

Purpose

This Code of Conduct sets out the standards of behaviour expected of all Learners enrolled in a training program through Communicare Group Limited. It ensures a safe, respectful, and productive learning environment across all settings where training and contractor-led activities occur, on Communicare RTO premises and at approved offsite locations (e.g., schools, colleges, community venues, workplaces, and online learning environments).

Commitment

Communicare provides a safe learning environment, and will align its services to the organisation's strategic plan:

- Our Purpose – To provide services that support people and communities to thrive.
- Our Aspiration – A nation where every person is safe, included and connected.
- Our Values
 - Everyone is welcome
 - Stronger together
 - Doing what we say
 - Above and beyond

Scope

This Code applies to all learners engaged in any Communicare RTO activity, including:

- Classes, assessments, workshops, excursions, workplace learning, and online sessions.
- Interactions with staff, trainers/assessors, contractors, and other learners.
- Use of Communicare RTO facilities, equipment, information systems, and resources.
- Any offsite learning conducted in school, college, employer or community settings.

Learner Rights

- Respect and Fair Treatment – Be treated with dignity, courtesy, and without discrimination, harassment, bullying, or victimisation.
- Safe and Supportive Learning – Learn in environments where risks to health and safety are identified, managed, and minimised.
- Privacy and Confidentiality – Have personal information handled lawfully and securely.
- Quality Information and Support – Receive clear and accurate information about courses, training and assessment arrangements, progress, and access support aligned to individual needs.
- Feedback, Complaints & Appeals – Provide feedback and have complaints and appeals handled fairly, promptly, confidentially, and without retribution.
- Procedural Fairness – Make appeals regarding procedural and assessment decisions.

Learner ResponsibilitiesRespectful Conduct

- Treat staff, contractors, visitors, and fellow learners with courtesy and respect.
- Do not swear at, intimidate, harass, bully, abuse, or victimise others.
- Respect the opinions, backgrounds, privacy, and dignity of peers.
- Do not take, damage, or misuse property belonging to others or Communicare.

Engagement, Attendance, and Communication

- Attend all scheduled classes and activities on time and be fit for class (physically and emotionally).
- Maintain a high level of attendance and progress according to the training plan, or learning and assessment plan.
- Notify the trainer/assessor by SMS or phone during business hours if unable to attend, or by email if outside of business hours.
- Prepare appropriately for training and assessment; complete tasks by due dates.
- Maintain regular contact with trainers/assessors when required.

Academic Integrity

- Complete assessment tasks, learning activities, and assignments honestly and without plagiarism.
- Submit all required evidence and complete declarations by the due date.

Use of Devices, IT, and Digital Conduct

- Use mobile phones only outside class time, unless instructed by the trainer/assessor for learning purposes.
- Comply with Communicare RTO's responsible use of IT guidelines for all devices, systems, and internet access provided.
- Do not record, photograph, or share personal information, images, videos, or audio of others without explicit authorisation and lawful consent.

Safety, Health & Wellbeing

- Follow all reasonable safety instructions and procedures issued by staff and contractors (e.g., school teachers) across all training locations.
- Use facilities, equipment, and resources carefully and correctly; report hazards, risks, incidents, injuries, or safety concerns promptly.
- Do not attend class or any training activity under the influence of alcohol or non-prescribed substances, and follow your doctor's instruction if you are on prescribed medication.

- Do not consume, possess, supply, or distribute alcohol, non-prescribed drugs, or illicit substances during any Communicare activity.
- Smoking and vaping are prohibited on Communicare RTO premises and during school or program events.
- Wear attire that is safe, appropriate, and professional for the activity, including fully enclosed shoes and securing jewellery/hair where safety requires.

Dress Code – Professional Standards

- Choose tops without offensive slogans or imagery (including drug references), or as required, wear school uniforms.
- Choose bottoms of a professional length (avoid short-shorts or extreme cut-offs), or as required, wear school uniforms.
- Wear clothing suited to planned activities (e.g., appropriate active wear for sport; long pants/tops for trade activities).
- Avoid clothing that is revealing or inappropriate.
- Ensure jewellery and hair are worn to enable safe participation.
- Always wear fully enclosed shoes for safety.

Special Conditions for Learners Under 18

- Learners under 18 must not leave supervised learning activities or premises during class hours without prior approval from the trainer/assessor and/or the school.

Information Accuracy and Payments

- Provide accurate and timely information and promptly update personal/contact details when they change.
- Honour agreed payment timeframes for tuition-related fees (including any approved payment plans).

Community Safety and Trauma-Informed Practice

Communicare RTO is committed to a safe learning environment for Learners and a safe working environment for staff. Staff undertake training in behaviour support, mental health support, literacy and numeracy support, learner safety, and child safeguarding, and operate within a Trauma-Informed Practice Framework.

Learners, parents/guardians and visitors must engage respectfully; abusive, violent, or aggressive behaviour may result in removal from activities and/or restricted access to premises to protect community safety.

Breaches and Consequences

Failure to comply with this Code may result in one or more of the following actions, proportionate to the nature and seriousness of the conduct:

- Informal resolution or guidance
- Formal warning (verbal or written)
- Safety restrictions, removal from session, or restricted access
- Temporary suspension of participation or enrolment pending investigation
- Cancellation of enrolment, where warranted
- Referral to external authorities where required by law

Decisions will be made with procedural fairness and, where relevant, in accordance with Communicare RTO policies and applicable legislation.

Complaints, Feedback, and Appeals

- Learners may lodge feedback or complaints and submit assessment or procedural appeals through Communicare RTO's established processes.
- Matters are handled fairly, promptly, confidentially, and without retribution.
- Learners will have access to these processes but can seek assistance.

Support and Assistance

Learners are encouraged to seek help if they experience difficulties. Support services are available for academic, personal, and wellbeing needs.