



## 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 Code of Conduct applies to all NRCHI patrons and students, including those participating in any course, activity, or event, as well as those using spaces hired through NRCHI.

### Objective

NRCHI is committed to providing high-quality learning opportunities and support to the local community. We aim to ensure that all patrons and students enjoy a positive, respectful, and inclusive experience in a safe and welcoming environment.

### Responsibilities and Conduct

#### General Expectations

All patrons and students are expected to behave courteously and professionally to support their own wellbeing and that of others. Patrons and students must:

- Observe all NRCHI policies and procedures.
- Act in a way that upholds the reputation of NRCHI.
- Avoid threatening, harassing, intimidating, bullying, or abusive behaviour.
- Follow lawful instructions from trainers, facilitators, and authorised NRCHI staff.
- Communicate respectfully and avoid offensive or profane language.
- Respect the rights, privacy, and dignity of others without discrimination.
- Avoid making unauthorised public statements or online discussions about NRCHI.
- Not bring weapons, harmful substances, or engage in activities that could endanger health or safety.
- Abstain from alcohol or drugs that impair behaviour or learning.
- Not bring pets (except registered assistance animals).
- Refrain from taking photos, videos, or recordings without consent.
- Comply with all Workplace Health & Safety (WH&S) procedures and contribute to a safe environment.

#### Course and Program Conduct

While enrolled or participating in any NRCHI activity, patrons and students must:

- Attend on time and inform staff of absences as required.
- Keep noise to a minimum and respect other classes in session.
- Not bring children to class unless approved in advance (except for parent-focused programs).
- Refrain from eating during class unless medically necessary or approved by the facilitator.
- Use mobile phones only outside class or when permitted; phones must be on silent mode.
- Use NRCHI Wi-Fi for lawful, educational purposes only.

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- Avoid cheating, plagiarism, or collusion in assessments.

### **Emergency Procedures**

In the event of an emergency, patrons and students must follow staff instructions promptly, evacuate safely, and report any incidents to NRCHI personnel immediately

### **Privacy and Confidentiality**

- Do not share confidential information related to NRCHI, trainers, or other students. Examples include student records, course materials, email content, and internal discussions.
- Respect others' privacy and do not share personal information without consent.
- Confidentiality obligations continue even after involvement with NRCHI ends.

### **Use of NRCHI Property and Equipment**

- Do not remove, misuse, or damage NRCHI property or equipment.
- Access only authorised areas and equipment.
- Keep facilities clean and tidy.
- Pay for any damages or lost property.

### **Technology and Responsible Use**

- Use NRCHI computers, Wi-Fi, and digital platforms responsibly and lawfully.
- Do not access or download offensive, inappropriate, or illegal content.

### **Dress Code**

- Dress appropriately for the learning environment or placement/employer expectations.

### **Drugs, Alcohol, and Smoking**

- Do not attend NRCHI under the influence of alcohol or drugs.
- Smoking is permitted only in designated outdoor areas, at least 4 metres from buildings.
- Dispose of cigarette butts in bins.

### **Practical Placement Expectations**

Students undertaking practical placements must:

- Represent NRCHI professionally and respectfully at all times.
- Comply with host facility and NRCHI policies and placement agreements.
- Understand placement is part of training, not employment.
- Follow host employer's lawful directions and workplace rules.
- Attend on time and notify employer and coordinator if absent.
- Report accidents or incidents promptly.
- Dress according to workplace guidelines.
- Inform coordinator and employer of relevant health considerations.
- Arrange personal transport to and from placement.

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- Refrain from unauthorised or inappropriate online or social media communication about the placement.
- Not attend placement under the influence of alcohol or drugs.

### **Child Safety Responsibilities**

NRCHI is committed to child safety and wellbeing. Patrons and students must:

- Avoid physical contact or personal tasks that a child can do themselves.
- Not engage in inappropriate, violent, or sexualised behaviour or discussions around children.
- Use respectful language and avoid discriminatory or inappropriate views.
- Not contact children or their families outside authorised NRCHI programs.
- Not use devices to exploit, harass, or expose children to inappropriate content.
- Not share personal contact information with children unless authorised.
- Report any concerns, suspicions, or disclosures of abuse promptly.
- Never ignore child safety risks or breaches of policy.

### **Breaches and Disciplinary Action**

Breaches of this Code may result in disciplinary measures, including possible exclusion from programs. Misconduct includes but is not limited to:

- Disruptive, inappropriate, or threatening behaviour.
- Cheating, plagiarism, or academic dishonesty.
- Dangerous conduct or non-compliance with WH&S procedures.
- Misuse or theft of NRCHI resources.
- Assault or damage to persons or property.
- Unlawful activity or drug/alcohol use on premises.
- Interference with teaching or assessment activities.
- Unauthorised communications about NRCHI courses.
- Failure to follow instructions from NRCHI staff or board.
- Refusal to leave premises when instructed.
- Discriminatory, abusive, or offensive conduct.

### **Possible Disciplinary Outcomes**

Depending on the severity of the breach, consequences may include:

- Verbal or written warnings.
- Required participation in mediation.
- Compensation for damages or replacement of property.
- Conditional use of equipment.
- Delay in issuing results or certificates.
- Temporary or permanent exclusion from NRCHI programs.

### **Appeals Process**

Students may appeal disciplinary actions by submitting a written request to the NRCHI CEO within 7 days of the disciplinary decision, in accordance with the NRCHI Complaints and Appeals Policy.



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### Acknowledgement

All students and patrons are expected to familiarise themselves with this Code and associated NRCHI policies

By participating in NRCHI courses and activities, patrons and students acknowledge that they have read, understood, and agree to abide by this Code of Conduct.

### 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

Electronic file folders accessible by NRCH Administration staff

Website

Policy and Procedure Manual

### Related Documents

Complaints & Appeals Policy

Plagiarism Policy

Minors in Classes and Activities Policy

Bullying Policy

Student Handbook

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



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### Area of Compliance

AQTF Condition 3, Standards 3.1, 3.2

VRQA Guidelines for VET Providers Guideline 2.3

*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
3/4/2025	8	Significant reformatting	April 2028