



Policy & Procedure

PATRON & STUDENT CODE OF CONDUCT

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Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	Oct 26
Approved and adopted by:	Board of Governance	Next Review Date:	Oct 29

Scope

This Code of Conduct applies to all NRCHI students and patrons participating in courses, training, activities, programs or events.

Requirements apply according to the individual's role and participation. Additional requirements may apply to students undertaking nationally recognised training or practical placements.

Objective

NRCHI is committed to providing high-quality learning opportunities and community services in a safe, respectful, inclusive and welcoming environment.

All students and patrons are expected to respect the rights and dignity of others, behave responsibly, protect NRCHI property and facilities, and comply with relevant NRCHI policies and procedures.

General Expectations

All students and patrons must:

- Treat others respectfully and courteously, without discrimination, bullying, harassment, sexual harassment, intimidation, threats or abusive behaviour.
- Follow lawful and reasonable instructions from authorised NRCHI staff, trainers and facilitators.
- Respect the privacy, dignity, rights and personal boundaries of others.
- Use respectful language and avoid disruptive or offensive behaviour.
- Comply with applicable NRCHI policies, procedures and safety requirements.
- Avoid conduct that endangers themselves or others or disrupts learning and community activities.
- Not attend or participate in activities while impaired by alcohol or drugs.
- Not bring weapons, illicit drugs or other prohibited dangerous items onto NRCHI premises.
- Respect NRCHI's rules regarding smoking, vaping, pets and assistance animals.
- Take photographs, videos or recordings only for authorised purposes, with appropriate consent and in accordance with NRCHI privacy and child safety requirements.
- Raise concerns about safety, inappropriate conduct or breaches of this Code with an appropriate NRCHI representative.

Course and Program Conduct

Students and patrons participating in NRCHI courses and activities must:

- Attend punctually and notify the relevant staff member of absences as required.
- Respect other classes and activities by keeping noise and disruptions to a minimum.
- Follow reasonable classroom, workshop and activity requirements.
- Use mobile phones and other devices responsibly and avoid disrupting learning.
- Use NRCHI Wi-Fi, computers and digital platforms lawfully and appropriately.
- Not engage in cheating, plagiarism, collusion or other forms of academic misconduct.

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- Follow reasonable eating and drinking requirements for the activity, subject to medical needs, disability-related requirements and approved adjustments.
- Not bring children into classes or activities unless authorised or participating in an approved parent-focused program.

NRCHI will consider reasonable adjustments and individual circumstances where appropriate.

Emergency Procedures and Safety

Students and patrons must:

- Follow emergency instructions and evacuation procedures promptly.
- Report hazards, injuries, incidents and unsafe conditions to NRCHI staff as soon as practicable.
- Use facilities and equipment safely and only for their intended or authorised purposes.
- Comply with applicable workplace health and safety requirements.

In an emergency requiring immediate assistance, contact emergency services on 000.

Privacy and Confidentiality

Students and patrons must respect the privacy and confidentiality of NRCHI, staff, trainers, students and other participants.

They must:

- Not disclose personal or confidential information without appropriate authority.
- Not share another person's personal information, photographs or recordings without appropriate consent.
- Respect restrictions on the use or distribution of confidential records, course materials and internal communications.
- Use personal information only where authorised and for legitimate purposes.

Use of NRCHI Property and Facilities

Students and patrons must:

- Use NRCHI facilities, equipment and resources responsibly.
- Access only areas and equipment they are authorised to use.
- Keep facilities clean, tidy and accessible.
- Not remove, misuse or deliberately damage NRCHI property.
- Report damage, loss or unsafe equipment promptly.

Where damage or loss occurs, NRCHI may seek compensation where appropriate, following a fair assessment of the circumstances and in accordance with applicable law.

Technology and Online Conduct

Students and patrons must use NRCHI computers, Wi-Fi and digital platforms responsibly and lawfully.

They must not:

- Access, distribute or download illegal content or use NRCHI systems for unlawful activities.
- Use technology to harass, threaten, exploit or discriminate against others.
- Share confidential information or unauthorised photographs, recordings or personal information.
- Impersonate NRCHI or falsely represent themselves as authorised to speak on its behalf.

Dress and Personal Presentation

Students and patrons are expected to wear clothing appropriate to the activity, taking account of legitimate safety, hygiene and participation requirements.

Students undertaking practical placements must follow relevant host organisation requirements, including any reasonable uniform, protective clothing or personal presentation standards.

Drugs, Alcohol, Smoking and Vaping

Students and patrons must:

- Not attend or participate in activities while impaired by alcohol or drugs.
- Not possess or supply illicit drugs or prohibited substances on NRCHI premises.
- Comply with applicable smoking and vaping laws and NRCHI's designated smoking arrangements.
- Dispose of cigarette butts and other waste responsibly.

Smoking and vaping are prohibited inside NRCHI buildings or around building entrances.

Legitimate prescribed medication use is not prohibited, but individuals must take appropriate steps where medication affects their ability to participate safely.

Practical Placement Expectations

Students undertaking practical placements must:

- Represent NRCHI professionally and respectfully.
- Comply with placement agreements, relevant NRCHI policies and the host organisation's lawful and reasonable workplace requirements.
- Attend punctually and notify the host organisation and NRCHI placement coordinator of absences as required.
- Follow applicable workplace safety, hygiene, confidentiality and privacy requirements.
- Report accidents, incidents, hazards and concerns promptly.
- Follow relevant dress, uniform and protective equipment requirements.
- Arrange transport to and from the placement, unless otherwise agreed.
- Communicate about the placement professionally and respect restrictions on confidential or personal information.
- Inform the placement coordinator of health or support needs relevant to safe participation, through appropriate confidential channels.

Practical placements are intended to support learning and competency development. The rights and obligations of students and host organisations depend on the applicable placement arrangements and legislation.

Child Safety Responsibilities

NRCHI is committed to providing a safe environment for children and young people.

Students and patrons must:

- Treat children with dignity and respect.
- Avoid inappropriate physical contact, personal tasks that children can perform independently, and behaviour that may place a child at risk.
- Not engage in abusive, violent, exploitative, sexualised or discriminatory behaviour around children.

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- Maintain appropriate boundaries and not develop inappropriate personal relationships with children participating in NRCHI activities.
- Not contact children or their families outside authorised activities in ways that breach NRCHI's child safety requirements.
- Not use technology to exploit, harass or expose children to inappropriate content.
- Respect children's privacy and not share their personal information or images without appropriate authorisation.
- Report concerns, suspicions or disclosures of abuse promptly to the designated NRCHI contact.

Child safety concerns must be taken seriously and managed in accordance with NRCHI's child safety procedures and applicable reporting obligations. Where required, concerns must be reported to the appropriate authorities.

Refer to the NRCHI Child Protection Policy, Child Safety and Wellbeing Policy and Statement of Commitment to Child Safety.

Student Rights and Responsibilities

NRCHI expects students to participate respectfully, meet relevant course requirements and take responsibility for their learning.

Students have the right to:

- Be treated fairly and respectfully.
- Receive relevant and accurate information about their course or program.
- Access appropriate student support and reasonable adjustments where applicable.
- Have assessments conducted fairly in accordance with applicable requirements.
- Raise concerns and access NRCHI's complaints and appeals processes.
- Have their personal information handled in accordance with applicable privacy requirements.

Breaches and Disciplinary Action

Breaches of this Code may include:

- Disruptive, abusive, discriminatory, harassing or threatening behaviour.
- Cheating, plagiarism or academic misconduct.
- Dangerous conduct or failure to follow safety requirements.
- Theft, misuse or deliberate damage of NRCHI property.
- Assault, unlawful conduct or behaviour that places others at risk.
- Unauthorised disclosure of confidential or personal information.
- Child safety violations or inappropriate conduct towards children.
- Interference with teaching, learning or assessment activities.
- Failure to follow lawful and reasonable instructions from authorised NRCHI staff.
- Refusal to leave premises when lawfully directed to do so.

Depending on the seriousness and circumstances of the breach, action may include:

- Verbal or written warnings.
- A direction to stop inappropriate behaviour.
- Mediation or other appropriate resolution measures.
- Restrictions on the use of facilities or equipment.
- Temporary suspension from an activity or exclusion from NRCHI premises where justified.
- Termination of participation or exclusion from a program, subject to applicable requirements.
- Referral to police or relevant regulatory authorities where appropriate.



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NRCHI will consider the nature and seriousness of the conduct, safety risks, relevant individual circumstances and any applicable legal obligations before deciding on an appropriate response.

Disciplinary action must not unlawfully interfere with a student's assessment, certification, refund rights or other statutory entitlements. Results and certificates will be managed in accordance with applicable training and regulatory requirements.

Complaints and Appeals

Students and patrons may raise concerns about decisions or conduct under this Code in accordance with NRCHI's Complaints and Appeals Policy.

Complaints and appeals will be handled fairly and objectively. Individuals will not be subjected to retaliation or unfair treatment for raising concerns in good faith.

Where a concern cannot be resolved internally, individuals may seek assistance from an appropriate external authority, depending on the nature of the matter.

Refer to the NRCHI Complaints and Appeals Policy and Complaints and Appeals Form.

Acknowledgement

Students and patrons are expected to read this Code and comply with the requirements relevant to their participation in NRCHI activities.

Code of Conduct

NAME

Student and Patron Code of Conduct Acknowledgement

I acknowledge that I have received a copy of the Student and Patron Code of Conduct. I understand that I am expected to comply with the requirements relevant to my participation in NRCHI courses, programs and activities.

Signed

Date

Related Documents

This Code should be read in conjunction with relevant NRCHI policies and documents, including:

- Student Handbook and General Participant Handbook
- Enrolment Policy
- Consumer Protection Policy
- Complaints and Appeals Policy
- Student Support Policy

- Reasonable Adjustment Policy
- Assessment Policy and applicable assessment procedures
- Child Protection Policy
- Child Safety and Wellbeing Policy
- Privacy Policy
- WHS Policy
- Participant and Site Safety Policy
- Practical placement procedures and agreements

Students and patrons are responsible for familiarising themselves with the requirements relevant to their participation.

Related Legislation and Compliance

Victorian Registration and Qualifications Authority (VRQA) *Guidelines - Standards for Vocational Education and Training Providers*, including the **2025 Standards for Registered Training Organisations (RTOs)**

Skills First program requirements and applicable VET Funding Contract

Applicable Commonwealth and State Government Funding Agreements, Contracts and Guidelines

Applicable VET legislation, data reporting requirements and regulatory instruments.

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

ACFE Funding Contract

Maroondah Council Agreement

Document Locations

Electronic file folders accessible by NRCH Administration staff

Website

Policy and Procedure Manual

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
Oct 26	9	Revision of policy to improve clarity, comply with VRQA Guidelines and 2025 Standards for RTO's, and reformatting	Oct 29