on the nature of the complaint.
- **In cases of criminal offences** (for example violence, drug use, sexual assault or damage to property on IIA premises) the CEO (or senior most staff member available) will immediately refer the matter to the relevant authorities.