



UPSKILLED

Student Code of Conduct

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1. Purpose

The Code of Conduct provides students with guidance on the standards of conduct expected of them when:

- interacting with anyone in the Upskilled Community (Upskilled Community includes students, trainers, host organisation representatives, workplace supervisors and Upskilled staff members).
- taking actions and activities relating to or impacting Upskilled's reputation and the Upskilled Community.

Students are expected to avoid encouraging, persuading or instigating others to engage in conduct or action that results in a breach of the Code of Conduct and report the breach immediately to Upskilled where they become aware of or suspect a breach of this policy.

2. General Student Code of Conduct

It is the responsibility of Upskilled students to:

- 2.1. Undertake learning and work on required assessment tasks to the best of their ability, with integrity and honesty.
- 2.2. Interact with the Upskilled Community in good faith, respecting different points of view. This includes having respect for all aspects of diversity in all interactions.
- 2.3. Communicate with the Upskilled Community in a respectful, courteous manner and without discrimination. Being mindful of the needs, health and safety, and wellbeing of others.
- 2.4. Avoid any behaviour which may lead to harassment, discrimination, bullying, intimidation or threatening of the Upskilled Community.
- 2.5. Protect the confidentiality of Upskilled's information, data, and systems to which you have access. This includes but is not limited to Upskilled content, assessment tasks and learning material.
- 2.6. Act responsibly and refrain from conduct and/or action that may be detrimental to the reputation of Upskilled and the Upskilled Community.
- 2.7. Always protect your own and respect the privacy of others in the collection, use or access of personal information whilst undertaking studies.
- 2.8. Avoid disrupting and interfering with Upskilled activities, events, functions, and training sessions.
- 2.9. Use the correct channel to raise your concerns and/or complaints (Please refer to [Complaints and Appeals Policy](#)).
- 2.10. Not be under the influence of drugs/ alcohol while studying with Upskilled. This includes but is not limited to work placement, online or face to face interactions with the Upskilled Community, studying and submitting assessments.

3. Code of Conduct for Online Classroom Sessions

Upskilled regularly organises online workshop sessions via Zoom. During these sessions Upskilled students are required to:

- 3.1. Dress appropriately for online classroom sessions.
- 3.2. Find a quiet place to attend the online workshop sessions to minimise any background noise and to avoid being disturbed or distracted. Mute your audio unless you wish to speak and raise your hand (on video or “virtual Hand”) if you wish to ask a question.
- 3.3. Avoid sharing personal and/or confidential information (your own or others), consider anything that is said in the online classroom session as strictly confidential to the group.
- 3.4. Consider and respect other participants’ ideas and opinions.
- 3.5. Have awareness and respect for the diversity of the Upskilled Community.
- 3.6. Keep on task. Limit talk about non-related events.
- 3.7. Contact trainer in private for any course issues or concerns.

4. Code of Conduct for Online Discussion Forum

As an online student at Upskilled, communication is different than in a face-to-face environment. We pride ourselves in providing several opportunities for social interactions, but the difference is that most communication is via written text in an online environment. This means you are missing body language cues and immediate feedback from your “listener,” it is very important to understand the appropriate code of conduct to ensure that the message you intend to convey is received correctly. It is important for Upskilled students to:

- 4.1. Be respectful. While it is easier to say hurtful or disrespectful things without having face-to-face contact with someone, it is important to remember that your fellow students and trainers are real people who may be affected by your written text. It is essential to keep in mind the feelings and opinions of others, even if they differ from your own. Don’t act in a way that could constitute harassment, bullying or discrimination. If you wouldn’t say it to someone’s face, don’t say it online either.
- 4.2. Be aware of strong language, all caps, and exclamation points. It is easy for written text to be misread and misunderstood. Have you ever sent a text message with good intent, but your recipient thought you were being rude? If so, then you’ve experienced this firsthand. By being cognizant of strong language, you can identify potential confusions before sending messages. Tip: Read everything out loud before you send it.
- 4.3. Be careful with humour and sarcasm. Certainly, you shouldn’t avoid being funny. We love to see your personality shine through online. Many of our trainers have a great sense of humour too. Ensure that it is clear you are being humorous and not being rude.
- 4.4. Grammar and spelling matter. While texting, textspeak can bgr8 4 your friends. But it is important to use complete and grammatically correct sentences and avoid spelling errors, abbreviations, acronyms, and slang. Your written text should be professional and reflect proper writing style.

- 4.5. Cite your sources. Whenever you are sharing an idea that originated from someone else (even if it is not word for word), it is good practice to cite that source – this is also known as referencing. This applies to discussion forums too. If you read a great thought in your text, share it, but be sure you let your audience know where you saw it first. Rules about copyright and plagiarism also apply to communication in the online environment.
- 4.6. Avoid posting or sharing (even privately) inappropriate material. Enough said there. Nothing is truly private online. The online discussion forum is not a platform for addressing complaints and concerns regarding the course, please contact your trainer privately and they will help in addressing them and finding an appropriate solution.
- 4.7. Be forgiving. Remember that not everyone will know these rules before posting. Demonstrate understanding of others when they struggle with written communication.

5. Code of Conduct for Work Placement

Work Placement is an important component of many Community Services courses offered by Upskilled. By undertaking part of the learning within the workplace, students are given the opportunity to enhance their practical skills, put the theory into practice and gain valuable local networks within their chosen field. It is the responsibility of Upskilled students to adhere to the following code of conduct in the host organisation's premises.

- 5.1. Adhere to the work placement schedules stipulated in the Work Placement Agreement Form. Notify Upskilled and your workplace supervisor of any scheduling changes that may impact your work placement completion date.
- 5.2. Be punctual. Notify the workplace supervisor of any lateness, need to leave early, extended breaks or non-attendance. It is compulsory for you to make up for any missed hours.
- 5.3. Behave in a professional manner that is appropriate to the workplace. For example, exhibit positive behaviour with the host organisation's clients and staff, be receptive about your performance during work placement. You are representing not only yourself, but Upskilled as well as past, current and future Upskilled students.
- 5.4. Participate actively in training sessions that the host organisation deems necessary to enable you to perform your duties safely and efficiently during work placement and comply with all lawful and reasonable directions and instructions given to you by officers or employees of the host organisation during the course of the work placement, and work under the direction of your workplace supervisor.
- 5.5. Take reasonable care to protect your own health and safety and the health and safety of others in the workplace.
- 5.6. Ensure you preserve the privacy and confidentiality of information concerning the host organisation, its staff and/or clients and customers, and workplace procedures.
- 5.7. Comply with all legislation, codes, or guidelines, in whatever form, that are applicable to you.

- 5.8. Comply with all policies and procedures of the host organisation that apply or may apply to you during work placement, such as work health and safety, confidentiality and dress code policies and procedures.

6. Other expectations from Students

Further to this code, the following expectations apply to Upskilled students.

- 6.1. Provide truthful and accurate information on the enrolment form and to education consultants to ensure correct eligibility assessment. This includes providing information on disability and/or medical condition(s) prior to enrolment or during your course of study that may affect your ability to study to enable Upskilled to determine if reasonable adjustment may be required
- 6.2. Familiarise yourself with the information stipulated in the enrolment form, [Student Handbook](#), Training Plan and [Upskilled's policies](#) and comply with them.
- 6.3. Participate actively in your own learning and take responsibility for your course progression as Upskilled offers online vocational level courses. Vocational courses are designed for adult education and students are required to research topics to gain a deeper understanding.
- 6.4. Be aware of your enrolment status, course expiry date and recommended due dates for assessment tasks.
- 6.5. Avoid any conduct or action, whether intentional or not, that compromises academic integrity. Examples include, but are not limited to the following:
 - Plagiarism - the act of representing other people's ideas, thoughts, words, research etc. as one's own original work without appropriate acknowledgement.
 - Cheating – the act of using a third party to undertake your assessment tasks or amend the contents of assessment tasks without prior approval from Upskilled.
 - Collusion – this happens when more than one student contributes to an assessment task that is submitted as the work of an individual. This often results in having similar submissions from the involved parties.
 - Falsification – the act of providing false information about one's personal circumstances, disability and/or medical conditions to gain approval from Upskilled to modify assessment requirements, etc. This also includes providing falsified certificates, statements of attainment or any supporting documents to gain approval from Upskilled for Credit Transfer and Recognition of Prior Learning.
- 6.6. Answer security questions when calling Upskilled. To comply with the current privacy legislation Upskilled is required to confirm your identity by asking security questions. Upskilled reserves the right not to disclose any information to students refusing or failing to answer the security questions correctly.
- 6.7. Submit Third Party Authorisation Form to Upskilled before allowing third parties to contact Upskilled on your behalf.
- 6.8. Provide any clearance checks that may be required by Upskilled or the host organisation such as Working with Children Check/Working with Vulnerable People and National Police

Check by the provided deadlines. Alert Upskilled work placement team if the required clearance checks could not be provided and refrain from withholding required information.

- 6.9. Provide reasonable weekdays and weekends availability for work placement if you engage Upskilled work placement team to assist you in searching suitable host organisation.

7. Breach of policy

Students found to have breached the Code of Conduct may be subject to various disciplinary action(s) depending on the severity of the offence(s). This policy operates in conjunction with common and statute law and does not exclude or replace the rights and obligations of any individual under common and statute law.

Disciplinary actions may include but not be limited to the following:

- Restricted access to online discussion forums
- Restricted access to online classroom sessions
- Being issued verbal warning or written warning letters
- Suspension of the course for a defined period
- Cancellation of work placement arrangement which may lead to a possible course cancellation
- Course Cancellation. In such situation, the student will remain liable for the full course fees and will not be accepted in another course with Upskilled. Please refer to [Cooling Off Period, Cancellation, Transfer, Withdrawal and Refund Policy](#) for further details

8. Changes to This Policy

Upskilled may amend this policy from time to time. The current version will be posted on our website.

| Document Name | Version | Approved | Policy Owner | Effective | Review |
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