

JTI Code of Conduct, Rights and Responsibilities Policy & Procedure

A. Purpose

This policy sets out the rights and responsibilities of students, staff, contractors, and visitors at Job Training Institute Pty Ltd (JTI). It ensures compliance with:

- Standards for RTOs 2015 (Clauses 1.7, 5.1–5.4, 6.1–6.6, 7.2, 8.5)
- ASQA 2025 Outcome Standards (student safety, wellbeing, and quality outcomes)
- ESOS Act 2000 & Regulations 2019
- National Code of Practice 2018 (Standards 2, 3, 4, 5, 6, 7, 9, 10)
- Fair Work Act 2009, Anti-Discrimination legislation, WHS/OHS obligations, Privacy Act 1988.

It is mandatory that every student acknowledges this Code of Conduct during enrolment.

B. Scope

Applies to:

- All JTI staff (permanent, casual, contractors, volunteers)
- All students (domestic, CRICOS/overseas, short course, fee-for-service, funded)
- Agents, contractors, and visitors engaging with JTI services or premises.

C. Rights of Students and Staff

At JTI, all students and staff have the right to:

- Be treated with dignity, fairness, and respect.
- Study or work in a safe, inclusive, and discrimination-free environment.
- Access accurate, transparent information before and during enrolment.
- Receive training, assessment, and support services that meet individual needs.
- Access complaints and appeals processes without fear of victimisation.
- Have personal information handled in line with the Privacy Act 1988.
- Learn in facilities that meet WHS and ESOS safety obligations.
- Be taught and assessed by trainers/assessors who meet ASQA requirements for currency and competence.

D. Responsibilities of Students and Staff

All members of JTI must:

- Respect the dignity and rights of others.
- Uphold principles of equity, inclusion, and natural justice.
- Protect confidentiality and only share information where lawful.
- Follow JTI's policies and procedures, including WHS and academic integrity.
- Communicate respectfully with staff, trainers, peers, and clients.
- Maintain professional conduct in classrooms, online platforms, workplaces, and community settings.

E. Student & Staff Conduct

Behaviours that will be deemed misconduct include:

- Academic Misconduct: cheating, plagiarism, collusion, falsifying evidence.
- Disruptive Behaviour: verbal abuse, intimidation, harassment, bullying, discrimination, sexual harassment, obscene gestures, physical violence.
- Non-Compliance: refusing to follow safety rules, repeated absence, smoking in restricted

areas.

- Professional Misconduct: defaming JTI, being under the influence of drugs/alcohol, theft, criminal activity, or actions bringing JTI into disrepute.

F. JTI Commitments

JTI commits to:

- Providing accurate pre-enrolment information (fees, policies, pathways, support services).
- Offering flexible and equitable learning and assessment strategies, including reasonable adjustments for LLN or special needs.
- Supporting students with wellbeing, counselling, LLN, and placement assistance.
- Ensuring marketing and advertising are ethical and compliant with Standards for RTOs 2015 & National Code 2018.
- Maintaining an environment free of harassment, bullying, or discrimination.
- Ensuring courses and assessments are industry-relevant and validated.
- Maintaining transparent refund, transfer, and complaints processes.
- Seeking regular student feedback for continuous improvement of the training and assessment resources.

G. Misconduct Procedure

1. First Instance – written warning and support plan.
2. Second Instance – exclusion from class/unit, requirement to resubmit work or meet with Course/Training Manager.
3. Serious Misconduct – suspension or cancellation of enrolment/employment in line with:
 - National Code 2018 Standard 9 (Deferment, Suspension, Cancellation)
 - JTI Complaints & Appeals Policy (access to internal/external review).

H. Complaints & Appeals

- Students and staff may lodge a complaint about breaches of this Code via JTI's Complaints and Appeals Policy.
- All complaints will be addressed within 10 working days.
- Enrolment is maintained during internal complaint/appeal processes in line with Standard 10 of the National Code 2018.

I. Continuous Improvement

- This policy is reviewed annually or sooner if legislation changes.
- Feedback from students, staff, audits, and industry engagement informs improvements.