

P21 - STUDENT CODE OF CONDUCT

To ensure you maximise the benefits of your training and understand your responsibilities as well as those of others in this strong and diverse environment, there are a number of rules you are required to follow.

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1 General Behaviour

When communicating and interacting with AHSR/ASMI staff and other students you have a responsibility to:

- i Treat people with respect and fairness regardless of their background or culture
- ii Show respect for others by not swearing, using obscenities or making offensive remarks
- iii Avoid behaviour that could offend, embarrass or threaten others
- iv Refrain from harassing or disrupting others in the performance of their duties or studies
- v Avoid unacceptable behaviour – including bullying, aggressive, threatening or abusive behaviour
- vi Make only truthful statements in regard to your student status or representation as a student or entitlements as a student

2 Outstanding/Overdue Payments of fees

If you have outstanding/overdue payments to AHSR/ASMI, you may not be eligible to:

- i Undertake/submit assessment
- ii Continue to study
- iii Enrol into further study with the AHSR/ASMI
- iv Receive your results of assessment

3 Change of Enrolment

3.1 Withdrawal/Drop

- i To withdraw your enrolment you are required to submit a formal, written application.
- ii If you have received an unsuccessful result for an assessment item before withdrawing from the competency, you may receive a “Not Competent” result for the competency
- iii The Possibility of any refund if you withdraw is dependent on the type and stage of the program you are enrolled in when you apply to withdraw

3.2 Transfer within AHSR/ASMI

- i You are required to submit changes to your enrolment formally

3.3 Transfer to another Training Provider

- i A student wishing to cancel his/her enrolment in order to transfer to another training provider should refer to the Student Transfer Policy and Procedure for further information.
- ii The approval of transfer of a student to another institution does not remove the requirement for the student to pay any outstanding fees nor does it indicate the agreement to provide any refund. Refunds are governed by the Cancellation and Refund Policy and Procedure.

3.4 Program Extensions

Requests for extension/s to the completion of study date are at the discretion of the delegated AHSR/ASMI officer, Director Training and Compliance.

4 Progress of Study

- i You are expected to achieve satisfactory progress in your studies. If you are having difficulty maintaining acceptable progress, you should discuss the situation with your teacher and/or the AHSR/ASMI Student Support Services Manager as soon as possible
- ii AHSR/ASMI will systematically monitor students’ course progress. It will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements; intervention strategies will be implemented to assist these students to attain their educational goals.

5 Attendance

You should attend class on time and attend as required.

- i It is your responsibility to advise your teachers of any absence/s
- ii If you are receiving external disability support services such as sign language interpreting, it is your responsibility to advise all external parties of any absence and if possible, provide at least 48 hours' notice

6 Cancellation of Qualification or Statement of Attainment

- i AHSR/ASMI may cancel your award if it was issued in error or it was found that the award was based on false or misleading representations
- ii If AHSR/ASMI cancels your award, you will be advised in writing
- iii You must return the cancelled award to AHSR/ASMI within 21 days of receiving written notice. You have the right to appeal this decision through AHSR/ASMI.

Note: Information concerning cancellation of a qualification or Statement of Attainment may be disclosed to other Institutes.

7 Replacement of a Qualification or Statement of Attainment

- i If an award is damaged or lost a student may apply to AHSR/ASMI for a replacement. Other circumstances that might necessitate the re-issue of an award include award not received in mail, change of name, or award stamped for outstanding fees
- ii Where a student is applying for a replacement award due to a name change, a certified photocopy of the relevant supporting documentation must be supplied.
- iii Fees may apply for the replacement of an award

8 Safety

The Occupational Workplace Health & Safety Act 2011 applies to all staff and students of AHSR/ASMI. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

When on AHSR/ASMI premises or any premises used by AHSR/ASMI (including sites used for excursions, live work or field work), or work experience, industry or vocational placement, you have the additional responsibility to:

- i Follow any safety practices required, for example, wear approved clothing and protective equipment and follow directions, both written and spoken, given by AHSR/ASMI staff or the employer. You are entitled to challenge, respectfully, directions or decisions if they appear to be unlawful or unreasonable or endanger a person's health and safety
- ii Not enter these premises with illegal drugs, alcohol, weapons or be under the influence of drugs or alcohol

Your teacher will advise you of the safety requirements for your class, all machinery is to be used in accordance with these safety procedures

9 Dress Code

AHSR/ASMI is an adult learning environment that prepares you for business and industry, as well as for further career-related training. As such you are expected to dress in a manner that is neat, clean and safe at all times, and in a manner that would be expected in the workplace. There is no desire on the part of AHSR/ASMI to make dress standards too rigid. However, within AHSR/ASMI and while on placement if applicable to your program, you should wear clothes appropriate to the vocation and in particular:

- i Be adequately clothed in accordance with occupational health and safety requirements. You must wear all personal protective equipment and/or clothing required in the program. You are responsible for wearing appropriate clothing which minimises risk to yourself.
- ii Wear appropriate footwear at all times. It is not permitted for anyone to enter AHSR/ASMI grounds or buildings with bare feet

- iii Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others
- iv Not wear motorcycle helmets in AHSR/ASMI buildings

10 Confidentiality

As an enrolled student of AHSR/ASMI you may be required to attend practical work placements as part of your studies, during these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of during a placement. Breaches of confidentiality are considered to be acts of misconduct.

11 Campus Environment and Resources

You are required to assist in maintaining serviceable facilities, resources and equipment by:

- i Reporting breakage and/or faults with equipment to the teacher, or the AHSR/ASMI administration
- ii Leaving classrooms, workshops and laboratories neat and tidy after classes and tutorials and ensuring equipment and tools are cleaned and correctly stored
- iii Not using or installing unlicensed software on AHSR/ASMI computers
- iv Checking all peripheral devices such as USB drives, CDs, DVDs, and other mass storage devices for viruses before use on AHSR/ASMI computers

12 Children on AHSR/ASMI Premises

In particular circumstances, to maintain access to AHSR/ASMI programs, provision may be made for a student who is the parent/guardian of a young child to allow the child to accompany the parent to class or to use AHSR/ASMI facilities for study purposes. Particularly those individuals partaking of the Early Childhood Education and Care. In the event of a child suffering from a contagious or severe illness, the child shall not accompany the parent to a class nor be permitted to accompany the parent on AHSR/ASMI premises.

13 Compliance with Legislation and Policies

As a student of AHSR/ASMI, you are required to abide by State and Commonwealth legislation as well as AHSR/ASMI policies and rules.

13.1 Alcohol on AHSR/ASMI Premises

You are not allowed on AHSR/ASMI premises or to use AHSR/ASMI facilities when under the influence of alcohol. Consumption of alcohol on AHSR/ASMI premises, including sites used for excursions, field trips and live work, is prohibited, except at an authorised function on licensed premises. No person under the age of 18 may consume alcohol on AHSR/ASMI premises.

13.2 Drugs on AHSR/ASMI Premises

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens, or marijuana) on AHSR/ASMI premises is against the law and will be reported to the police. If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety or the safety of others, for example in operations machinery.

13.3 Weapons on AHSR/ASMI Premises

You are not to bring knives or other weapons to AHSR/ASMI premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility unless the weapon is to be used for educational purposes, for example, possession of a knife for butchery or cooking training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, students, animals or property will be reported to police immediately.

13.4 Smoking

The Tobacco and Other Smoking Products Act 1998 prohibits you from smoking in or around buildings or in Queensland Government motor vehicles. It is an offence to smoke within 4 metres of any part of the entrance to a building.

13.5 Copyright

You may only copy materials in accordance with the Copyright Act 1968. The Act applies to information published on the internet. For study and research purposes, students are allowed to copy 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. More extensive reproduction may be possible. Check with library staff. You must comply with licences for the use of intellectual property, including software. All software loaded onto AHSR/ASMI computers or provided by AHSR/ASMI is licensed and there is no permission to copy software unless permitted by the licence.

If you need further information about your copyright obligations, refer to the Australian Copyright Council website.

13.6 Anti-discrimination

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as race, pregnancy, gender or disability. Discrimination whether direct or indirect is unlawful under the Queensland Anti-Discrimination ACT 1991 and Disability Services Act 1992.

13.7 Blue Card for Child-Related Employment

Students required to undertake work placement in a child-related industry as part of their studies will be required to apply for and receive a Blue Card for Child-Related employment before commencing the placement. Refer Commission for Children and Young People and Child Guardian Act 2000.

13.8 Mobile phones and sound and photographic equipment

Use of mobile phones is not permitted in classrooms. Use of mobile phones and sound or photographic equipment including MP3 players etc. must be in a manner which does not contravene Section 18.2 below.

14 Appropriate Use of Computing and Electronic Resources

AHSR/ASMI recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. These resources include video conferencing, internet and intranet services provided by AHSR/ASMI such as email, email lists, web browsing, website publication, chat and newsgroups (forums). You are encouraged to make use of these resources for purposes relating to study being undertaken through AHSR/ASMI, however, AHSR/ASMI computing and electronic resources **are not to be used for purposes other than for program/course requirements** unless otherwise specified within AHSR/ASMI procedures.

Note:

1. Any misuse of computing or electronic resources is considered to be an act of misconduct and will be addressed as such. This may mean the withdrawal of access to the resources, suspension or expulsion
2. Unlawful use of computing and/or electronic resources will lead to legal action being taken

AHSR/ASMI reserves the right to:

- i Moderate access to Internet and Intranet services, including the filtering of websites
- ii Monitor and record all usage of its computer networks, including its Intranet and Internet services
- iii Access a student email account where it is considered that there may have been misuse of the email system
- iv Take disciplinary action when breaches of expected behaviour occur

14.1 Criminal Offences – Electronic Resources

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:

- i Downloading, uploading, copying, storing or distributing child pornography
- ii Downloading, uploading, copying, storing, or distributing software applications or other material with content that is illegal
- iii Breaching copyright such as unlicensed copying of a computer program
- iv Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs
- v Using communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

14.2 Unlawful Use – Violations of State or Federal law – Electronic Resources

Unlawful use relates to:

- i Unauthorised use of documentation that would normally require payment of a fee for use
- ii Accessing or downloading website materials or files or transmitting material that is defamatory
- iii Accessing, displaying, disseminating or storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material
- iv Using Internet technologies to access or disseminate the use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred or discrimination based on age, race, religion, gender or sexual preference. Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the internet
- v Using electronic resources to stalk or harass anyone

15 Misconduct

Student misconduct includes both academic misconduct and behavioural misconduct.

15.1 Academic Misconduct – Cheating, Plagiarism and Collusion

Academic misconduct includes but is not limited to **cheating** – including supporting others in cheating, **plagiarism**, **collusion** – including working groups where not approved by the teacher, electronic plagiarism, and **falsifying** information.

15.2 Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach these Student Code of Conduct or AHSR/ASMI policies. This includes but is not limited to:

- i Breaches of commonwealth or state law which impinge on AHSR/ASMI operations
- ii Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of AHSR/ASMI
- iii Refusing or failing to identify yourself truthfully
- iv Any act or failure to act that endangers the safety or health of any other person
- v Actions that impair any person's participation in a legitimate AHSR/ASMI activity or, by act or omission disrupts the peace or good order of AHSR/ASMI
- vi Acting in a way that causes student or staff or other persons within AHSR/ASMI to fear for their personal safety
- vii Acting in a way that causes damage to AHSR/ASMI property

15.3 Immediate Consequences of Misconduct

- i Where State or commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority
- ii If the assessor believes you are involved in academic misconduct during assessment:

- a You will be instantly informed of such but if in the process of an examination/assessment item will be allowed to finish
- b The assessor will prepare a written report on the alleged academic misconduct and attach the report to your examination/assessment item
- c The matter will be referred to the AHSR/ASMI Chief Executive (or delegated officer) for appropriate action, as outlined in Formal Disciplinary Process
- iii A member of the teaching staff or any senior staff member may, in respect to any misconduct by you committed in a class, facility or premises under their management or control, immediately suspend you from attendance at such class or from use of such facility or premises for a period not exceeding 24 hours in the first instance
- iv If suspension action is taken, that staff member shall advise the delegated AHSR/ASMI officer immediately and provide them with a written statement, which details the circumstances of the suspension
- v Serious misconduct or repeated instances of misconduct, may incur a longer period of suspension

15.4 Formal Disciplinary Process

Following receipt of advice of an act of misconduct, the AHSR/ASMI Chief Executive (or delegated officer) will advise you in writing of the alleged incident of misconduct and commence the following formal disciplinary process:

- i You have five working days to make oral or written representations regarding the alleged incident of misconduct
- ii Within 5 days after this period, the designated AHSR/ASMI officer may modify or dismiss the charge or submit a report to the AHSR/ASMI Chief Executive (or delegated officer) recommending one or a combination of the following penalties:
 - a In the case of misconduct related to assessment, you may fail the assessment or be marked as Not Competent for all the competency; a supplementary assessment may be provided at the discretion of AHSR/ASMI
 - b Reprimand and warn you against repetition of the breach of discipline
 - c Suspend you from attending classes for an appropriate period
 - d Suspend you from using all or some facilities and/or services
 - e Expel you

The AHSR/ASMI Chief Executive (or delegated officer) will review the report and may approve or alter the penalty

- iii Within five working days of the report being submitted to the AHSR/ASMI Chief Executive (or delegated officer), the delegated AHSR/ASMI officer must provide you with a written statement detailing the decision, including information on your right to appeal the decision

15.5 Misconduct Appeals

If you have been found guilty of misconduct, you may appeal the decision or the decision process in writing to the AHSR/ASMI Chief Executive.

- i A date for the hearing of the appeal will be set as quickly as possible and you will be notified of time, date and venue in writing
- ii You have the right to be accompanied by a representative and you may call witnesses, or you may provide a written submission instead of attending the meeting. You may ask the AHSR/ASMI Student Support Services Manager to support you through this process
- iii If you do not attend the meeting or provide a written submission, the Chief Executive may assess the matter and where necessary impose a penalty as if you had participated

- iv The Chief Executive will advise you in writing of the decision within two working days of the date of the decision
- v The decision is final (subject to the provisions of the Judicial Review Act)

16 Assessment

It is your responsibility to abide by the following:

- i You should submit assessment items by the due date, unless an extension has been granted. Breach of the above will result in an unsuccessful result being recorded for that assessment item
- ii Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions should be submitted to your teacher in writing 48 hours prior to the advertised deadline where possible
 - a Length of extension is at the discretion of the teacher and is not re-negotiable.
 - b A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable)
- iii You are responsible for:
 - a Complying with the procedures for assessment item submission and collection
 - b Requesting feedback and negotiating resubmission of the assessment item (if required)
 - c Retaining any returned assessment items for a minimum period of 14 days after you receive your result unless an appeal is being lodged, In this case the items should be retained until the appeal is finalised
 - d Keeping a copy of any submitted item where possible until assessment is returned, and abiding by AHSR/ASMI procedures for submission of assessment, including keeping a copy of any receipt
- iv If you have submitted our assessment item by the due date, and it is assessed as requiring additional work you may request an opportunity to resubmit the item. Resubmissions will only be granted if the teacher considers that you have made a genuine attempt at the first assessment
- v All assessment tasks and examinations must be done honestly, without any form of cheating. To avoid plagiarism you must properly acknowledge all information sources

16.1 Alternative Assessment

If you consider you will be disadvantaged, due to a disability or unusual circumstance, you may request an alternative assessment. These requests:

- i Should be submitted directly to the assessor
- ii May come directly from you or through Student Support Services Manager as advocate for you
- iii Will be verified with specialist staff

16.2 Deferred Assessment

- i You may apply to the AHSR/ASMI Chief Executive (or delegated officer) in writing for a deferred assessment giving the reason for the request
- ii The application is to be made at least 7 days prior to the due date of the assessment, except:
 - a In emergency circumstances
 - b In cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate
- iii If the AHSR/ASMI Chief Executive (or delegated officer) is satisfied that you were unable by reason of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment

16.3 Re-evaluation of Assessment Item

- i If you are dissatisfied with the result of an assessment item, you may submit a written application for re-evaluation of the result to the AHSR/ASMI Student Support Services Manager. You must lodge your application, within 14 days of notification of the result
- ii Where possible an assessor other than the original assessor will undertake the re-evaluation
- iii If you are dissatisfied with the re-evaluation outcome, you have a further right to appeal to the AHSR/ASMI Chief Executive. Appeals must be submitted within ten days of notification of the outcome of the re-evaluation process.

17 Complaints and Appeals

Students wishing to make a complaint or lodge an appeal should:

- i **Refer to the Grievances, Complaints and Appeals Policy and Procedure for detailed instructions** before submission (*for appeals against specific assessment decisions, you should first refer to the re-evaluation of assessment item in the section above*)
- ii The complaint or notice of appeal should be in writing
- iii Should be addressed and submitted to the appropriate person in accordance with policy and procedure requirements
- iv Submitted within the appropriate timeframe in accordance with policy and procedure requirements

AHSR/ASMI will maintain your enrolment while the internal and/or external complaints and appeals processes are ongoing.

17.1 Internal Services

- i There is no cost to the complainant for utilising AHSR/ASMI's internal services
- ii Complainants who are dissatisfied with the outcome of the process or the conduct of AHSR/ASMI have the right to access independent external services

17.2 External Services

- i An overseas student who wishes to lodge an external appeal or complaint should contact the Overseas Student Ombudsman or access dispute resolution services through local courts (these are free and independent services)
- ii There is no cost to the complainant by AHSR/ASMI's for accessing external services