

LEARNING - POLICIES & PROCEDURES

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| Policy Title | Student Code of Conduct Policy |
| Date | January 2022 |
| Review Date | January 2023 |
| Authority | Head of Learning |
| Responsibility | Compliance Manager |
| Standards (SRTOs) | Clauses 5.1-5.4 |

PURPOSE:

ASFA is committed to creating a safe environment that is inclusive and free from discrimination, regardless of age, sex, disability, race, religion or belief, sexual orientation, transgender status, marital or domestic status, pregnancy and maternity, or any other protected categories under applicable law. We are also committed to providing an online platform that operates in a safe, secure, legal and respectful way.

SCOPE:

This policy and procedure applies to all ASFA students enrolled in courses (including qualifications and workshops) or Continuing Professional Development (CPD) products with ASFA.

POLICY:

Academic Excellence

- ASFA expects the following from all students:
 - Prepare appropriately for all assessment tasks and workshops.
 - Ensure all required course fees are paid prior to the commencement of your course (which is defined as either the first day you have access to the online material or the first day of your workshop, whichever comes first)
 - that you or your employer notify ASFA if you are unable to attend a workshop for any reason at least 5 business days prior to the commencement of the activity.
 - That you contact ASFA as soon as possible if any other difficulties arise during your enrolment that may impact your study and may result in you being unable to complete your assignments by the due date.
 - That you contact ASFA if your contact details (including your email address or place of employment) change at any point during your study.
 - All assessment tasks and learning activities are completed honestly and without engaging in fraudulent activity.
 - All assessment tasks are handed in by the enrolment deadline.
 - All outstanding fees are fully paid prior to your certificate being issued.

Expected behaviour

- We may not agree with every view or opinion, but we strongly believe in everyone's right to express their views and opinions. We expect all participants to:
 - Be respectful of others and viewpoints that may be different from your own.

- Be mindful of your words when engaging in any discussions with students or the trainers.
- Be considerate of those around you.

Unacceptable behaviour

- Unacceptable behaviour may include, but is not limited to:
 - Intimidation or bullying of another person (such as a trainer/speaker/presenter or another student) or behaviour that:
 - promotes or encourages harassment or violence or seeks to intimidate any person
 - defames or libels any other person
 - promotes potentially harmful misinformation or intentionally deceptive disinformation.
 - The use of offensive language, especially if it relates to a person's age, sex, disability, race, religion or belief, sexual orientation, transgender status, marital or domestic status, pregnancy and maternity, or any other protected categories under applicable laws.
 - Excessive repeat private chat or meeting requests
 - Sharing your event registration or course registration with another person(s) or making event content available to anyone not registered to attend.
 - The sharing or posting of explicit content on any format.
 - Infringing on the intellectual property rights of others by sharing or distributing content that you do not have a right to transmit under any law or contractual agreement.
 - Abusive behaviour directed towards any member of ASFA staff.

Consequences of unacceptable behaviour

- Unacceptable behaviour will not be tolerated. If a participant is seen engaging in unprovoked and unacceptable behaviour, ASFA may take any action deemed appropriate, including expulsion from the course without warning or refund.

Reporting behaviour

- If you are the subject of, or are witness to any violations of these terms, you can make a complaint following ASFA's *Complaints and Appeals Policy and Procedure*. Please note that all complaints are handled confidentially and with sensitivity to all persons involved.