



Purpose

The purpose of this code is to outline the way in which students of Veritas Institute Australia are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities and enhance their learning experience.

Definitions

- **Appeal** means a request for a decision made by Veritas Institute Australia to be reviewed. **Complaint** means a person's formal expression of dissatisfaction with any product or service provided by Veritas Institute Australia
- **Cancellation of Enrolment** means the permanent removal of a person's right to be a student of Veritas Institute Australia and to enter and to be in any of the precincts of Veritas Institute Australia's campus and "expel" and 'expulsion' shall have a similar meaning.

Note - For International students this will result in a cancellation of their CoE.

- **Compassionate or compelling circumstances** - Generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - ✓ serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - ✓ bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - ✓ major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - ✓ a traumatic experience which could include:
 - involvement in, or
 - witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists reports)
 - ✓ where the registered provider was unable to offer a pre-requisite unit; or
 - ✓ inability to begin studying on the course commencement date due to delay in receiving a student visa.
- **Misconduct** means any conduct that is prejudicial to the good order and discipline of Veritas Institute Australia, impairs the reasonable freedom of other persons to pursue their studies or research at Veritas Institute Australia or to participate in the life of Veritas Institute Australia, or is likely to bring Veritas Institute Australia into unjustified disrepute.
- **Suspension** means the exclusion and removal for a specified time period of a person's right to enter, to remain and to participate in all or specified parts of the precincts of Veritas Institute Australia and all or specified facilities, classes, assessments and other activities of or under the control of Veritas Institute Australia.
- **Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support



Policy

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy & Confidentiality Policy & Procedure.
- Access the information Veritas Institute Australia holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program.
- Provide feedback to Veritas Institute Australia on the client services, training, assessment and support services they receive.

2. Students' responsibilities

All students throughout their training and involvement with Veritas Institute Australia are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Veritas Institute Australia in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Attend classes regularly and make contact with their Trainer/Assessor on an ongoing basis.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Veritas Institute Australia if any difficulties arise as part of their involvement in the training program.
- Notify Veritas Institute Australia if they are unable to attend a training session for any reason at least 24 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- For international students - comply with their student visa requirements under the Education Services for Overseas Students (ESOS) framework regarding your rights and obligations as an International Student and any Veritas Institute Australia rules and regulations; Department of Home Affairs (www.homeaffairs.gov.au) regarding your obligations as a student visa holder
- Demonstrate honest, responsible, courteous and ethical behaviour



- Use all equipment and resources safely, appropriately and legitimately
- Use recognised Veritas Institute Australia's Policy and procedures for complaints, appeals, redress and resolutions
- Follow all occupational health and safety requirements

3. Applicable legislation

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply with:

Commonwealth

- The Education Services for Overseas Students Act 2000 (ESOS Act)
- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Age Discrimination Act 2004
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986
- Student Identifiers Act 2014

Victoria

- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Working with Children Act 2005
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities