



Training Aid

Australia Pty Ltd

Participants Code of Conduct Policy and
Procedure.

RTO NUMBER
91411

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POLICY OBJECTIVE

The purpose of the Code of conduct is to explain to Participants their obligations and responsibilities and convey Training Aid Australia's principles, which are aimed at enhancing the Participants' learning experience and to ensure a safe, supportive and encouraging environment. While this Code cannot encompass all possible situations, where direction is required beyond the provisions of the Code it must be sought from an appropriate staff member and referenced against existing and applicable policies and procedures.

RESPONSIBILITY

The Participant Code of Conduct applies to all Training Aid Australia's Participants' staff and management personnel.

REQUIREMENTS

Participant Expectations

While training or studying participants can expect Training Aid Australia will provide the following:

Policies and Procedures

- Selection, enrolment, assessment and academic progress policies and procedures that are fair and equitable.
- A guarantee that changes to courses, administrative policies and procedures directly affecting Participants will be communicated and advised to Participants and will not disadvantage currently enrolled Participants, provided that satisfactory academic progress is made.
- Assurance that grievances / complaints will be dealt with quickly and satisfactorily through a clear set of policies and procedures.
- A learning environment in which occupational health and safety standards are maintained and safety and security issues addressed.
- Assurance that Training Aid Australia complies with the Privacy and Data Protection Act (VIC)2014 The Privacy and Personal Information Protection Act 1998 (PPIP Act), the Freedom of Information Act (VIC) 1982 and that Participants have access to information held about them in accordance with these Acts.
- Assurance that Training Aid Australia complies with all relevant legislative requirements.

Timely and Accurate Information

- Access to accurate and timely information about subjects and courses, course content, assessment, requirements and attendance requirements.
- Access to accurate and clear information about course costs.
- Dissemination of results within a reasonable time from completion of subjects and feedback on those results.

Quality of Study Programs

- Course and subject content that is up-to-date and valid.
- A training and learning environment that meets quality standards appropriate for its course.
- A learning environment in which Participants are able to engage in rational debate and freely express alternative points of view in that debate.
- Support and guidance from training staff.

Participant Participation and Feedback

- The opportunity for Participants to provide considered feedback on their training and learning experience in subjects and courses.
- Assurance that feedback provided by Participants will be incorporated into Training Aid Australia's quality management system.

Human Rights

- A study environment that is free from harassment, discrimination and abuse of power, and one that respects the privacy of individuals.
- Participants are treated with courtesy and respect.
- Equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction or socio-economic status.

Participant Responsibilities

During their time at Training Aid Australia, Training Aid Australia expects Participants to assume the following responsibilities:

Regular and Punctual Attendance

- Arrive on time to class.
- Notice in advance of known absence, lateness or early departure.
- Explain late arrival to your trainer on arrival or return to the classroom.

Completion of All Class, Homework and Assessment Tasks by The Due Date

- Contact your Trainer between classes if you are experiencing difficulty with the homework or course content.
- If you are absent for an assessment task, provide a medical certificate or statutory declaration to support your absence.
- Negotiate a time with your Trainer to catch up on any tasks.

Responsible, Respectful and Cooperative Behaviour

- Treat staff and fellow participants in a respectful manner.
- Respect the property of other people.
- Do not use offensive language.
- Avoid disrupting or interrupting others.
- Come to class appropriately dressed.
- Switch mobile phones to silent or vibrate during class time.
- No form of bullying, harassment or discrimination will be tolerated.
- Consumption, or being under the influence of alcohol or illicit substances during the training hours is prohibited and unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Course.
- If found with illicit drugs or aiding and abetting other persons in the sale or taking of illicit drugs on the training premises, you may be reported to the police.
- Failure to comply with the last two points will result in your suspension and/or expulsion from the Course and refund of monies paid will be forfeited.

Preparedness to Work Effectively in Class

Participate in all learning activities to the best of your ability.

Bring all necessary materials to class including textbooks, homework, folders, notes and stationery.

- Respect training facilities.
- Do not damage tables or other property.
- Leave rooms tidy (chairs and tables straight, rubbish in bins) at the end of classes.
- Do not interfere with equipment or materials on display in classrooms.
- Treat the surrounding grounds and car parks with respect: place rubbish in bins, drive in a considerate manner and obey signs.

Safety Considerations

Safety is everyone responsibility therefore you must;

- **Not** conduct in behaviour that may or will lead to harm of yourself or others
- All equipment must be used **only** in the manner in which it was intended.
- Follow all instructions of a reasonable nature from trainers and staff of Training Aid Australia
- Notify Training Aid Australia of any perceived hazards.
- Always wait in a well-lit area before and after class.
- Notify the Trainer of any visitors to the class.
- **If you are found in breach of the Participant's Code of Conduct, you may be asked to leave the course.**

Expulsion of A Participant

Training Aid Australia reserves the right to expel a participant. Breach of discipline means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work at Training Aid Australia or is in breach of Training Aid Australia's code of conduct.

Incidents leading to expulsion Training Aid Australia include but are not limited to:

- Assaults a person on the premises of Training Aid Australia.
- Unlawfully removes, damages or uses any property of another person or Training Aid Australia.
- Behaves inappropriately or threatens the safety of other participants.
- Obstructs staff of Training Aid Australia in the performance of their duties.
- Obstructs the teaching / training of a group or an assessment activity.
- Commits or engages in any dishonest or unfair act in relation to an assessment activity.
- Wilfully disobeys or disregards any lawful order or direction given by a Training Aid Australia member of staff.
- Enters locations of Training Aid Australia's premises when directed not to do so by a Training Aid Australia member of staff.
- Fails to leave locations of Training Aid Australia's premises when directed to do so by a Training Aid Australia member of staff.
- Fails to return Training Aid Australia's property or pay replacement costs when instructed to do so.
- Fails to pay financial commitments to Training Aid Australia.
- Enters locations of Training Aid Australia's premises whilst under the influence of alcohol or drugs.
- Engages in any unlawful activity on Training Aid Australia's premises such as using, possessing or supplying any prohibited drug, substance or weapon.
- Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, sexual preference, transgender, marital status, physical or intellectual disability or religion of the person or members of the group.

Training Aid Australia is committed to the principle of ensuring that every Participant / Trainee has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals. Staff and Participants have a responsibility to prevent minor behavioural problems from becoming larger ones.

Participants are encouraged to solve behavioural problems through discussion and mediation with staff of Training Aid Australia before the provision of more formal procedure is invoked.

Training Aid Australia's Director/CEO may apply any of the following penalties where he/she are satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:

- A verbal or written reprimand
- Exclusion from the course or any other Training Aid Australia course
- Payment of compensation by Participant for damages or loss of resources
- Restitution of property removed or damaged
- A referral to attend counselling at a specified time and place

The Participant may appeal the penalty under Training Aid Australia Complaints and Appeals Policy. Participants terminated by Training Aid Australia will forfeit fees.

Participant Welfare

Training Aid Australia is concerned about the welfare of Participants and offers support through our trainers and Training Coordinator. We will assist all Participants with a short orientation program at the beginning of each course. We will be quick to respond to unacceptable behaviour from Participants or staff. Discrimination, harassment or victimisation will be dealt with as per legislation and our policies and procedures. Training and administration staffs are aware of their responsibilities to ensure that Participants feel safe and supported at Training Aid Australia.

REVISION HISTORY

Creation/ Revision Date	Comment	Created/ Revised by
15/02/24	Reviewed & updated	Compliance Manager Simon Judge
02/08/23	Checked for relevance & reviewed	Compliance Manager Simon Judge
03/03/22	Checked for relevance & reviewed	Compliance Manager Simon Judge
26/08/21	Checked for relevance & revised for connected delivery.	Compliance Officer Simon Judge
18/08/20	Policy and procedure update and check for continued relevance.	Compliance Officer Simon Judge
20/10/19	Policy and procedure wording clarified to remove ambiguity.	Compliance Officer Simon Judge
07/12/18	Policy and procedure created	Compliance Consultant Simon Judge