

26 - STUDENT CODE OF CONDUCT POLICY & PROCEDURE

Policy Number	MILCOM 26	Version Number	V7.1	Status	ENDORSED
Legal Name	MILCOM Communications Pty Ltd T/A MILCOM Institute				
Endorsed By	Compliance consultant				
Related legislation/ applicable section of legislation	SRTOs 2015	Standard 5 – Clause 5.1 to 5.4			
	2024 - 2025 Standard VET Funding Contract Skills First Program	MILCOM Institute ensures adherence to the 2024 – 2025 Standard VET Funding Contract Skills First Program, CANS, Ministerial directions and all Skills First Guidelines.			
	Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement	MILCOM Institute ensures adherence to the Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement Guidelines.			
	VIC/QLD/NSW/SA/WA /TAS/NT/ACT	Fee for Services Guidelines			
	Other applicable legislation, regulations and guidelines	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for NVR Registered Training Organisations 2011 • Vocational education and training (VET) legislation • Standards for VET Accredited Courses 2012 • Data Provision Requirements 2012 • VET Data Policy • Skills Australia Act 2008 • Department of Education and the Department of Employment Training and Tertiary Education Act 2003 • Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010 -NSW • Vocational Education, Training and Employment Act & Regulation 2000 – QLD • Victorian Guidelines for VET Provides (Victoria) • Education and Training Reform Amendment (Skills) Act 2010 • Privacy Act 1988 (Commonwealth) • Privacy and Data Protection Act 2014 • Racial Discrimination Act 1975 • Sex Discrimination Act 1984 • Disability Discrimination Act 1992 • the Further Education and Training Act 2014 (FET Act) • the Further Education and Training Regulation 2014 • Apprenticeship/ Traineeship policy and procedures which support the FET Act • the Vocational Education and Training Pre-Qualified Suppliers (VET PQS) Agreement • the User Choice 2016–17 Policy • the User Choice Pre-Qualified Supplier 2016–17 Policy. • Certificate 3 Guarantee Program Policy 2016–17 • Higher Level Skills Program Policy 2016–17 			
Contract and Compliance requirements	<ul style="list-style-type: none"> o http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html o https://www.asqa.gov.au/standards o http://www.education.vic.gov.au/training/providers/rto/Pages/serviceagree.aspx o http://www.vrqa.vic.gov.au/Pages/default.aspx?Redirect=1 				

Title and Policy Number

26 - Student Code of Conduct Policy and Procedure

Purpose

The adult learning environment within MILCOM Institute encourages and supports the participation of people from diverse backgrounds. The MILCOM Institute's aim is for each student to have an equal opportunity to learn in a supportive environment.

The purpose of Student Code of Conduct and Discipline Policy is to outline:

- the rights and responsibilities of all students and is in place to ensure an atmosphere of respect, understanding, and professionalism for all students.
- that MILCOM Institute respects and is committed to diversity and embraces equal opportunity.
- MILCOM Institute promotes a supportive adult learning environment in which students have a positive and responsible commitment to and attitude towards their studies, all fellow students and staff and the environment in which they study.

Scope

Students are expected to make themselves aware of and comply with the code of conduct, and with applicable policies and regulations. This policy applies to all students during their enrolment at MILCOM, including attendance at classes, participation in MILCOM sponsored activities, and interactions with staff, fellow students, and the wider community.

Policy

Student Rights

MILCOM Institute recognises that students have the right to:

- Expect MILCOM Institute to provide training of a high quality that recognises and appreciates their individual learning styles and needs.
- Have access to all MILCOM Institute services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it.
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect MILCOM Institute to be ethical and open in their dealings, their communications and their advertising.
- Expect MILCOM Institute to observe their duty of care to them.
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of student records in accordance with the MILCOM Institute's policies, to the extent permitted by law.

General Principal for Students:

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.

- Providing accurate information about themselves at the time of enrolment, and to advise MILCOM Institute of any personal information changes, including to their address or phone numbers within seven days.
- Paying of all fees and charges associated with their course.
- Signing in and out when attending training.
- Abiding by any dress code stipulated by MILCOM Institute.
- Act with integrity, honesty, and respect.
- Uphold the values and reputation of the MILCOM Institute.
- Comply with MILCOM Institute's policies, procedures, and relevant legislation.
- Contribute to a safe, supportive, and inclusive environment.
- Avoid plagiarism, cheating, and other forms of academic dishonesty.
- Complete assessments and assignments by the specified deadlines.
- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Treat all members of the MILCOM community with respect, regardless of their background, beliefs, or identities and avoid harassment, bullying, discrimination, or any form of vilification.
- Use MILCOM resources, including facilities, equipment, and digital platforms, responsibly and ethically.
- Follow MILCOM policies on the use of information technology and digital resources.
- Avoid unauthorised access to or misuse of RTO systems and data.
- Promptly reporting all incidents of harassment or injury to MILCOM Institute.
- Respecting the MILCOM Institute's property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of your rights and responsibilities when in doubt.
- Asking for assistance and / or support when needed.

This Code of Conduct also establishes any of the following behaviour as unacceptable:

MILCOM Institute is committed to promoting an atmosphere of respect, understanding, professionalism, equity and access for all students.

1. Wilful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning-based activities.
2. Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill-mannered behaviour towards others.
3. Any demonstration of religious persecution, Antisemitism, racism, religious intolerance or any behaviour that targets an individual or group based on race, religion, ethnicity, nationality or cultural background.
4. Interfering with or causing wilful or negligent damage or defacing to any MILCOM Institute property.
5. Theft of MILCOM Institute property or any personal property.
6. Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance.
7. Attending with weapons or items likely to cause harm or intimidation to others at any time.
8. Smoking within the building or within 5 metres of building openings, or upon any external stairways.
9. Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity.

Procedure

Breaches of the Code of Conduct

Students who breach the standards of this Code may be subject to disciplinary action through disciplinary procedure mentioned below. Students who have breached the Code of Conduct may be permanently expelled from MILCOM Institute and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authority(s).

Student Disciplinary Procedure:

Where student behaviour breaches the Student Code of Conduct, disciplinary action will be taken and the following will apply.

All investigations will be conducted in a confidential manner.

Consequences of Misconduct

Violations of this Code of Conduct may result in disciplinary action, which could include:

- Verbal or written warnings.
- Suspension or expulsion from MILCOM.
- Academic penalties.
- Referral to external authorities if illegal activities are involved.

Investigation:

- a. The RTO Manager will meet with the student to discuss the incident, provide the student with the opportunity to present their perspective of the incident including any supporting evidence and discuss the possible consequences.
- b. The RTO Manager will meet with CEO to review the incident and establish whether the incident is serious misconduct and determine actions to be taken including consequences for the student.
- c. If the incident is not deemed serious misconduct, the RTO Manager will meet with the student to discuss appropriate actions.
- d. If the incident is deemed as serious misconduct, the RTO Manager and a second staff member will meet with the student to discuss appropriate actions.
- e. All meetings are to be formally recorded on a Student File Note and filed on the student's file.
- f. Following the meeting, a formal letter must be sent to the student identifying the issue and actions. This letter is to include the right to access the Complaints and Appeals procedure if the student feels they have been unfairly treated. All communications will be filed on the student's file.
- g. A note will be placed on the Student Management System to identify that a disciplinary interview has taken place and that details are located on the students' file.
- h. Any repeated or serious misconduct will be dealt with by the CEO

Temporary Suspension:

MILCOM Institute may temporarily suspend a student for misconduct. This will be for a maximum of four weeks.

Expulsion

During the review of the students' behaviour, consideration will be given as to whether the students' behaviour constitutes cause for expulsion from MILCOM Institute.

Factors that can be cited as reasons to expel include:

- a. Safety of student or others.
- b. Failure to respond to repeated action plans to correct behaviour or study issues.
- c. Wilful damage to others and property.
- d. Disruptive behaviour that will cause discomfort or disquiet to others.
- e. Violence, Harassment and Bullying.
- f. Antisemitism, religious persecution, or cultural persecution.

Grievance and Appeals Process

Students have the right to:

- Raise concerns or grievances about breaches of this Code of Conduct.
- Appeal disciplinary decisions through the established RTO processes.

Definitions and abbreviations

Term	Meaning
Responsibilities	A responsibility is something that is your job to do something about, or to think about. It is something that affects our lives and other people's lives.

Rights	Our rights are what every human being deserves, no matter who they are or where they live, so that we can live in a world that is fair and just.	
Study Conduct	To diligently carry out study as directed by the Trainer in a positive manner with the issue of the registered qualification as the goal. This is to include attendance.	
Persistent Misconduct	Occurs when the misbehaviour is repeated more than twice during the student's enrolment at MILCOM	
Unacceptable or Inappropriate Behaviour	Behaviour by a student that is disruptive, counterproductive or is demeaning to another person – whether student, staff or any other person.	
Harassment	Is any form of behaviour that: <ul style="list-style-type: none"> • Is not asked for • Is not wanted • Is not returned and likely to create a hostile or uncomfortable place to be that is: humiliating, intimidating or offending. 	
Sexual harassment	Sexual harassment is unwelcome sexual conduct which makes a person feel offended, humiliated and/or intimidated where that reaction is reasonable in the circumstances. It is illegal and will not be tolerated by MILCOM. Improper or inappropriate behaviour may result upon investigation in suspension of enrolment.	
Bullying	Includes: <ul style="list-style-type: none"> • Intimidation • Physical harm, emotional distress • Threat • Threats/name calling/derogatory comments regarding age, gender, race, religion or sexual orientation • Failure to acknowledge good work • Deliberate isolation from groups/information/opportunities • Undue pressure and impossible deadlines • Emotional hurt to another person through electronic devices such as email, phone, text message 	
Antisemitic Behaviour	Any form of antisemitism or hostility toward Jewish individuals, communities, culture, or religion is strictly prohibited. This includes but is not limited to: <ul style="list-style-type: none"> • Derogatory comments, jokes, stereotypes, or slurs directed at Jewish people. • Denying, trivialising, or mocking historical events such as the Holocaust. • Displaying or sharing antisemitic symbols, imagery, or propaganda. • Targeting individuals for harassment or exclusion because they are Jewish or perceived to be Jewish. • Promoting conspiracy theories or hateful narratives about Jewish individuals or communities. 	
Serious Misconduct	Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in an immediate suspension pending investigation and may lead to expulsion. Misconduct of a criminal nature will be reported to the appropriate authority, including the police for prosecution as appropriate.	
Monitoring, evaluation and review		
COO must monitor, evaluate and review this policy and relevant procedures on an ongoing basis and suggest appropriate changes to the Compliance and Quality Assurance Department for approval.		
Revision record		
Date	Version	Revision description/ Nature of change

	Number	(change/reasons for change/comments)
May 2017	1.0	New format and policy reviewed
October 2017	2.0	Reviewed with information of online LLN Robot and addition of new management staff
January 2018	3.0	Revised as per ASQA SRT0 Users Guide Version 2 Nov 2017
May 2024	4.0	Revised the whole process to align with the requirements.
January 2026	7.0	Updated Format Minor grammar and spelling errors Updated Footer
March 2026	7.1	Minor grammar and spelling errors Updated Footer Added Antisemitic Behaviour