

CODE OF PRACTICE POLICY

Name of Policy:	Code of Practice Policy
Applicability:	All Northwest Staff and Students
Original Issue date:	11 November 2012
Current Version approval:	February 2020
Next review:	February 2021
Related policies:	Access & Equity Policy Anti-Discrimination Policy EEO Policy Staff Discipline and Counselling Policy Student Discipline and Misconduct Policy
RTO:	91781
CRICOS Provider Number:	03256G

1. POLICY STATEMENT

Northwest's Code of Conduct provides guidance on acceptable standards of behaviour and how staff and students are to conduct themselves while working and studying at the college.

2. RESPONSIBILITIES

- 2.1 The CEO or nominated officer is responsible for the implementation of this policy and to ensure that staff and students are aware of the requirements and its implications.
- 2.2 Northwest expects that all staff will behave professionally and with respect and consideration for others, including staff who report to them, supervisors, colleagues, students and internal and external customers.
- 2.3 Staff and individuals acting on behalf of the college are required to conduct their duties according to the Code as part of their employment.
- 2.4 Students are expected to behave with respect and consideration for others, including staff, other students and visitors.
- 2.5 The Student Support Officer is responsible for the counselling processes for students who breach the Code of Practice.

3. CODE OF PRACTICE

The following Code of Practice describes the minimum standards of the education and other student services provided to our clients.

Code of practice	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 1 of 8

The requirements set out in this Code of Practice underpin the operations of Northwest. The CEO is responsible for the implementation of this policy and to ensure that staff implement and maintain the requirements.

3.1 Access and Equity

Access and equity policies are incorporated into operational processes. The college prohibits discrimination towards any group or individuals in any form. Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to consider the opportunity for access and participation by all students. The access and equity, and discrimination harassment and bullying cover this area.

- The staff recruitment and students admission process is bias-free and non-discriminatory.
- Admission to courses and programs is based on the applicant meeting published entry criteria and the availability of places.
- Students with identified needs are consulted with in relation to their study requirements and support throughout their enrolment.
- The curriculum and course design is required to be flexible and inclusive of a range of student needs, and avoids non-inclusive and discriminatory language and examples.

3.2 Anti-discrimination

Discrimination occurs when a person is treated less favourably in employment situations on the grounds set out in Federal and State legislation. Discrimination can be manifested in many forms, direct and indirect, subtle and not so subtle. Discrimination includes (but is not limited to) the following categories:

- Any activity that involves discriminatory innuendo or jokes.
- Unacceptable behaviour includes:
 - offensive poster displays;
 - telling discriminatory jokes, or
 - making racially derogatory remarks about a person. It can include sending faxes, e-mails or postcards, displaying or discussing material or constantly making comments with double meanings.
- Behaviour which is personally directed. This category includes
 - unwanted name calling, uninvited physical contact, suggestive or personal remarks about another person's body, appearance and personal life or following or stalking a person or making inappropriate telephone calls to their home, mobile or work. The most severe category of discrimination includes uninvited requests to or demands from a person especially if it involves the implication that refusal might adversely affect conditions or opportunity for promotions at work. It can include actual or threatened assaults.

The management of Northwest is committed to providing a working environment that does not allow discrimination or harassment of any kind. Any forms of discrimination mentioned above will not be tolerated under any circumstances in this organisation. It can make a working environment uncomfortable, hostile or even dangerous.

Code of practice	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 2 of 8

Any complaints to the College regarding discrimination or sexual harassment will be attended to promptly and confidentially. The management of the College will investigate impartially and action will be taken to ensure that any misconduct ceases at once.

3.3 Equal Opportunity

Nortwst is committed to providing a work environment in which employees feel that they are a valued member of the organisation, that they are treated fairly, and are given recognition for their contribution to the company's success. Northwest also aims to provide an environment that fosters good working relationships.

Northwest is committed to ensuring that all employees enjoy equal employment opportunity (EEO). This means that employees are treated fairly and equally when employment decisions are made and that unlawful discrimination does not take place. EEO also means that each employee enjoys a harassment-free work environment

3.4 Complaints and Appeals Process for Students

Complaint and appeal processes are available to students of the college in relation to decisions and procedural matters. Students should access and view complaints and appeals policy for information about complaints and appeal processes and possible outcomes.

3.5 Assessment

Assessments at Northwest are competency based and designed to determine whether the candidate can demonstrate the target competencies. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be able to be re-assessed at an appropriate later date as per the assessment policy. The assessment policy covers the provisions for this area.

3.6 Business Plan

Northwest Pty Ltd has a Business Plan that describes the mission, goals, financial and operational functions and processes of the organisation, and strategies for achieving them. These strategies are the foundation for the college operations. The Business Plan itself is reviewed on an annual basis.

3.7 Class Allocation

Students are requested to attend classes according to their academic progression. Classes are offered in sequence so students are assured of completing their courses in the designated timeframe. Trainers are assigned to classes according to their compliance with appropriate qualifications and industry standards requirements. Staff selection is made within regulatory requirements.

3.8 Students' Counselling / Support

- Academic and Attendance Counseling
Students may receive academic or vocational counselling and/or support from a Student Support Officer, trainer or other qualified person at Northwest.
- Personal Counselling

Code of practice	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 3 of 8

Any student showing signs of distress or discomfort is to be approached by the staff member who notices and offered support. Support may take the form of advice from and/or referral to a Student Support Officer, trainer or other qualified person depending on the nature of the issue.

▸ Language, Literacy and Numeracy (LLN) Support

All overseas students studying at Northwest must satisfy English proficiency. Students needing language, literacy and numeracy (LLN) support are identified on application. In most cases, LLN support can be provided. The language literacy and numeracy policy cover the requirements of students.

3.9 Student Input and Feedback

Student input and feedback may be sought formally and informally, and the information used to evaluate past and current programs and to plan future programs. Areas such as complaints and appeals will be monitored to promote continuous improvement.

3.10 Compliance with Government Regulation

Northwest complies with all relevant local, state and federal government regulations covering a Registered Training Organisation, and provisions covering international students.

3.11 Copyright

Northwest understands copyright requirements. Trainers are required to sign copyright awareness provisions to ensure understanding and compliance.

3.12 Course/Program Information

Northwest provides accurate, relevant, and up-to-date course/program information to clients prior to commencement of studies. The marketing and student enrolment policy support this. The student handbook and orientation guides provide the course/program information.

3.13 Document Control

All key policies and documents carry a version number and date. A document register is maintained to record this.

3.14 Educational Standards

Northwest policies and management practices are designed to maintain high professional standards in the marketing and delivery of vocational education and training. Policies and procedures safeguard the interests and welfare of students. Northwest is committed to the successful delivery of educational standards to students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), we provide adequate facilities, and use appropriate methods and materials. Student surveys, staff and trainers input and feedback is used to support the high standards of educational outcomes.

3.15 Ethics

Northwest undertakes to act all times in an ethical manner towards its staff, students and third parties.

Code of practice	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 4 of 8

3.16 Flexible Delivery

Northwest recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students. Delivery alternatives may include self-paced learning, online learning, flexible timetabling, face to face lecture/tutorial, individual learning, etc. Northwest aims to prevent complaints and appeals by ensuring that students are provided with a professional program with clear outcomes. Northwest abides by freedom of information and privacy principles.

3.17 Guarantee

Northwest will at all times aim to abide by the Code of practice to guarantee students to finish courses they started and the quality of educational standards.

3.18 Human Resources

Staff involved in the instructional and assessment process must possess appropriate competencies and knowledge as specified in national principles and standards, industry standards and program curricula. Human Resources functions are demonstrated by the following policies: Equal employment opportunity; Occupational health and safety; Discrimination harassment and bullying; Staff selection and appointment; Staff, educational resources and premises. The staff handbook and contracts of employment also support human resourcing requirements.

3.19 Insurances

Northwest maintains up to date and adequate insurance cover for the premises and facilities, as well as appropriate workers compensation and public liability insurance.

3.20 Internal Monitoring and Review

Northwest functions, processes and procedures are reviewed regularly for effectiveness and efficiency. Northwest abides by continuous improvement provisions on all aspects of operations.

3.21 Overseas Students

Northwest will be bound to the ESOS Act, The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, The Migration Act and Migration Regulations when dealing with overseas students. Continuous improvement and all requirements for international students will be followed, and the process of continuous improvement covering dealing with and services to overseas students will be followed.

3.22 Liaison with Industry and Industry consultations

Northwest liaises with industry to provide industry input and needs. This may be done through relevant Industry Skills Council, industry and professional associations, unions and local employers as appropriate.

3.23 Marketing and Advertising

Northwest is committed to integrity, accuracy, and professionalism in our marketing activities. The information provided to students in accordance with the marketing policy will avoid false or misleading information, vague or ambiguous statements and comparisons with other providers or courses.

Code of practice	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 5 of 8

3.24 **National Principles and Standards**

Northwest adheres to the SRTO Standards 2015 principles and standards: the National Principles for Mutual Recognition, National Standards for Registration, National Code Standards, Product and Service standards for Training and Delivery, Principles of Assessment, Principles of Evidence.

3.25 **WH&S**

The safety of staff and students is of primary importance in all activities carried out by Northwest. The Workplace health and safety (WHS) policy and Critical incident management provisions underpin our commitment to WHS.

3.26 **Physical Resources**

Northwest occupies a suitable, council approved premises, and maintains adequate equipment, which comply with local council and government regulations. Equipment is maintained in good order. The Continuous Improvement and the Staff, educational resources and premises policies covers this provision.

3.27 **Recognition of Prior Learning (RPL) and Credit Transfer**

RPL and Credit transfer is available and recognised by Northwest. The RPL and Credit transfer policy covers this area.

3.28 **Records and Archives**

All records related to Northwest program development, program delivery, students, human and physical resources, and financial and management are maintained as required by legislation and standards.

3.29 **Recruitment and Enrolment of students**

Students will be recruited responsibly and ethically at all times and the recruitment will be consistent with the National Code of Practice for Registration Authorities, and Providers of Education and Training to Overseas Students. Northwest will provide current and accurate information about curriculum, requirements, premises and entry requirements. Marketing and student enrolment policies cover this area.

3.30 **Refund Policy**

Northwest has Fees and Refunds policy which addresses where refunds provisions will apply.

3.31 **Relocation of Premises**

Should there be any intent to relocate Northwest's premises, the CEO will notify the registration body and its students, staff and third parties (where applicable) in accordance with requirements prescribed in the staff, educational resources and premises policy.

3.32 **Sanctions**

Northwest understands that if legal obligations and regulatory requirements are not met, the registration as a training provider may be withdrawn by the relevant authorities.

3.33 **Staff Recruitment**

Staff for the Northwest will be recruited responsibly and ethically and consistent with any skill or professional requirements. Staff recruitment and selection is covered by a specific policy.

Code of practice	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 6 of 8

3.34 *Technology – Acceptable Use of Practice*

Use of any Northwest computing or networking facility carries with it responsibilities. Staff and students must use the college’s ICT resources professionally and appropriately at all times. Users should always bear in mind that Northwest ICT resources are provided to staff and students for business and learning purposes and to enhance effectiveness and efficiency at work and study.

The Northwest ICT resources must not be used for unlawful, offensive or otherwise improper activities and must not be:

- used for material that is pornographic, hateful, racist, sexist, abusive, obscene, discriminatory, offensive or threatening, or
- used to stalk, bully, harass, defame or breach copyright.

Breaches of the Code of Practice may be dealt with under Northwest’s Staff Discipline and Counselling policy or the Student Discipline and Misconduct policy.

3.35 *Trade Licenses*

Northwest monitors trade licensing and accreditation requirements, and arranges all licensing/accreditation relevant to programs. Details of trade license and accreditation requirements are included in program information.

4 PROCESS

Northwest staff and students are required to act in accordance with the framework provided in this policy. There are numerous links to other policies and documents to be considered when applying each section requirement.

Staff and students are required to comply with the ethical practice in the areas of:

- Integrity and impartiality including being honest, responsive, fair, courteous, respectful and avoiding harassment and discrimination
- Promoting the public good including ensuring resources are used for their correct purpose
- Commitment to and being responsible for complying with laws, policies and procedures; and being responsible for preventing fraud, corruption and maladministration
- Accountability and transparency including being professional, responsible and acting in a conscientious manner, maintaining confidentiality, appropriately using information technology resources in teaching and learning, being accountable for own conduct and decisions, exercising proper care and attention, and maintaining a safe work environment.

5 RECORDS AND INFORMATION

All documentation will be kept in the staff and student records both in the main files and electronically.

6 REFERENCES

- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Code of practice	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 7 of 8

8. IMPLEMENTATION

The Code of Practice Policy will be implemented throughout Northwest via:

1. An announcement notice emailed to all students and staff
2. Inclusion on the Northwest website
3. From Reception

9. REVISION HISTORY

Revision	Date	Description of modifications
1	May 2010	Original
2	May 2012	Revised and simplified terminology
3	May 2013	Revising copy
4	August 2014	Revised terminology and additional information included
5	Aug 2016	Revised terminology and additional information included
6	Aug 2018	Annual review
7	Feb 2020	Annual review, Combined with EEO, Anti-Discrimination and Access and Equity policies