



## Policy & Procedure

### PATRON & STUDENT CODE OF CONDUCT

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Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	3/4/2025
Approved and adopted by:	Board of Governance	Next Review Date:	April 2028

### Scope

This policy is for all NRCHI Patrons and Students

### Objective

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

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NRCHI patrons and students are expected to behave in a professional and courteous manner which promotes the wellbeing of themselves and others and all normal courtesies are expected.

All patrons and students are expected to:

- Observe all NRCHI policies and procedures.
- Act in a manner that does not bring NRCHI into disrepute.
- Not engage in behaviour which could be considered threatening, harassing, intimidating, bullying or abusive in any way.
- Follow all lawful instructions from trainers/facilitators and authorised NRCHI personnel.
- Respect the rights and dignity of other people, affording them all common courtesies, assistance and not discriminating in any way.
- Communicate with other students/patrons, trainers/facilitators and all NRCHI personnel in a respectful and appropriate manner.
- Refrain from the use of profanity and offensive language
- Respect the privacy of others.
- Refrain from creating, contributing or participating in negative communications related to their course or activity (such as forum discussions, social media groups/pages and websites) that are not authorised by NRCHI
- Not to make public statements on behalf of NRCHI
- Not be in possession of any object that could potentially inflict harm on self or other persons
- Not risking own or others health and safety; follow NRCHI OHS policies and procedures
- Commit to the prevention of unlawful behaviour or activity while at NRCHI
- Not be under the influence of alcohol or any other drugs that have an inappropriate effect on behaviour, learning or participation
- Not to bring 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

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- Not to take photographs, video or recording without all parties' consent

Throughout the time spent at NRCHI patrons and students are expected to:

- Move quietly around the facility at all times
- Maintain a quiet, clean class environment
- Arrive and leave class/program at scheduled times or with the full acceptance knowledge of the trainer/facilitator
- Mobile phones and electronic equipment are 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
- Only utilise NRCHI WiFi services primarily for educational purposes and refrain from accessing websites, downloading/uploading materials and engaging in behaviour that is considered antisocial, offensive or illegal.
- Unless for prescribed medical reasons, no food should be consumed in class/program time, except during an organised activity or break
- Not bring children to classes and activities. Parents are responsible for making childcare arrangements
- Not engage in plagiarism, collusion or cheating in assessment activities
- Avoid any activity or behaviour that would unfairly advantage or disadvantage another student academically
- Access NRCHI property only where you are entitled to have access and are qualified to use appropriately
- Ensure that information of, or held by NRCHI, patrons 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
- Use Moodle appropriately, engaging in honest and respectful behaviour and communication.

For time spent on Practical Placement, students are expected to:

- Represent NRCHI in a professional and courteous manner and continue to adhere to the above code of conduct
- Adhere to the Policies and Procedures of the host facility
- Adhere to the Guidelines outlined in the Practical Placement Agreement
- Agree to take part in this practical placement arrangement as part of their vocational training, and agree this does not constitute an employment relationship between the student and the employer.
- Carry out all reasonable and lawful directions of the employer and perform their work to the best of their ability.
- Comply with all reasonable workplace rules and requirements governing safety and behaviour.
- Attend the workplace on each day at the agreed time.
- Inform both the employer and the practical placement coordinator as soon as practicable if they are unable to attend work.
- Promptly inform the employer and the practical placement coordinator of any accident, injury or incident that may occur.
- Dress in accordance with workplace guidelines.
- Inform the practical placement coordinator and employer of any necessary health information, including details of any known medical condition which may affect them and any

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medication or treatment which may be necessary.

- Be responsible for their transport to and from the workplace.
- Refrain from creating, contributing or participating in communications related to their practical placement (such as forum discussions, social media groups/pages and websites)
- Not be under the influence of alcohol or any other drugs that have an inappropriate effect on behaviour, learning or participation

### Child Safety

Patrons and students of NRCH must not:

- Exhibit behaviours with children which may be construed as unnecessarily physical
- Put children at risk of abuse
- Display violent or inappropriate behaviour
- Do things of a personal nature that a child can do for themselves, such as toileting or changing clothes
- Engage in open discussions of a mature or adult nature in the presence of children
- Use inappropriate language in the presence of children
- Express personal views on cultures, race or sexuality in the presence of children
- Discriminate against any child, including on the basis of age, gender, sexuality, race, culture or disability
- Have any unnecessary online contact with a child or their family
- Use any computer, mobile phone or video and digital camera to exploit or harass children or expose them to offensive or sexualised content
- Exchange personal contact details with a child such as phone number, social networking sites or email addresses, unless necessary
- Ignore or disregard any concerns, suspicions or disclosures of child abuse

NRCHI Patrons and Students 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 / patrons 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
- Who inappropriately use NRCHI equipment, resources and facilities
- Who steals from others
- Who assaults a person
- Who unlawfully removes, damages or uses any property of another person or of NRCHI
- Who obstructs staff 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



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- Who creates, contributes or participates in negative communications related to their course such as social media groups/pages and websites.
- Wilfully disobeys or disregards any lawful order or direction given by a member of staff or Board
- Enters the NRCHI premises when directed not to do so by a member of staff or Board
- Fails to leave NRCHI premises when directed to do so by a member of staff or Board
- 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
- Engages in any inappropriate behaviour towards children
- Discriminates against, or intimidates, a person on the grounds of the person's age, race, gender, 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, gender, 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 and patrons 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.

NRCHI 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.



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❖ *Statement to be signed by NRCH student or patron declaring they have read, understood and will abide by this policy*

### Code of Conduct

NAME .....

#### Statement

I have read and understand my obligations under the North Ringwood Community House Code of Conduct and will abide by it.

Signed .....

Date .....

### Document Locations

Website

Electronic file folders accessible by NRCH Administration staff

Policy and Procedure Manual

### Related Documents

Complaints & Appeals Policy

Plagiarism Policy

Minors in Classes and Activities Policy

Bullying Policy

Student Handbook

Room Hire Policy

Practical Work Placement Policy

### Related Legislation

Education and Training Reform Act 2006

Occupational Health and Safety Act 2004

Racial and Religious Tolerance Act 2001

Equal Opportunity Act 2010

Disability Discrimination Act 1992

Australian Quality Standards Framework 2010

Victorian Registration and Qualifications Authority Guidelines for VET Provider

### Area of Compliance

AQTF Condition 3, Standards 3.1, 3.2

VRQA Guidelines for VET Providers Guideline 2.3



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*Skills First* Quality Charter  
VET Funding Contract *Skills First* Program Clause 4.1  
ACFE Funding Contract  
Maroondah Council Agreement

Date reviewed	Version	Details of changes (if any)	Date of next review
10/5/2022	6	Related Documents updated Participant replaced with Patron Disclaimer for accredited students only	May 2025
28/11/2023	7	Child Safety information updated	November 2025