

## POL - Code of Conduct

### Purpose

The purpose of this policy is to provide an outline of the conduct expected of the staff, contractors and students of Flexible Business Learning Pty Ltd (FBLearning) during their participation in learning, training and assessment activities provided by FBLearning.

### Scope

This policy relates to all learning, training and assessment activities conducted by, or on behalf of, FBLearning and must be adhered to by all participants. It also relates to *all* activities conducted on behalf of FBLearning by staff and contractors.

### Responsibility

The implementation of this policy is the responsibility of all staff, contractors and students of FBLearning. It is the responsibility of each individual to adhere to the code of conduct where it relates to the activities performed in their role.

It is the responsibility of the Training Manager to ensure that all participants have agreed to adhere to the Code of Conduct, and to resolve any issues that arise due to a breach in adherence.

### Policy

*As staff and contractors at Flexible Business Learning Pty Ltd, we will:*

- Conduct all marketing and sales activities with integrity. We will ensure that materials are accurate to what the company can reasonably provide in relation to cost, resourcing and scope of operations, and that is consistent with the company's scope of registration.
- Provide FBLearning students with clear and accurate advice relating to the administration of their studies and their records during all stages of the enrolment, learning and/or assessment, and certification process to ensure they are fully informed of their rights and obligations.
- Provide training and assessment services that are conducted in accordance with *Vocational Education and Training (VET) Quality Framework*, including:
  - Assessment that is conducted in accordance with the principles of assessment, rules of evidence and relevant training package
  - Meeting workplace and regulatory requirements where relevant
  - The recognition of the *Australian Qualifications Framework (AQF)* and VET qualifications and VET statements of attainment issued by any other Registered Training Organisation (RTO) during the recognised prior learning (RPL) and credit transfer process.
- Treat all persons we come into contact with during our activities on behalf of FBLearning with dignity and respect, and we will adhere to the FBLearning Access and Equity Policy at all times.
- Accept and make provision for constructive feedback on our service provision on a whole company and individual level with gratitude and humility. We will use this feedback as a positive vehicle for continuous improvement.

- Adhere to all company policies and procedures that are current at the time of the activity being undertaken.

*As students of Flexible Business Learning Pty Ltd, we will:*

- Treat all FBLearning students and trainers/assessors with respect at all times. We will listen to their opinions and provide our own opinions and ideas without discrimination.
- We will refrain from any serious misconduct toward other participants, including:
  - violence of any kind,
  - bullying and harassment,
  - theft,
  - misuse or damage of resources (facilities, equipment and training materials).
- Follow all instructions provided by the FBLearning facilitator in relation to safety and emergency procedures relevant to the venue or location in which training is being provided, or at any FBLearning location.
- Attend training and/or assessment activities in a state that is conducive to learning. We will respect others by not showing up under the influence of drugs or alcohol. We will ensure that we disclose the nature of any contagious illness or disease (information of which will be kept in the strict confidence by FBLearning staff and contractors) either at enrolment or at the time it's existence is discovered, and we will not attend class if it is likely the illness or disease will be spread to other participants.
- Act within the parameters of the law at all times.
- Complete the requirements of our course to the best of our ability and discuss any concerns or difficulties that we are having with our trainer or a member of FBLearning staff.
- Submit only activity tasks and assessments that are our own individual (or in the case of group work) or group's work. They will be completed in our own words and will not contain a copy of any information from another text (book, magazine, journal, website etc.) without being referenced appropriately.
- Ensure that all documentation given to FBLearning is accurate and current at the time it is provided.
- Disclose all relevant information to FBLearning that can be reasonably foreseen to adversely affect our participation in the course we are enrolled in.
- Adhere to our financial obligations as outlined in the FBLearning Payment Terms and Conditions and FBLearning Payments and Refund Policy.
- Adhere to all FBLearning policies and procedures that relate to us as outlined in the Student Handbook that we have been issued.

The above statements of intent are a requirement of all participants as indicated. A declaration of intent will be signed before participating in any activities on behalf of, or provided by, FBLearning. If a participant has concerns regarding any of the above statements, they can discuss these with their FBLearning supervisor or assigned representative before authorising their intent.

## Definitions

**Participant:** All staff, contractors and students who participate in activities that are conducted by, or on behalf of, Flexible Business Learning Pty Ltd.

**Facilitator** This term has been used to include both trainers who deliver training only, training and assessment, and assessment only. It includes both employees and contract facilitators.

## Related Documents

*VET Quality Framework*

*Australian Qualifications Framework*

*POL - Access and Equity*

*POL - Payments and Refunds*

*PRO - Student Corrective Action*

*PRO - Advertising and Marketing*

*PRO - Learning Coach Monitoring*

*PRO - Workplace Health and Safety*

*RES - Enrolment Form*

*RES - Corrective Action Record*

*RES - Student Conduct Declaration of Intent*

*RES - Staff and Contractor Conduct Declaration of Intent*

*RES - Payment Terms and Conditions*

*RES - FB Learning Student Handbook*

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