

POLICY NUMBER: **MAT006**

NAME: **Student Code of Conduct and Discipline Policy**

APPROVED BY: RTO Director

Date of Next Review: 30 Sep 2020

SECTION 1 – INTRODUCTION

PURPOSE

This document sets out student rights, conduct expectations and student responsibilities and provides a basis for resolving student conduct and/or behaviour breaches of Medical Administration Training Pty Ltd (MAT) policies and procedures and /or Commonwealth or State law.

POLICY STATEMENT

Student conduct standards, expectations and disciplinary action are clearly communicated to all students prior to and during their enrolment via this policy and the student handbook.

SECTION 2 – POLICY

The Student Code of Conduct requires at all times the following rights and expectations to be respected and adhered to.

Student Rights

All students have the right to:

- Be given accurate information about their course prior to and during enrolment
- Be given clear information about their training and assessment arrangements
- Access learning support they require to effectively take part in their course
- Learn in a safe and supported environment, where the risks to personal health and safety are managed and minimised
- To have personal records (including personal details and assessment) kept confidential and protected from damage or other misuse.
- Receive training and assessment services that meet their individual needs
- Be treated with respect from other students and all MAT staff members, to be treated fairly and without discrimination
- Be free from all forms of intimidation, harassment and victimisation
- Make an appeal regarding an assessment decision or procedural matter
- To have any disputes, complaints or appeals settled in a fair, prompt and confidential manner

Student Behaviour Expectations

It is expected that:

- Students will not engage in cheating or plagiarism
- Students will follow all reasonable direction or instruction of MAT staff, trainers or other person in supervision
- Students will not carry, use or be in possession of prescribed or regulated weapons or dangerous articles
- Students will refrain from smoking at training venues and utilise designated smoking areas
- Students will not consume alcohol or non-prescription drugs on MAT premises or present to class intoxicated
- Students are discouraged from using mobile phones or other devices in class as this can be very distracting to other students and trainers. Should students need to take a call due to family or personal emergencies they should excuse themselves from class and take the call outside the room in the minimum time required
- Students will not remove any property from MAT premises, including other private property without consent
- Students will approach their course with integrity and dedication
- Students will submit assessment work by due dates
- Students will participate in learning and assessment as part of the requirement to progress through the course satisfactorily and complete the course within the agreed training period
- Students will complete and provide any mandatory survey forms and provide feedback to MAT on the client services, training, assessment and support services they receive
- Students will comply with MAT's policies and procedures

Student Responsibilities

Students with MAT are required to:

- Ensure that all the information that they provide to MAT is true and accurate
- Notify MAT of any contact changes (email, phone, address etc.)
- Advise MAT of any difficulties or problems they may experience with MAT staff, procedures or training
- Report any perceived safety risks as they become known
- Notify MAT if they are unable to attend a scheduled classroom session or appointment with at least twenty-four (24) hour notice prior to the commencement of the class.
- Make payments for their fees within agreed timeframes
- Sign and return their Training and Assessment Plan (for full qualification students)
- Make contact with their Trainer/Assessor if requested

Student Misconduct

Medical Administration Training Pty Ltd views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course.

Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating or any other conduct by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled.
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Medical Administration Training Pty Ltd and/or a partner organisation such as a workplace or venue provider

Student Discipline

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Cancellation of the course without refund and/or credit
- Matter referred to the police

If any student breaches the requirements or expectations of them as a student, MAT will be required to take disciplinary action with the student to rectify and/or manage the behaviour.

In the case of **academic misconduct** the student may be required to:

- Re-complete and resubmit the relevant assessment tasks
- Complete an alternate assessment
- Submit further evidence to support the assessment

Note: Serious academic misconduct may result in suspension or cancellation of enrolment and other such penalty as the RTO Manager deems acceptable.

General misconduct

If the student is disrupting a class, or is behaving in such a way as to pose a risk of injury to themselves or any other person, or a risk of damage to property, a Trainer/Assessor may immediately remove them from class.

Discipline Process

Where an allegation of a breach of conduct has been raised, MAT will investigate and decide upon the appropriate action or penalty through the following process.

- a) An investigation occurring to determine the facts. This will include:
 - consultation with the Trainer/Assessor or relevant MAT staff member
 - consultation with the student either by phone, email or face to face
- b) Exploring other potential avenues for dealing with the matter and fully exhausting these.

Where the student fails to maintain appropriate conduct, the student may be requested to cease training and assessment participation, for a period of time to enable an investigation to be conducted.

If required a formal reprimand (warning) will be issued to the student in writing.

In all situations and circumstances, the student will be given due time and opportunity to respond to any concerns regarding their conduct or failure to meet the expectations set upon them.

Should a disciplinary meeting be required the student will be informed that they can bring a support person with them to the meeting.

An action plan to rectifying the issue(s) may be developed and communicated to the student. Where the student fails to meet the requirements of the action plan and the behaviour continues, MAT will decide on appropriate further measures to be taken.

MAT reserves the right to cancel any training and/or assessment agreement with a student who engages in gross misconduct at any time, without refund of fees.

Written advice of cancellation will be given to the student within 5 business days. Where the student is under 18 years of age, notice will also be given to the parent/guardian.

If a student's training fees have been paid by a third party such as an Employer, Employment Service provider or Disability Employment Service (DES) and the student is suspended or cancelled from enrolment, the relevant third party will be notified of the suspension/cancellation.

A student who causes wilful malicious damage will be required to reimburse the damage costs and will be immediately expelled from the course and their enrolment terminated.

Where the student's breach of conduct constitutes a criminal offence, the police or other relevant authority may be notified and a copy of all documentation and other records pertaining to the breach will be provided to the law enforcement.

The student has the right to appeal any disciplinary procedures under the Complaints and Appeals Policy and Procedure.

All communication and notes relating to the discipline process are to be recorded stored in the student's file.

ROLES AND RESPONSIBILITIES

The Director of Medical Administration Training Pty Ltd is responsible for ensuring compliance with this policy.

SECTION 3 – GOVERNANCE

RELATED DOCUMENTATION

Name and Link
Access Equity and Anti-Discrimination Policy
Records Management Policy
Privacy and Personal Information Policy
Complaints and Appeals Policy
Student Handbook
Complaints and Appeals form
Health and Safety Policy
Course Progression Policy and Procedure

RESPONSIBILITY

Policy administrator	RTO Manager
Approving Person	RTO Director

CHANGE HISTORY

Version	Review date	Approved by	Description of Modifications
1	01-Oct-2016	A. McFillin	Original Document
2	28-Feb-2018	A. McFillin	Reviewed and updated Policy Administrator, added course progression policy & Procedure to related documentation. Added recording and storing documents and notes in student file to discipline process
3	21-Nov-2019	A. McFillin	Reviewed and updated branding.