CAMDEN HAVEN COMMUNITY COLLEGE INC

PO Box 301 Laurieton NSW 2443
Phone: (02) 6559 6699
Email: admin@chace.org.au

Code of Conduct Policy

General

All those involved in activity with Camden Haven Community College are to observe the highest ethical and professional standards at all times and be fair and honorable in all their dealings on the organisation's behalf. They should refrain from any conduct which may damage the organisation or its reputation and seek to advance its interests within the community. Their conduct should be always in accordance with our Code of Practice, Code of Conduct, Policies, Procedures, and with all legislative, regulatory, industrial award, funding and NSW government subsidised training requirements relating to the areas and activities for which they are responsible. The organisation is committed to delivering high-quality vocational education and training that produces job-ready graduates and effectively responds to current and emerging industry needs.

Access and Equity

Participants will be given access to our programs, courses, and support services regardless of educational background, gender, marital status, sexual orientation, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation. The organisation is dedicated to providing comprehensive and accessible support services, including academic, language, literacy and numeracy, and personal support, to ensure all students have the opportunity to succeed in their chosen programs.

Advertising and Promotion

We will ensure that the public is fully and accurately informed of the details of our courses, programs, and services, and that no advertising and promotion of those activities will mislead the public. All advertising will be conducted within Registered Training Organisation (RTO) Standards and other applicable guidelines and legislation. Advertising is to be approved by the Manager before publishing.

Child Protection

Although the organisation is an adult education facility some services may involve children. We will comply with NSW legislation for Child Protection. A Working with Children Check is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct.

Commercial Exploitation

Committee Members, staff, trainers, and volunteers may not solicit or accept remuneration for, or derive benefit from, carrying out their duties with the organisation, other than from salary or other payments or reimbursements the organisation makes to them for that work. In particular, trainers and others - including other students - may not take commercial or other advantage of students arising from their participation in our programs and courses.

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Student Support

The organisation is dedicated to providing comprehensive and accessible support services, including academic, language, literacy and numeracy, and personal support, to ensure all students have the opportunity to succeed in their chosen programs.

Feedback, Complaints and Appeals

The organisation is committed to effectively managing and proactively learning from feedback, complaints and appeals. This ensures compliance with the Standards for Registered Training Organisations (RTOs) 2025, which emphasise a focus on quality outcomes, continuous improvement, and robust student support.

Information Technology

Anyone using information technology belonging to the organisation or used by the organisation for its programs and courses, must respect the equipment and behave legally. Information technology equipment, and information may not be exposed to damage, loss, abuse, or improper or illegal use. No equipment or other materials other than those provided by the organisation may be used without first being approved by an authorised staff member.

Confidential Information

Committee members, members of staff, trainers, volunteers, students, and any participants in activities will respect students' and others' rights to privacy and maintain the confidentiality, integrity and security of all personal information entrusted to them in the normal course of their work. They shall not communicate it to others without the written permission of the person concerned, unless it would normally be available to the public, or is required by law to be released. We are obliged to provide certain statistical information regarding our students to the government. If staff or trainers elect to give students their personal contact details, it is for education or college related/approved purposes only while students are participants in education, training and/or assessment. Refer also to the college Privacy Policy.

Conflict of Interest

Committee members, staff and trainers should avoid situations in which their private interests, pecuniary or personal, might reasonably be thought to conflict with their duties to the organisation. Any situations likely to compromise them in the conduct of their duties should immediately be disclosed.

In a situation where there is a conflict of interest a Committee member must: declare to the committee that a conflict of interest exists (and what the nature of the conflict is); excuse him/herself from any meeting or activity in which the conflict applies for the entire period that it is being discussed; make sure that the minutes of the committee meeting record the announcement of the conflict of interest, the timing of the departure from the meeting of the committee member concerned, any subsequent return by the committee member after the matter has been discussed; not influence or attempt to influence the committee or the organisation in making its decision or taking action.

In a situation where there is a conflict of interest involving a trainer or staff member this must be passed on to their Program Manager or Coordinator who may pass it on to the Manager, or directly reported to the Manager.

Continuous Improvement

The organisation is committed to a culture of continuous improvement, regularly reviewing its policies, procedures, training delivery, and assessment practices to enhance the quality of education and meet the evolving needs of learners and industry.

Copyright

Staff and trainers are to ensure that Copyright laws, and particularly those applying to photocopying and the use of computer software, are observed at all times, and that staff, trainers and students comply with the conditions of the copyright licence. Refer to Copyright Procedure.

Duty of Care

All committee members, staff, trainers, and volunteers are to observe their duty of care to those usingthe organisation's programs, courses, and services, and to the premises and facilities used by the organisation in accordance with relevant legislation. They are not expected to operate beyond those requirements, but to recognise the limitations of their responsibilities and consult with senior members of staff and seek relevant professional assistance and advice where required.

Gifts

Gifts or benefits exceeding $100 in value received by Committee members, members of staff, trainers, or tutors exceeding $100 in value, and arising directly from their work for the organisation are to be reported to the Manager who will discuss it with the Committee and decide what action should be taken.

Harassment and Misconduct

The organisation will not permit any staff or students to be harassed or subjected to uninvited and unwelcome behavior, including victimisation, and bullying that might interfere with their right to work, to access our services and to participate in our programs and courses in a non-threatening environment. Our Policy Guidelines and Procedures for Complaints and Grievance detail the action to be taken by staff, trainers tutors and students with concerns about harassment, breaches of discipline, or misconduct.

Work Health and Safety

Committee members, members of staff, trainers and volunteers share our responsibility to provide a safe and healthy working environment for those who use our premises and training venues, and to identify, assess, and initiate the removal of, workplace hazards. All are required to be familiar with our Work Health and Safety Guidelines and to observe them at all times.

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Public Comment

No Committee member, staff member, trainer, or participant in any activity of Camden Haven Community College is to comment publicly on the organisation and its activities unless they are authorised to do so by the Manager for a specific occasion or purpose.

References

References may only be provided by the college from the Manager on college letterhead. They may be directed to the Manger from an approved Senior staff member. They must only be in support of positions that relate to qualifications or training undertaken with the college or employment with the college. Contact details can only remain on the CV or other for three months. A reference request may be declined by the Manager.

Trainers' Responsibilities

- Trainers, including any facilitators, guest presenters and tutors, will have the best interests of their students in mind and treat them with dignity and fairness, acknowledging the adult environment in which we operate andthe varied experience and life skills that students bring to it.
- Trainers will ensure that their programs and courses are of high quality and reflect the principles of adult learning. They will recognise and appreciate students' individual needs and learning styles, provide opportunities for negotiated learning and self-directed learning, encourage ongoing evaluation and positive reinforcement, and create an appropriate, relaxed learning environment.
- Trainers will be diligent in preparation, delivery, assessment, and evaluation of their courses. They will assess and mark work fairly, without favour, and in compliance with Training Package guidelines and RTO standards.
- Trainers will continuously engage with industry and current industry skill requirements to ensure programs and assessments lead to positive employment outcomes and meet the evolving needs of the workforce.
- Trainers will familiarise themselves with those of the organisation's Policies, Policy Guidelines and Procedures that are relevant to their work and ensure that they observe them at all times.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the Enrolment Conditions for the courses, training, or activities they undertake.
- Providing accurate information about themselves at enrolment and advising of any contact changes.
- Providing a valid Unique Student Identifier (USI) or obtaining assistance to create one, as required for all nationally recognised training and non accredited ACE funded programs.
- Paying all fees and charges associated with their course, training or activity and providing their own resource requirements where notified.
- Recognising the rights of staff, trainers, assessors, tutors, facilitators, third party engaged people and other students or participants to be treated with dignity and fairness, and behaving in an appropriate, respectful, and acceptable manner towards them.

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- Respecting other students' right to learn and not impacting negatively on any person's learning. This includes appropriate behaviour in the classroom and workplace, or anywhere associated with the learning or course. Consideration of others and a respectful attitude, appearance, personal hygiene, vocabulary, noise level is expected.
- Regular and punctual attendance.
- Ensuring they attend classes/activities sober and drug free, and smoke or vape only in open areas away from other people.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to Camden Haven Community College Manager or, in the first instance, to their trainer/facilitator or a college staff member.
- Respecting the organisation's property and equipment.
- Submitting their own work for assessment and not copying or plagiarising from any other person or source without appropriate reference, acknowledgements and permissions.

Breaches of the Code

Breaches of the Code of Conduct are to be reported in the first instance to your supervisor to be escalated to the manager for consideration and action. The manager may refer to consideration to the Committee. Any significant breach could lead to dismissal and further action, dependent on the nature and consequence of the breach.