



STUDENT CODE OF CONDUCT POLICY AND PROCEDURE

Purpose

This policy and procedure describes the commitment of ACE to establish a system of identifying and resolving issues of behaviour and conduct of students enrolled in ACE as it relates to themselves, their engagement with others, with their studies, and in their use of property in the context of their learning environment. More specifically, this document sets out expectations regarding students' attendance and punctuality, attitude and communication with others, conduct, use of ACE property (including physical, both fixed and portable and intellectual property), common law, and safety.

Scope

This policy/procedure articulate Australian Careers Education Pty Ltd ("ACE") practices applicable to all students (International and domestic students) enrolled with ACE.

Definitions

Academic misconduct	Includes plagiarism cheating and general academic dishonesty (See Plagiarism and Cheating Policy and Procedure)
DHA	Department of Home Affairs.
Domestic Student	Australian Citizen, New Zealand Citizen or a holder of a Permanent Resident Visa
Overseas student	An overseas student who is enrolled at ACE or a prospective overseas student and who is defined as an 'Overseas student' in the National Code, holding an overseas student visa as defined by the ESOS Act.
Non-academic misconduct	Non-academic misconduct is any action or conduct by a student relating to people or property, which is in breach of ACE's policies and procedures, codes and student handbooks.
Skills First Student	means an individual who is eligible for <i>Skills First</i> subsidised training in accordance with the eligibility requirements specified in this Contract and who is enrolled at the Training Provider into such training.
Serious misconduct	Serious Misconduct may result in suspension or expulsion. Property damage and offences involving the police are regarded as Serious Misconduct. International students who are suspended or expelled in accordance with this procedure are in danger of having their student visa revoked – See Policy and Procedure 'Deferring, Suspending or Cancelling a Student's Enrolment'.
SVTS	Skills Victoria Training System (SVTS) – The Department's IT system for managing contracts between the Victorian Skills Department and RTOs for delivery of Victorian government subsidised training.
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DET by registered providers.

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Policy

1.0 General

- 1.1 The student shall:
 - a. Maintain an acceptable level of attendance by attending minimum of 20 scheduled course contact hours per week. (International students)
 - b. Attend theory and practical classes (including work-based training service periods) on time.
 - c. Attend scheduled meetings with ACE staff.
 - d. Maintain respectful behaviour with other students, staff and visitors to ACE.
 - e. Maintain appropriate physical and verbal behaviour within and outside of ACE grounds.
 - f. Maintain an acceptable noise level within and outside of ACE's campuses and head office.
 - g. Use their mobile phone and/or other electronic devices appropriately and responsibly during break time.
 - h. Dress appropriately to all training activities, wearing (or bringing) to class any required uniform and safety equipment.
 - i. Not possess, use or sell alcohol, cigarettes (including e-cigarettes) and drugs on ACE grounds.
 - j. Not commit harassment of any kind to any other person.
 - k. Not cheat and/or plagiarise.
 - l. Respect ACE's physical property, including fixed and portable property.
 - m. Not steal ACE, students or others' property.
 - n. Not possess hazardous materials.
 - o. Not engage in criminal activity or any other inappropriate or illegal activity that may cause harm to oneself or others.
- 1.2 ACE shall ensure that students are provided with a copy of the Student Code of Conduct Policy and Procedure prior to enrolment via the ACE website, at induction and orientation.
- 1.3 ACE reserves the right to amend the student Code of Conduct policy without prior notice. ACE shall inform students of any changes as they occur.

2.0 Breach of Code of Conduct

- 2.1 ACE shall ensure that this Code of Conduct is followed. Any breach of this Code of Conduct shall be regarded as serious, with consideration that some misconduct is more serious than others are. Penalties shall be decided by ACE and shall be based on the seriousness of the misconduct in consideration of the student's previous behaviour, as assessed by the Compliance Manager on a case-by-case basis.
- 2.2 Students who breach this Code of Conduct may have their enrolment suspended or cancelled and may be reported to Department of Home Affairs via PRISMS accordingly. Suspension or cancellation of enrolment can only take place once approved by the CEO and Compliance Manager.
- 2.3 The following activities / behaviour shall be considered a serious breach of the code of conduct and may lead to ACE's decision to suspend or cancel a student's enrolment:
 - a. Possession, use or sale of drugs on ACE grounds or in the local community.
 - b. Discrimination, abuse and harassment of any kind.
 - c. Assault or violence of any kind done to another person or person(s), including a student, staff member, visitors or member of the community.
 - d. Plagiarism and cheating.
 - e. Absenteeism to a level that significantly impacts on course progress.

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- f. Bringing ACE into disrepute through their actions.
- g. Possession of dangerous or hazardous substances or materials.
- h. Intentional damage of ACE property.
- i. Stealing property belonging to ACE, its staff, students or visitors.
- j. Conviction of a criminal offence.
- k. Failure to attend meetings with ACE to discuss course progress.

3.0 Attendance and Punctuality

- 3.1 All students shall be required to attend a minimum of 20 scheduled course contact hours per week.
- 3.2 If the student has unsatisfactory course attendance, ACE shall give the student a written notice as soon as practicable, which:
 - 3.2.1 notifies the overseas student that ACE intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
 - 3.2.2 informs the overseas student of the reasons for the intention to report
 - 3.2.3 advises the overseas student of their right to access ACE's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) of the National Code 2018, within 20 working days.
- 3.3 ACE shall only report unsatisfactory course attendance in PRISMS in accordance with section 19 (2) of the ESOS Act if:
 - 3.3.1 the internal and external complaints processes have been completed and the decision or recommendation supports ACE, or
 - 3.3.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - 3.3.3 the overseas student has chosen not to access the external complaints and appeals process, or
 - 3.3.4 the overseas student withdraws from the internal or external appeals processes by notifying ACE in writing.
- 3.4 ACE may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 80 per cent of the scheduled course contact hours due to compassionate and compelling circumstances and is maintaining satisfactory course progress.
- 3.5 Should a student be unable to attend class or their assessments for a medical reason (short-term illness), they shall be required to notify ACE in writing and provide a medical certificate from a health practitioner.
- 3.6 All students are expected to be punctual to class to maximise their own learning, and to avoid disrupting the rest of the class. Recurring lateness shall be dealt with by the Student Support Officer.

4.0 Occupational Health and Safety

- 4.1 All students enrolled in ACE shall protect their own health and safety and avoid adversely affecting the health and safety of other students, staff, visitors to ACE and members of the public.
- 4.2 ACE shall not accept any student's behaviour that comprises the safety of the college property or property of the local community.
- 4.3 Occupational Health & Safety is important to ACE, so If any student of ACE notices any hazard or potential danger to another student or visitor within ACE they should report it immediately to the Compliance Officer or CEO.

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5.0 Respect for Others

- 5.1 Students shall respect the rights and welfare of other students and staff by being respectful in their interactions with other students, staff and visitors to ACE. The use of inappropriate language, harassment, vilification, bullying (including cyber bullying), physical, psychological, verbal, sexual or emotional abuse, shall not be tolerated.

6.0 Communication, Attitude & Responsiveness

- 6.1 Students shall act professionally in their interactions with their fellow students, staff and visitors of ACE.
- 6.2 Students shall attend all appointments scheduled with ACE staff. If unable to attend or is running late, the student shall notify the staff member prior to the scheduled appointment (or at the earliest available opportunity) and make arrangements for an alternative appointment as early as possible.
- 6.3 Students shall respond to emails from ACE staff within 2 business days. This could be in relation to requests for information, acknowledgement of review of policy or legislative updates, request for confirmation of any change of address or queries regarding fees.
- 6.4 Students pay study fees within the given timeline.
- 6.5 Students shall inform ACE of a change of address within 7 days after the change.

7.0 Use of Information and Communication Technologies

- 7.1 Students shall not use information and communication technologies, such as email, mobile phones, text or instant messaging and websites to engage in behaviour that could reasonably be considered to have a negative impact on another person, cause them harm, or make them feel unsafe.
- 7.2 Large files shall not be downloaded using ACE internet.
- 7.3 Students shall be responsible for saving their work/files on their own.
- 7.4 Mobile phones shall be switched off during class and work-based training activities.

8.0 Plagiarism and Cheating / Academic Misconduct

- 8.1 Students shall not engage in any behaviour that gives them an unfair advantage over other students. Refer to the Plagiarism and Cheating Policy for further details.
- 8.2 Students shall not submit assessment tasks that is not their own.
- 8.3 ACE shall not tolerate collusion between students regarding the submission of work that has not been prepared by them.

9.0 Dress and Hygiene

- 9.1 Students shall dress to an appropriate standard, and wear/use all professional and safety items as required. Neat, comfortable clothing is generally considered appropriate.
- 9.2 Students shall ensure they maintain acceptable personal hygiene standards as they work in close proximity with others.

10.0 Smoking, Drugs and Alcohol

- 10.1 Smoking (including the use of e-cigarettes) shall not be permitted on campus or near campus entrances to protect the health and safety of others.

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- 10.2 ACE shall have zero tolerance of the possession, use or selling of alcohol and illicit drugs on or near campus grounds. Students under the influence of drugs or alcohol shall be asked to leave ACE premises. Possession and use of illegal substances is a criminal offence and shall be reported to the Police.

11.0 Theft and/or Abuse of Property of ACE, other Students and Staff

- 11.1 Students shall not take or use another student's or a staff member's property without the permission of that student or staff member.
- 11.2 Students shall not steal or damage ACE property or campus facilities. Similarly, students shall not use the intellectual property of ACE outside of its intended purposes, nor provide it to others for the purpose of personal or financial gain.
- 11.3 Students shall not remove any items of equipment or property belonging to ACE from its designated area without prior consent from the CEO.

12.0 Carrying any Type of Weapon or Hazardous Material or Other Illegal Activity

- 12.1 Students shall not carry any weapons on campus or in the community. Depending on the type of weapon, students can be suspended, excluded, prosecuted and have their visas cancelled.
- 12.2 Students shall not possess or use hazardous material on or near ACE grounds.
- 12.3 Illegal activity of any description shall not be tolerated and will be reported to the Police.

13.0 Behaviour / Non-Academic Misconduct

- 13.1 Students shall not engage in the following behaviour:
- Harassment of any kind and behaviour that is not in keeping with ACE's Access and Equity Policy.
 - Acting dishonestly and knowingly misleading ACE staff or misrepresenting themselves.
 - Failing to comply with conditions, directions or penalties imposed by ACE due to a breach of code of conduct.
 - Failing to adhere to OH&S policies.
 - Failing to adhere to or ignoring direction, policy, procedure or condition of ACE.
 - Acting in a manner that goes against the standards as described by ACE in this policy document
- 13.2 ACE shall not tolerate any behaviour by a student that will bring ACE into disrepute while on campus. Students shall reflect the standards of ACE in the local community.

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Procedures

1.0 Disciplinary Action

1.1 Warning

Warning will be given to a student/group of students who is/are alleged to have committed an inappropriate conduct, which:

- a. Appears to have been unintentional
- b. Is minor in nature
- c. The student has not been alleged of previously

1.2 Suspension or Termination from Course

- 1.3.1 Breaches of the Student Code of Conduct are to be reported in writing to the Compliance Officer by the trainer or other staff immediately, or by the next available opportunity. Students who witness behaviour or activities that go against the code of conduct are also encouraged to report such behaviour / activities to the Compliance Officer by emailing info@ace.vic.edu.au.
- 1.3.2 If the behaviour or activity is deemed a serious misconduct and a potential risk to the student themselves or others, the Compliance Officer will request the student not to attend ACE grounds until the investigation process is complete.
- 1.3.3 The Compliance Officer will undertake an initial investigation with all parties and record the findings.
- 1.3.4 The CEO will advise the student in writing of the outcome of the findings, outlining the reasons of the decision, any penalty associated with the decision and provide the student with access to the Complaints and Appeals process.
- 1.3.5 Copies of all correspondence will be held on the student's file.

2.0 Complaints and Appeals

- 2.1 If a student wishes to appeal the CEO decision, they must complete and submit the Complaints and Appeals Form within 20 working days of receipt of the notification letter from the CEO. Refer to the Complaints and Appeals policy and procedure for further information.
- 2.2 In the event that ACE makes a decision to suspend or cancel enrolment, ACE will hold the student's enrolment until the internal Appeals process is complete.

Legislative Context

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- ESOS Act 2000
- 2022 Standard VET Funding Contract Skills First Program

Related Forms / Documentation

- Pre-enrolment brochure
- Student handbook
- Complaints and Appeals form

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Related Policies and Procedures

This policy is to be read in conjunction with the following policies and procedures:

- Access and Equity Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Plagiarism and Cheating Policy and Procedure
- Deferring, Suspending or Cancelling a Student's Enrolment

Responsible Parties

The CEO, Compliance Officer, staff, third-party/contractors and students of ACE are responsible for the use and implementation of this policy.

Version History

Version	Date	Description of changes
3.1	22.02.2022	Updated document to add Version History section; minor contractual reference change.
3.0	01.04.2021	Currently released version

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