

20. CODE OF CONDUCT/RIGHTS Policy and Procedure

Policy

The purpose of this policy is to outline the way in which students of JTI are expected to conduct themselves during their participation in training and assessment. This policy details the possible consequences to students if they misconduct/breach of the code of conduct.

As a Registered Training Organization, Job Training Institute (JTI) is committed to ensuring that it provides training and assessment that is compliant with VET Quality Framework and all relevant legislations and leads to nationally recognised qualifications. All our staff members recognise the rights of our clients/students as enshrined in our code of practice.

(Please note that it is mandatory that every student reads and acknowledges having understood this code of conduct before enrolling for learning at Job Training Institute).

All students and staff of JTI must;

- Respect the dignity of others.
- Respect the rights of others.
- Do not use oppressive or misleading practices, falsify or wrongly withhold information.
- Ensure that others are treated in accordance with the principles of natural justice.
- Respect the confidentiality of information within JTI.

The following Code of conduct aims to formalise and assure client/student, of JTI's commitment in terms of:

- Respecting and protecting their rights
- Providing information, advice and support
- Optimising their learning outcomes
- Promoting principles of access and equity
- Regular evaluation of training and assessment delivered across board
- Industry engagement to ensure relevance and national recognition of our qualifications
- Assessing student current skills and needs prior to enrolment

JTI's Promise and Commitment to our Students:

- We shall at all times respect and protect student's rights and a clear Complaints Escalation Process is provided as part of policies and procedures. Complaints and appeals procedures are provided and explained to student at enrolment stage,
- We shall be upfront with our students, the selection, enrolment and induction process which include: training locations, skills/knowledge required, training pathways. The enrolment process involves completion of an enrolment form in which personal and other relevant information is collected. This information is handled as per our Privacy Policy, and students receive this before enrolment. The first class is always the induction

class where the Code of Practice and other vital information about study at JTI are discussed including the Policy and Procedures.

- Courses information is available in form of booklets, flyers, brochures, from our staff and on our website.
- We shall publish and avail at all times fees and charges pertaining to learning at JTI. These fees and charges are also indicated on the enrolment form.
- To ensure a conducive environment for learning is maintained, any student who engages in disruptive behaviour/activities shall be disciplined by being asked to leave the class and building. Disruptive behaviour includes: physical and/or verbal abuse, sexual harassment, continued absence from class, obscene gestures, continuous interruption of the trainer, disrespect to fellow students/trainers/staff and smoking in non-smoking areas.
- JTI provides support and assistance for language, literacy and numeracy.
- JTI also provide support in Recognition of Prior Learning (RPL) Assessment in terms of: learning options, pre-course commencement interviews (phone, face-to-face), guidance on career options, training needs/gaps analysis. We also have RPL assessment documentation on our website
- Students are provided with information on course cancellation and refund policy and procedures.
- Equal educational opportunity exists for all students and no student can be hindered from undertaking any course solely on the basis of their gender, race, ethnicity or religion.
- JTI shall assess the skills and needs of each student prior to enrolment and provide the student with accurate and objective feedback.
- JTI shall maintain confidentiality and privacy of all personal information, unless authorised by law to disclose.
- Students will receive services as detailed in the training plan and the enrolment form, which form our agreement with our students.
- Training and assessment will be delivered by qualified trainers and assessors.
- JTI shall provide flexible learning and assessment methods.
- Student resources shall be updated regularly and in line with industry needs.
- JTI marketing activities and information shall be ethical and accurate and in line with the Vet Quality Framework.
- Prior to enrolment the student shall be informed of all costs. This can be located in the JTI Student Handbook and on the JTI website.

- All JTI students and staff members are obligated to comply with JTI's Work place Health and Safety Policies and Procedures.
- JTI shall provide support for students with special needs (language, culture, religion) where possible, as stipulated in the training plan.
- JTI shall seek feedback from the students for purposes of continuous improvement of the training and assessment resources.
- JTI trainers and assessors will work in the industry or will keep up with current trends in the industry in addition to teaching to ensure relevance and currency of their skills and knowledge in line with industry needs.
- Our training and assessment resources shall be developed in consultation with the industry to ensure it is up to date and relevant.
- JTI is continuously engaged with the industry to ensure that the training it delivers is current and relevant to the needs of the industry.
- JTI will validate its resources as per the validation policy and schedule to ensure that they are current and relevant.
- JTI has a Refund Policy which is explained to the students prior to enrolment. The policy is also located in the Student Handbook and on our website www.jti.edu.au
- There shall be equal access and equity for all.
- JTI shall maintain accurate and complete records of all required engagements at JTI (academic, personal, financial)
- JTI is an environment free of harassment and discrimination and any such practice must be reported to the management immediately.
- Student shall be provided with an opportunity to check and confirm accuracy and completeness of their record(s) at JTI.
- Students are expected to treat each other courteously and to desist from verbal or physical abuse of one another.
- In the event of misconduct, students will be 'investigated' based on the circumstance and will not be penalised without an opportunity to 'explain themselves'.
- JTI will provide the students with a communication channel for reporting difficulties in learning/handling assignments

JTI expects students enrolled in all courses to behave in a professional and dignified manner with regard to fellow students and trainers.

It will be deemed a breach of code of conduct if a student engages in:

- Cheating in class tests or examinations;
- Plagiarism and collusion
- Intimidating other students;
- Disrespectful to others' in terms of Age, sex or background
- Bringing any article or items to the training premises that may threaten the safety of self or others
- Being disrespectful to staff and other students or their property;
- Discriminate, harass, or disturb others
- Make payment for their training within agreed timeframes
- Been rude, or discourteous to a trainer or any other member of the staff or guest trainer
- Causing disruption in class; and/or
- Engaging in misconduct deemed unsuitable or unprofessional.
- Notifying JTI if the student is continuously failed to attend the training sections for any reason
- Failure in meeting the course progress requirements as per the training plan
- International students for not comply with their student visa requirements under ESOS Act
- Not providing the relevant and required information in timely manner

Procedure

For non-compliance with the Student Code of Conduct the following procedure for discipline will be followed:

- 1.** A member of JTI staff will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file and entered in VET track.
- 2.** Where the issue or behaviour continues, students will be invited for a personal interview with the Course Coordinator / training manager to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's profile in VET track.
- 3.** Should the issue or behaviour continue, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's profile in VET track.
- 4.** After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, JTI can terminate the student and the student will be notified in writing that their enrolment has been terminated.
- 5.** At any stage of this procedure student can able to access the Complaints and Appeals Procedure to settle any disputes that may arise.
- 6.** If a student puts the safety and security of any staff or student of JTI at risk as a result of the breach of the Code of Conduct, immediate steps will be taken to remove the student from the premises.

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Applicable legislation

- The Education Services for Overseas Students Act 2000 (ESOS Act)
- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Age Discrimination Act 2004
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986