

# LEARNER CODE OF CONDUCT

This Code of Conduct applies to all participants enrolled in any course offered by Excel Training and formalises behaviour expectations of participants whilst undertaking their studies.

- This Code cannot encompass all possible situations;
- Where direction is required beyond the provisions of the Code, advice must be sought from the RTO Manager;
- The principles of conduct have been founded upon our collective (participants and staff) expectations of:
  - Friendliness, honest communication, cooperation and respect;
  - A spirit of inquiry, originality, innovation and excellence, and
  - Mutual obligation, accountability and transparency.

## Elements of the Code

- Learner responsibilities – this section addresses rules, punctuality and individual rights;
- Standards of behaviour – outlines issues regarding directions from staff, academic conduct and appropriate behaviour;
- Breaches of the Code of Conduct – provides advice about action available should there be a failure by a learner or staff member to comply with this Code.

## Participant Responsibilities

- Excel Training expects participants to align with the following responsibilities to:
  - Be aware of all rules concerning the terms and conditions of their enrolment and use of facilities. This means participants are to follow the rules, policies and procedures;
  - Respect all property and facilities including computers and resources and to respect the rights of others using these facilities;
  - Maintain academic integrity and to respect and comply with the conventions of academic learning, and
  - Not engage in fabricated complaints or grievances where there are no demonstrable or substantiated grounds for complaint.

## Punctuality and Time Commitments

- Participants are informed that they must consider the following:
  - Attend classes as required and submit work in a timely manner;
  - Be well informed about courses and course requirements and to plan accordingly;
  - Take responsibility for learning and to accept responsibility for moving towards intellectual independence;
  - Monitor their own progress in the teaching and learning environment and academic program;
  - Prepare for and actively participate in learning experiences such as discussion and debate;
  - Incorporate feedback into their learning experience and be aware of the specific rules and course requirements applying to their course of study, and
  - Conduct selves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of participant or commercial information made available to them as part of their placement.

### Participation and Feedback

- Participants are advised to:
  - Provide honest constructive feedback to Excel Training on the quality of teaching and services via formal methods (participant evaluation forms) and, when appropriate, informally;
  - Participate actively contribute to the committees on which they are representatives or members;
  - Work with the other participants to improve the overall experience of learning and development.

### Individual Rights

- Participants are advised to:
  - Treat staff and other participants with respect and courtesy;
  - Promote a safe environment at all times when at Excel Training and/or the Host Organisation;
  - Show awareness of and sensitivity towards other cultures, and
  - Respect the opinions of others and to engage in rational debate in areas of disagreement.

### Standards of Behaviour

- This Code of Conduct establishes the following standards of behaviour as requirements of all participants throughout the learning experience. Participants must:
  - Abide by all rules and requirements of Excel Training and respond to all lawful and reasonable directions from staff;
  - Be aware that all forms of academic dishonesty or misconduct are unacceptable and that they may take measures to ensure compliance;
  - Use all equipment and resources appropriately, legitimately and safely following all relevant health and safety requirements;
  - Follow the recognised policy and procedures for complaints, grievances and appeals;
  - Be considerate in how they use their mobile phone and electronic equipment in order not to disturb or disrupt teaching and other operations.
- The following behaviour is not allowed:
  - Unlawful and/or violent and/or unsafe disruptions of training, periods of instruction or other learning-based activities;
  - Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill-mannered behaviour towards others;
  - Interfering with, or causing wilful or negligent damage of any property;
  - Theft of property or any personal property;
  - Attending under the influence, or being in possession, of alcohol, drugs or any prohibited substance, and
  - Discriminating against any Excel Training staff and other participants.