

Code of Conduct Policy (for all Participants and NRCHI users and Hirers)

Organisational Area

Registered Training Organisation

Authorisation

This policy was adopted by the Committee of Governance at North Ringwood Community House Incorporated on August 2018

Review Date

This policy will be reviewed every two years or sooner if required

Scope

This policy is for all Participants and NRCH users and Hirers

Policy Purpose

North Ringwood Community House is committed to the provision of quality learning opportunities, childcare services and support to families in the local area. We aim to ensure that all participants in courses and activities at NRCHI enjoy a positive experience and recognise the rights of all students to fully participate in courses in an undisturbed, pleasant environment. This includes where NRCHI has provided room(s) for hire.

NRCHI participants, hirers and House users are reminded that whilst on the NRCHI premises, all visitors are expected to behave in a considerate and courteous manner and all normal courtesies are expected, which include:

- Quiet movement around the facility at all times
- Respectful language and behaviour towards all staff
- Maintain a quiet class environment
- Arrive and leave class/program at scheduled times or with the full acceptance knowledge of the trainer/program facilitator
- Mobile phones and electronic equipment is to be switched off in class/program at all times. If you must have you phone switched on, please have it on silent and only take a call or respond to a message outside of the room if it absolutely cannot wait until after class
- Do not take photographs, video or recording without all parties' consent
- Do not make public statements on behalf of NRCHI
- Unless for prescribed medical reasons, no food should be consumed in class/program time, except during an organised activity or break
- Children are not permitted in class/program rooms. Parents are responsible for making childcare arrangements
- Follow any reasonable direction from staff
- Respect the privacy of others
- Not engage in plagiarism, collusion or cheating in assessment activities
- To avoid any activity or behaviour that would unfairly advantage or disadvantage another student academically

- Not risking own or others health and safety; follow NRCHI OHS policies and procedures
- Commitment to the prevention of unlawful behaviour or activity while at NRCHI
- Be free of drugs and alcohol that may cause functional impairment
- Disruptive behaviour will not be tolerated
- Do not bring your pets to class (Assistance Dogs excepted)
- Smoking is not permitted inside or around NRCHI property. Smokers are asked to smoke in the car park or on the oval. Please dispose of butts in a rubbish bin
- Access to NRCHI property only where you are entitled to have access and are qualified to use appropriately
- Abstain from aggressive behaviour, bullying or harassing while at NRCHI, including in an online environment
- Ensure that information of, or held by NRCHI, participants or staff is not accessed, used or published inappropriately
- Make timely payment of any fees due
- If or when you cease relationship or attendance with NRCHI, all trust and confidentiality previously made shall remain binding
- To behave in a responsible manner by not:
 - Aggressive behaviour, Harassing or intimidating fellow students, House Users or staff
 - Damaging or stealing property
 - Engaging in behaviour which may embarrass, offend or threaten others
 - Becoming involved in, or encouraging, discrimination against or harassment or bullying of other participants or staff

NRCHI Participants and Staff have a right to:

- Be treated with respect and consideration
- Learn/participate in a stimulating and supportive environment
- Learn/participate in an environment free of discrimination and harassment
- Privacy of personal information and Student Records held at NRCHI
- Lodge a complaint without fear of victimisation

Students/Trainers/Facilitators responsibilities:

- To treat others with respect, consideration, dignity, impartiality, courtesy and sensitivity
- To act honestly and ethically
- To abide by NRCHI's Code of Conduct

Students / participants who breach this code of conduct will be subject to consequences which could result in exclusion from courses and programs.

Disciplinary action may be considered, without limiting the scope, against a person

- Whose behaviour is considered to be disruptive, inappropriate or intimidating
- Who has engaged in plagiarism, cheating or collusion
- Who are engaging in dangerous behaviours
- Who are deliberately non-compliant with OH&S requirements
- Whose behaviour is discriminatory, prejudiced or may be deemed as bullying or harassment
- Who inappropriately use NRCHI equipment, resources and facilities
- Who steal from others or from NRCHI at NRCHI
- Who assaults a person on the premises of NRCHI
- Who unlawfully removes, damages or uses any property of another person or of NRCHI
- Who obstructs staff of NRCHI in the performance of their duties

- Who obstructs the teaching and/or training of a group or an assessment activity
- Who 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 member of staff or Committee
- Enters the NRCHI premises when directed not to do so by a member of staff or Committee
- Fails to leave NRCHI premises when directed to do so by a member of staff or Committee
- Fails to return NRCHI property or pay replacement costs when instructed to do so
- Fails to pay financial commitments to NRCHI
- Enters part of the NRCHI premises whilst under the influence of alcohol or a drug
- Engages in any unlawful activity on NRCHI premises such as using, possessing or supplying any prohibited drug, substance or weapon
- Discriminates against, or intimidates, a person on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion
- 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, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group.

Attempts are to be made to solve behavioural problems of students through discussion and mediation before the provision of more formal procedures are invoked. However any of the above behaviours may be considered as “serious and wilful misconduct”, and such behaviour can result in instant expulsion.

NRCH staff may apply any of the following penalties where s/he is satisfied that a breach of discipline has been committed and the penalty matches the seriousness of the breach:

- A verbal or written reprimand
- A requirement to attend a mediation meeting at a specified time and place
- Payment of compensation by the student for damages or loss of resources
- Restitution of property removed or damaged
- Use of specified equipment only in accordance with certain conditions (for a set period)
- Issue of results or statements delayed until student has complied with the order
- Exclusion from NRCHI programs temporarily or permanently

The student may appeal the penalty under NRCHI Complaints and Appeals Policy.

Please sign statement on following page.



- ❖ *Statement to be signed by NRCHI students / participants declaring they have read, understood and will abide by this policy*

Code of Conduct Policy Statement

NAME

Statement

I have read and understand my obligations under the North Ringwood Community House Code of Conduct Policy. I will abide by the NRCHI Code of Conduct Policy as well as all other NRCHI Policies and Procedures that are available to me in the Front Office and/or upon request.

Signed

Date