



Code of Conduct Policy

Scope

This policy applies to all students of ACE (domestic and international), its employees and visitors of ACE.

Smoking Policy

To protect the health of all employees and students from the ill-effects of cigarette smoke and to ensure safety in the workplace, ACE is a designated smoke-free workplace.

Smoking is not permitted indoors and is allowed only in designated outdoor areas.

Individuals smoking in the designated outdoor areas are reminded of their responsibility to ensure all cigarettes are properly extinguished and disposed of. The area is to be kept clean at all times.

All visitors and students are expected to comply with the provisions of the smoking policy.

It is a condition of employment that each employee is required to comply with the Smoking Policy as follows:

- All employees are prohibited from smoking on ACE property other than in the designated outdoor areas.
- Violation of the smoking policy will result in progressive disciplinary action and may lead to dismissal.

Anti-Discrimination and Bullying Policy

ACE is an equal opportunity employer and education provider. All employees and students are treated on their merits, regardless of their race, sex, religious beliefs, marital status etc. Employees are valued according to how well they perform their duties and their ability to maintain ACE's standards of service.

ACE does not tolerate any form of discrimination or bullying. All employees and students have the right to work and study in an environment free of discrimination and bullying.

Discrimination and bullying undermine proper harmonious relationships and can cause low morale and absenteeism amongst staff and absenteeism and poor results for students.

Under Federal and Victorian State Anti-Discrimination Laws, discrimination in employment on the following grounds is against the law:

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- Age
- Parental Status
- Physical features
- Career Status
- Lawful Sexual activity
- Pregnancy
- Gender identity
- Breastfeeding
- Sexual orientation
- Industrial activity
- Sex
- Political belief or activity
- Race
- Religious belief or activity
- Disability
- Personal association with a person who is identified by reference to an attribute.
- Marital status

Drug and Alcohol Policy

ACE is committed to ensuring safe operations, including implementation of controls to ensure no person at ACE is adversely affected by alcohol or drugs.

This policy applies to all employees, visitors and students on ACE’s premises or offsite in the course of business.

Where specific legislative requirements exist (e.g. 0.05 limit for any person expected to drive a car in the course of their employment), these will take precedence over ACE’s policy.

Employees, students and visitors are not to enter or remain on ACE’s premises if affected by alcohol or drugs. Persons entering ACE premises are to have sufficient; mental alertness, clear vision, good coordination and ability to react appropriately to situations so as to not pose a risk to themselves or others.

Any serious breach of this policy, such as an employee found to possess or consume illicit drugs on College premises may after appropriate investigation result in instant dismissal.

Any person who suspects someone may be affected by alcohol or drugs is to immediately report the circumstances to the Campus manager or Course Coordinator for the area or activity.

EMPLOYEES OR STUDENT

Any employee or student suspected of being affected by drugs or alcohol is to be interviewed immediately and an assessment made by the Student Support Services Officer of any action required to ensure safe operation. If there is any doubt about compliance with the policy or safe operation, the person is to be referred to an appropriate medical centre for a formal assessment e.g. blood alcohol and drug test.

Any employee or student suspected of being affected by drugs or alcohol is to be interviewed immediately and a formal assessment is to be conducted via a formal drug and alcohol test.

VISITORS

Any visitor(s) suspected of being affected by alcohol or drugs, such as likely to pose a risk to themselves or others, is to be asked to leave the premises. An employee in Senior Management or Course Coordinator is to ensure they are safely escorted off the premises and appropriate support provided (e.g. medical assistance or taxi) if required.

NOTES:

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1. Drugs may include over the counter medication, prescription or illicit drugs or mixtures with other medication, which causes impaired performance or judgement. Affected by drugs or alcohol shall mean;
 - In contravention of any legislative requirements e.g. in excess of 0.05 blood alcohol level when driving, or
 - Inability to perform normal duties in an efficient safe manner e.g. person may lack; mental alertness, clear vision, good co-ordination or ability to react appropriately to situation.
2. ACE maintains the right to conduct random tests for employees in any areas where legislation requires zero alcohol or drug levels.
3. ACE maintains the right to interview and make initial assessments where Senior Management or Course Coordinator has a reasonable belief that a student or employee is affected by alcohol or drugs. If the initial assessment suggests a problem, the affected student or employee is to be referred to an appropriate health centre for a formal drug and alcohol test.
4. Any person refusing an interview, an initial assessment or formal test is to be stood down immediately and the matter referred to the CEO.
5. Any employee refusing reasonable request for assessment will result in an investigation and be subject to possible disciplinary action, which could lead to dismissal.

Sexual Harassment Policy

ACE considers sexual harassment an unacceptable form of behaviour, which will not be tolerated under any circumstances. ACE believes that all people have the right to work and study in an environment, which is free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity or absenteeism and poor results for students.

Under the Victorian Equal Opportunity Act (1995) and the Federal Sex Discrimination Act (1984) sexual harassment is against the law.

Management and course coordinators are required to ensure that all employees and students are treated fairly and equitably and are not subject to harassment. They will also ensure that complainants and witnesses are not victimised in any way.

Any reports of sexual harassment will be treated seriously and sympathetically by the college and will be investigated promptly, thoroughly, confidentially and impartially. A written complaint is not required. Disciplinary action, which may involve a warning, transfer, counselling, demotion, dismissal or expulsion depending on the circumstances, will be taken against anyone found to be guilty of sexually harassing a co-worker, student or fellow student.

WHAT IS SEXUAL HARASSMENT?

Sexual harassment is any deliberate verbal or physical sexual conduct that is unwelcome and uninvited.

It has nothing to do with mutual attraction or genuine affection between people. Such friendships, whether sexual or not, are a private concern.

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Sexual Harassment may include such actions as:

- Leering, patting, pinching, touching or unnecessary familiarity
- Persistent demands for sexual favours or outings
- Display of offensive posters, pictures or graffiti
- Dirty jokes, derogatory comments, offensive written messages, or offensive telephone calls.

If such behaviour makes you feel:

- Offended and humiliated
- Intimidated and frightened
- Uncomfortable at work

then it is against the law

Sexual harassment can be a single incident – it depends on the circumstances. Obviously some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.

There is no onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All employees and students are responsible for their own behaviour. If you think the behaviour may offend, then don't do it!

WHAT CAN YOU DO IF YOU ARE BEING SEXUALLY HARASSED?

If you experience harassment of this nature, there are a number of alternative approaches you may take:

- Directly inform the alleged offender that you object to the behaviour and do not want it repeated

OR

- If this does not resolve the situation, or if you feel unable to undertake such an approach, you can speak in confidence to a contact officer, who will discuss the matter and offer further advice. The contact officers at the college are: the CEO or Student Support Services Officer **OR**

- Another option is to speak to your manager or the manager of the alleged offender

OR

- A further option is to contact the office of the Commissioner for Equal Opportunity for advice:

Commissioner for Equal Opportunity
4th Floor, 380 Lonsdale Street,
MELBOURNE, VIC 3000
Telephone: (03) 9281 7111

This is a government organisation that operates in complete confidence and aims to settle such matters informally. However, if conciliation is unsuccessful, the Commissioner can refer matters to the Equal Opportunity Board with powers to hand down legally enforceable decisions.

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You should keep notes of all incidents – date, time, place, witnesses, what was said or done. This will be valuable information if you decide to take the matter further.

Do not ignore sexual harassment thinking it will go away. Silence gives the impression that sexual harassment is acceptable.

ACE is committed to providing an environment, which is safe for its employees and students and free of discrimination and sexual harassment. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint.

Your support is sought in monitoring and avoiding practices, attitudes and traditions which lead to discrimination and harassment.

Managers and other supervisors of staff are required to ensure that all employees and students are treated fairly and equitably and are not subject to discrimination. They will also ensure that complainants and witnesses are not victimized in any way.

Any reports of discrimination or bullying will be treated seriously and sympathetically by this college, and will be investigated promptly, thoroughly, confidentially and impartially. A written complaint is not required. Disciplinary action will be taken against anyone found to be guilty of discriminating against a co-worker, student or fellow student. Disciplinary action may involve a warning, transfer, counselling, demotion, dismissal or expulsion depending on the circumstances.

WHAT IS DISCRIMINATION?

Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics. Discrimination may involve:

- Offensive ‘jokes’ or comments about another worker’s racial or ethnic background, sex, sexual preference, disability or physical appearance.
- Display of pictures, computer graphics or posters which are offensive or derogatory.

Expressing negative stereotypes of particular groups, e.g. “married women shouldn’t be working”.

- Judging someone on their political or religious beliefs rather than their work or study performance.
- Using stereotypes or assumptions to guide decision-making about a person’s career or study.
- Undermining a person’s authority, work performance or ability to study because you dislike one of their personal characteristics.

WHAT CAN YOU DO IF YOU ARE BEING DISCRIMINATED AGAINST OR BULLIED?

If you experience discrimination or bullying, there are a number of alternative approaches you may take:

- Directly inform the alleged offender (verbally or in writing) that you object to their behaviour and that you do not want it repeated. **OR**
- If this does not resolve the situation or if you do not feel able to undertake such an approach, you can speak to a contact officer who will advise you in strict confidence. The contact officers at ACE are the CEO or Student Support Services Officer **OR**
- Another option is to speak to your supervisor or the alleged offender’s supervisor about the matter. **OR**
- A further option is to contact the Office of the Commissioner for Equal Opportunity for advice. **Commissioner for Equal Opportunity,**

MELBOURNE VIC 3000

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Do not ignore discrimination or bullying thinking it will go away. Silence gives the impression that discrimination or bullying is acceptable.

The college is committed to providing an environment, which is safe for its employees and students and free of discrimination and bullying. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint.

Your support is sought in monitoring and avoiding practices, attitudes and traditions which lead to discrimination and bullying.

Health and Safety Policy

General Statement

This policy recognises that the health and safety of all employees and students within the college is the responsibility of college management. In fulfilling this responsibility, management has a duty to provide and maintain so far as is practicable a working environment that is safe and without risks to health and includes:

- providing and maintaining safe equipment and systems of work;
- making and monitoring arrangements for the safe use, handling, storage and transport of equipment and substances;
- maintaining the workplace in a safe and healthy condition;
- providing adequate facilities to protect the welfare of all employees and students.
- providing information, training and supervision for all employees
- enabling them to work in a safe and healthy manner.

Management is responsible for the implementation and monitoring of this policy.

The health and safety duties of management at all levels will be detailed and college procedures for training and back-up support should be followed.

In fulfilling the objectives of this policy, management is committed to regular consultation with employees to ensure that the policy operates effectively and that health a safety issues are regularly reviewed.

Duties

The College will take every practicable step to provide and maintain a safe and healthy work environment for all employees and students.

To this end:

MANAGEMENT

- is responsible for the effective implementation of the college health and safety policy;

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- must observe, implement and fulfil its responsibilities under the Victorian OHS Act 2004 and Regulations;
- must ensure that the procedures for regular consultation between management and those with designated and elected health and safety responsibilities are followed;
- must take regular assessments of health and safety performance and resources in cooperation with those with designated and elected health and safety functions;
- must ensure that all specific policies operating within the college are periodically revised and consistent with college health and safety objectives;
- must provide information, training and supervision for all employees in the correct use of equipment and substances used throughout the college and
- must be informed of incidents and accidents occurring on the college premises or to college employees and students so that health and safety performance can accurately be gauged.

EMPLOYEES AND STUDENTS

- have a duty to take reasonable care of which they are capable for their own health and safety and others affected by their actions in the college;
- should comply with all safety procedures and directions and
- must, in accordance with college procedures for accident and incident reporting, report potential and actual hazards to their elected health and safety representatives, or, in the case of students, to their teacher or Administration.

This policy will be regularly reviewed in the light of legislation and College changes.

A safe culture will be reinforced through:

- Continually identifying, assessing and controlling possible risks to the health and safety of employees and students that may arise in the workplace
- The provision of information concerning such risks and the promotion, instruction, training and supervision of employees and students to ensure safe work practices
- Giving employees the opportunity to participate in health and safety decisions that affect them

In the interests of maintaining safety, students, contractors, their employees and visitors are required to observe and comply with all health and safety standards and rules produced.

This includes any safety signage or warnings, or instruction given by any College employee whilst on our premises.

Environmentally Sustainable Workplace

Sustaining the environment means organising ways of minimising environmental damage. This includes minimising the use of non-renewable energy and resources.

ACE staff are encouraged to become actively involved in protecting their working environment and the health of the planet and to limit the use of resources such as paper, electricity and plastic in the workplace. Care should be taken that products used at ACE are, wherever possible, environmentally friendly. Chemical cleaners and insecticides should be avoided. Plastic containers and bags should be used sparingly.

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ACE will recycle all glass, plastic and paper waste where possible. Staffs are encouraged to re-use and recycle as many resources as possible. Staffs are encouraged to minimise paper use through recycling paper in the workplace and using both sides of paper before disposal. ACE will, wherever possible, purchase products with high recycle content.

ACE will conserve energy by:

- Checking energy ratings before buying new equipment
- Turning off lights, office equipment when not in use (this also helps reduce green house emissions)

Safety Policies

Office Safety

All work performed in offices at ACE will be conducted using safe work practices. Office and administrative areas will be maintained free of recognized hazards.

Safe Work Practices at ACE:

- Guard the sharp edges of furniture to prevent personal injury.
- Practice good housekeeping. Keep floors free of items that might cause tripping. Keep waste cans out of the way; do not overfill them.
- Prevent slipping accident by cleaning up spills immediately.
- Report all defects such as loose tiles, broken steps, railings and doors immediately to the management
- Keep razor blades, tacks, and other sharp objects in closed containers.
- Use the proper tool for the job at hand (e.g. a staple remover to remove staples).
- Do not overload electrical outlets. Do not plug a multiple outlet strip-- an extension cord with multiple electrical receptacles--into a second multiple outlet strip.
- Report immediately, any damaged electrical cords, broken switches, loose connections, or bare wires to the management
- Unplug any office machine that smokes, sparks, or delivers an electrical shock. Have it inspected by the appropriate repair personnel.
- Avoid overloading the top drawers of filing cabinets to avoid the possible tipping of the cabinet when the drawers are opened. Open one drawer of the file cabinet at a time to prevent tipping. File cabinets should be placed where their use will not interfere with office traffic patterns.
- Keep file and desk drawers closed when not in use to help prevent tripping accidents.
- Be sure to use proper lifting techniques. Make arrangements with personnel skilled in moving to shift furniture and other heavy objects.
- Use only safety step stools or ladders for climbing. Don't stand on swivel chairs or use them as step stools.
- Be careful with flammable liquids. Only the quantity needed for use should be in the work place. They should be kept and used in a ventilated area, away from excessive heat or ignition sources.
- Office doors shall be free of obstructions at all times to permit exits in case of an emergency.
- If it is necessary to run a cable or electrical cord across the floor, a cable cover must be used to protect the wiring and prevent tripping.
- Do not cover air vents or obstruct airflow from registers. Do not place furniture, equipment, or materials in locations that will interfere with air movement around thermostats.
- Report any observed pest control problems to the management

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Occupational Health & Safety

If any employee of ACE notices any hazard or potential danger to another employee, student or visitor within ACE it should be reported immediately to the Compliance Officer or CEO.

Occupational Health & Safety is important. If you have any concerns about safety, please speak to the Compliance / CEO and, if necessary, he/she can direct you to more qualified organisations or professionals.

Remember, it is also your responsibility to contribute to a safe working environment. "**Practical jokes**" that may **endanger** people, either physically or emotionally, are **never acceptable**.

ACE has students from many cultures and **Staff are expected to be sensitive to cultural differences**. It is **extremely important** to not cause **any offence** to those of a different culture, gender, religion, etc.

Workplace Violence

- Violence is totally unacceptable.
- All students and staff have the right to feel safe and to participate in programs and services in a non-threatening environment.
- A student who is violent will be asked to leave the workplace immediately. The incident may require making a report to the Police, if the act of violence amounted to a criminal offence.
- A staff member who is violent or abusive will be subject to disciplinary actions.
- Any behaviour, which constitutes a crime, is subject to legal remedy and criminal or civil justice.

Security & Safety

- a. ACE staff who discover, witness or have knowledge of criminal, dangerous or unauthorised practices or conditions, or a violation of security regulations including unauthorised access, shall immediately report the matter verbally to the appropriate senior staff or security staff member. The staff member is requested to make a note of the incident in the event security or Police officials request to follow up or written report.
- b. ACE students who discover, witness or have knowledge of criminal, dangerous or authorised practices or conditions, or a violation of security regulations including unauthorised access, shall immediately report the matter verbally to their Trainer, senior staff member or security officer is requested to make a note of the alleged incident in the event of Police or other government department follow up.
- c. Neither, staff or students should put themselves in harm's way to prevent or cease an incident unless they feel they have the knowledge and ability to resolve the issue or incident peacefully. The overriding aim is to Observe and Report.

Emergencies Policies

General Emergency Guidelines

In the event of an emergency situation these two guidelines are as follows:

- Assess Risk to Yourself and Others
- Think before acting.

First Aid

ACE recognises that in accordance with Occupational Safety and Health Legislation it has a responsibility to provide first aid assistance to staff and students that sustain an injury while on ACE's premises. To achieve these responsibilities, ACE shall, as far as is reasonably practicable, provide services such as:

Trained and certificated first aiders
First aid supplies
Emergency/evacuation procedures

Under no circumstances offer or give students medication of any kind.

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All workers will be provided with practical instruction about the following:

- First aid facilities in the workplace
- The location of the first aid kit
- The names and work locations of trained first aiders
- Procedures to be followed when first aid is required

General First Aid

- Alert the Administration Office
- Do not provide first-aid yourself unless you have consulted with management
- A Critical Incident report must be filled in whenever an emergency occurs to either a student or Staff member. Forms are available from the Administration Office.

First Aid Kit

- A First Aid Kit is kept at all ACE campus' and head office
- The Facilities Officer is responsible for ensuring it remains stocked and up to date
- Kit contents must be replenished as soon as possible after use
- Monthly inventory checks should be made and recorded to determine if the contents are as listed and have not deteriorated
- All first aid injuries and treatments must be recorded and reported immediately to the OH&S Representative

Fire Emergency

Every employee must know the location of fire extinguishers and fire blankets and be familiar with the fire alarm system.

The first person to observe a fire should:

- 1) Immediately sound the fire alarm by activating nearest fire alarm pull station.
- 2) Report fire to the Fire Brigade 000.
- 3) If possible, use available fire extinguishers to extinguish or contain the fire. If the fire is fuelled by a natural gas or LP gas leak, the gas supply should be shut off prior to extinguishing the fire.
- 4) Immediately evacuate area should initial fire fighting attempts fail. Shut off gas supplies, etc. Close door to area to contain fire.

Protect Yourself and Others

- If necessary, remove yourself and others from the area.
- Immediately remove any contaminated clothing and wash any part of body contaminated by chemicals or radioactive materials. Do not spread the contamination to clean areas.
- Attend to anyone injured.
- Close off area to personnel (e.g. close doors, post warnings).
- Turn off any potential ignition sources.
- Cover spilled powders with suitable liquids to reduce dust.
- Notify the Administrative Officer

Safety Committee

Your comments and suggestions are welcome and can be submitted to the Compliance Officer. Where you notice a potentially dangerous practice or piece of equipment **please report it immediately** or see the Course Co-ordinator/Compliance Officer immediately. Help us to make ACE a safe working environment.

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