



RTO No 6507

Code of Conduct

Policy

- 1.1 This policy affirms CCC's belief in responsible social and ethical behaviour from all participants of CCC, participants being:
 - Staff and teachers
 - Volunteers
 - Clients (and their representatives)
 - Visitors, and
 - Board members.
- 1.2 Our employees and Board members in particular contribute to the success of CCC and that of other participants, and have an obligation to CCC, other participants and themselves to observe high standards of integrity and fair dealing.
- 1.3 All CCC participants are required to understand and act in accordance with this Code of Conduct, which is based in part on the *Code of Conduct for Victorian Public Service Employees (2015)* <https://vpssc.vic.gov.au/html-resources/code-of-conduct-for-victorian-public-sector-employees/>
- 1.4 All participants should be aware that CCC also has its own complete set of policies and procedures under which it operates. Contractors and consultants engaged to work for the organisation are to comply with this Code of Conduct and the policies of the organisation.
- 1.5 A person acting in breach of the Code of Conduct may be asked to participate in performance management or misconduct processes, or to leave the organisation.

Expected standards of behaviour

- 2.1 **All CCC participants** must demonstrate the following standards of behavior as applicable, when engaged in CCC-related activities on or off site.
- 2.2 **Integrity:**
 - Honesty at work
 - Using power in a responsible way – fairly and reasonably, ensuring family or other personal relationships do not improperly influence decisions
 - Financial probity
 - Observance of privacy legislation
 - Reporting unethical behavior
 - Avoiding or declaring conflicts of interest – actual, potential or perceived
 - Advising manager if charged with a criminal offence which is punishable by imprisonment or, if found guilty, could reasonably be seen to affect one's ability to meet the inherent requirements of the work they are engaged to perform.
 - Carrying out work safely and avoiding conduct that puts others at risk, including misuse of alcohol, drugs or other substances when engaged in work/related activities.

2.3 **Impartiality:**

- Making decisions and providing advice that is based on sound judgment, free of prejudice, favouritism or self-interest
- Not seeking gifts or benefits, and refusing all offers or gifts/benefits that could reasonably be perceived as influencing or undermining the integrity of CCC or themselves
- Dealing with issues consistently, fairly and in a timely manner.

2.4 **Accountability:**

- Working to clear objectives – including managers and supervisors providing encouragement, support and a clear sense of direction and purpose
- Being responsible for decisions and actions
- Using work resources and equipment efficiently and only for appropriate purposes
- Seeking to achieve value for money and use resources in the most effective way possible
- Identifying opportunities for improvement to achieve best possible efficiency and responsiveness
- Openness to scrutiny – transparency in dealings, maintaining accurate and reliable records
- Notifying employer of any loss, suspension or change to registration or accreditation or qualification affecting ability to meet relevant requirements or perform duties
- Compliance with relevant legislation.

2.5 **Respect:**

- Promoting an environment that encourages respect – fairness, objectivity and courtesy
- Maintaining privacy and confidentiality as appropriate
- Creating an environment that is free of discrimination, harassment and bullying
- Valuing and promoting diversity
- Being conscientious, efficient and identifying opportunities to improve service outcomes
- Engaging constructively with colleagues on work related matters
- Sharing information with team members to support delivery of best outcomes.

2.6 **Leadership:**

- Leading by example – being a positive influence, delivering high quality services, encouraging best practice
- Identifying and dealing with inappropriate conduct
- Developing and maintaining public trust.
- Providing a safe, encouraging and supportive work environment that recognizes and values diversity, abilities and contributions.
- Giving employees a clear sense of direction and purpose
- Setting realistic goals, timelines and workloads
- Treating employees fairly and consistently when making selection decisions and allocating work
- Consulting genuinely with employees
- Understanding and responding to legitimate concerns
- Encouraging work arrangements that enable employees to achieve a work-life balance.

2.7 **Commitment to Human Rights:**

- Respecting and promoting the human rights set out in the Charter of Human Rights and Responsibilities
- Delivering services and programs and act in a manner that is consistent with the Charter
- Seeking to protect the human rights of colleagues and the community by raising concerns regarding circumstances that could breach those rights and reporting any suspected breaches.

2.8 Child Safety:

- Taking all reasonable steps to protect children from abuse
- Welcoming all children and their families and carers and being inclusive
- Respecting cultural, religious and political differences and acting in a culturally sensitive way
- Modelling appropriate adult behaviour
- Listening to children and responding to them appropriately
- Reporting and acting on any breaches of this Code of Conduct, complaints or concerns appropriately and treating them seriously and with respect.
- Complying with our guidelines on physical contact with children
- Working with children in an open and transparent way – other adults should always know about the work you are doing with children
- Respecting the privacy of children and their families.

CCC participants MUST NOT:

- Seek to use children in any way to meet the needs of adults
- Ignore or disregard any concerns, suspicions or disclosures of child abuse
- Use prejudice, oppressive behaviour or language with children
- Engage in rough physical games
- Discriminate on the basis of a persons attributes or personal characteristics (refer Access and Equity Policy for detailed list)
- Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves, such as toileting or changing clothes
- Develop 'special' relationships with specific children or show favouritism through the provision of gifts or inappropriate attention
- Exchange personal contact details such as phone number, social networking site or email addresses with children
- Have unauthorised contact with children and young people online or by phone.

CCC client and visitor rights, responsibilities & conduct

3.1 *Clients and visitors have a right to:*

- Be treated fairly and with respect regardless of age, race, gender, religion, sexuality, disability or origin
- Pursue their activities in a supportive and stimulating environment
- Learn in an environment free of discrimination and harassment
- Privacy of their personal information and student records held by CCC
- Lodge a complaint without fear of victimisation.

3.2 *All clients have the right to:*

- Learn in an environment free from intimidation and interference from others
- Access all services and facilities as identified in pre enrolment information
- Suitably qualified and experienced trainers
- Seek academic advice and support from their trainers
- Learn in a safe and clean environment that facilitates achievement
- Access the Complaints and Appeals policy to resolve disputes/complaints.

3.3 *Clients and visitors are responsible for:*

- Treating other participants and CCC staff and volunteers with respect and fairness regardless of age, race, gender, religion, sexuality, disability or origin.
- Abiding by the CCC code of ethics
- Following any reasonable direction from CCC staff
- Punctuality and regular attendance, and notification of non-attendance
- Using CCC technology in a socially accepted manner at all times being considerate of other participants
- Returning CCC equipment / materials on time
- Observing normal safety practices; e.g., wear approved clothing and protective equipment
- Approaching the Adult Education Manager, or other CCC staff, at any time during their contact with CCC if they have any questions, issues or are experiencing difficulties.

3.4 *All clients are expected to:*

- Meet the terms of enrolment, including attending at least 80% of all scheduled classes
- Approach learning and assessment activities in an ethical manner
- Not engage in cheating or plagiarism
- Submit work when required
- Pay all tuition and other fees when requested (if applicable).
- Participate in course learning and assessment activities
- Follow all instructions during learning and assessment activities

3.5 *General client and visitor conduct:*

Clients and visitors will refrain from:

- using offensive language
- smoking in CCC buildings and grounds and directly outside the front gates
- use of mobile phones or social media during class times
- eating during class
- bringing children to class
- Harassing or intimidating fellow CCC participants
- Damaging, stealing, modifying or misusing property (including electronic records)
- Being under the influence of alcohol or drugs
- Engaging in any other behaviour, which could offend, embarrass or threaten others.

Documents to be employed when implementing this policy and procedure:

Client Information Handbook

Relevant CCC Policies and Procedures, including:

- Privacy
- Complaints & Appeals
- OH&S
- Enrolment
- Client Attendance and Participation
- Client Information
- Client Support

Revision history

Date	Revision	Revised by
6/6//2019	Created – based on content in Staff Handbook (2018)	Catriona O’Neill
1/11/2019	Revised – incorporating <i>Client Conduct Policy</i> & material in <i>Client Information Handbook</i>	Catriona O’Neill
19/02/2021	Reviewed	Catriona O’Neill