

Learner Conduct Policy

1. Purpose

Purpose of the Policy is to promote respectful learner conduct and ensure fair management of behavioral issues.

- Outlines PICAC's expectations for learner behavior and conduct.
- Establishes mechanisms for managing behavioral issues.
- Supports a safe, respectful, and inclusive learning environment.
- Ensuring learners are treated fairly and in line with principles of procedural justice.
- Aligns with the Standards for RTOs 2025 and state regulatory obligations.

2. Scope

This policy applies to all learners enrolled in any course delivered or facilitated by PICAC, including on-campus, workplace-based, and online training.

3. Standards Referenced

Standards for RTOs 2025:

Outcome Standards 2025 – NA

Compliance Standards 2025 - NA

State Based Requirements

Victoria

- Department of Jobs, Skills, Industry & Regions (DJSIR)
 - Skills First VET Funding Contract

Queensland

- Department of Employment, Small Business and Training (DESBT)
 - User Choice / Skills Assure

Western Australia

- Department of Training & Workforce Development (DoT&WD)
 - Jobs & Skills WA

New South Wales

- Department of Education (DoE)
 - Smart and Skilled training and funding programs
 - Further guidance for NSW providers:
 - Visit Training Provider pages on Vocational Education and Training
 - See Apprentices and Trainees pages
 - Follow links to Apprenticeships and traineeships policies and procedures | NSW Government
 - Review relevant policies and ensure your procedures are up to date
 - For support, contact Training Services NSW:
 - Email: TSNSW Customer Service & Operations
 - Phone: 1300 772 104
 - Relevant provisions of the **Apprenticeship and Traineeship Act 2001**.

4. Policy Statements

PICAC is committed to upholding the highest standards of professionalism, respect, and integrity within its learning environments. This policy ensures that all learners understand their rights and responsibilities, fostering a culture where every individual is accountable for their behavior and where breaches are addressed fairly, consistently, and in accordance with the principles of natural justice. PICAC's learner conduct expectations contribute directly to a safe, inclusive, and effective learning environment for all.

5. PICAC Learner Code of Conduct

- All learners must follow the PICAC Code of Conduct, participate actively in training, and behave respectfully towards others.
- Misconduct, including harassment, bullying, discrimination, disruptive behavior, or repeated unauthorised absences, may lead to disciplinary action.
- Investigations of alleged misconduct will be conducted fairly, promptly, and in line with natural justice and confidentiality principles.
- All learners who are undertaking long courses are required to sign the learner code of conduct during induction and orientation.
- Breaching the code of conduct in any way is considered learner misconduct.

6. PICAC's Commitment

- PICAC fosters an inclusive, supportive environment built on respect, integrity, honesty, openness, empathy, and accountability.
- PICAC operates in a non-prejudicial and lawful manner, maintaining its duty of care to all learners, staff, contractors, and clients.

7. Learner Rights

Learners have the right to:

- Access high-quality training that respects individual learning styles and needs.
- Equal access to services regardless of gender, race, disability, or other attributes.
- Recognition of prior learning and competencies.
- Be informed of learning outcomes and assessment requirements prior to commencement.
- Appeal assessment results and disciplinary decisions.
- A safe, harassment-free learning environment.
- Dignified, fair, and respectful treatment.
- Privacy and confidentiality in records management, within legal limits.
- Efficient handling of administrative matters (fees, refunds, etc.).

8. Learner Responsibilities

Learners are responsible for:

- Understanding and complying with enrolment conditions.
- Providing accurate personal information and updating PICAC within seven days of any changes.
- Timely payment of fees and charges.
- Signing in/out for attendance and meeting attendance requirements.
- Adhering to dress codes and required Personal Protective Equipment (PPE) in workshops, site visits, excursions, and placements, including:
 - Safety glasses (AS1337)
 - Steel toe-cap safety boots (AS2210)
 - Suitable work pants (no denim/tracksuit pants)
 - Hi-Vis branded long sleeve shirts (AS/NZS 4602.1:2011 compliant)
 - Hearing protection (AS1270 earmuffs/ear plugs)
 - Sun protection
 - Work gloves
 - Safety/hard helmet

- Hair restraints for long hair
- Not engaging in cheating, plagiarism, or dishonest conduct.
- Treating staff, peers, and clients with dignity and respect.
- Attending classes regularly, punctually, and sober.
- Reporting harassment, discrimination, or injuries promptly.
- Respecting PICAC property and following usage guidelines.
- Seeking assistance or support when needed.

9. Attendance Requirements

- Attendance at all scheduled training sessions is mandatory and forms part of enrolment and progression requirements.
- Absences must be reported in advance where possible. Valid medical or extenuating circumstances may be accepted with efforts to reschedule.
- Unauthorised absences exceeding 10% of scheduled training are considered misconduct.

10. Misconduct and Breaches

Misconduct includes, but is not limited to:

- Breaches of the Code of Conduct.
- Behavior negatively affects the safety, learning, or well-being of others.
- Disruption of training or assessment delivery.
- Non-attendance without acceptable reason.
- Engaging in discriminatory, harassing, or unsafe conduct.

11. Managing Misconduct

- Alleged misconduct will be promptly investigated by the Operations or Administration Manager.
- Learners will be informed of allegations and given a fair opportunity to respond.
- Investigations will be confidential and conducted with respect to privacy.
- Findings and decisions will be documented in learner files.
- Disciplinary measures will be applied by the CEO or delegate, following principles of natural justice.

12. Disciplinary Actions

Depending on the severity, actions may include:

- Verbal or written counselling.
- Development of behavioral action plans with clear expectations and review timelines.
- Formal written warnings.
- Temporary exclusion from training or assessment eligibility withholding.
- Prohibition from attending classes.
- Suspension or expulsion from PICAC.

All disciplinary measures:

- Are proportionate to the misconduct.
- Avoid humiliation or physical/psychological harm.

Learners may also be legally liable for unlawful conduct, including discrimination or harassment, and face external legal consequences.

13. Investigation of Potential Code Violations

- All reports of breaches will be investigated thoroughly, promptly, and confidentially.
 - Investigations follow natural justice principles.
 - The Operations Manager acts as Investigator, sourcing background information as needed.
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14. Complaints and Appeals

- Learners disciplined or found to have engaged in misconduct, have the right to appeal decisions or lodge complaints.
- Appeals and complaints are handled under the S7 Complaints and Appeals Policy, ensuring fairness and transparency.

15. Supporting Processes

Process Name	Purpose
FC26_RecordingofAttendance_V2.2	To monitor attendance and respond to non-attendance.
FC27_LearnerConduct_V2.2	To investigate alleged misconduct and implement disciplinary action.
PRO_Support&Progression_V1	Processes and Procedures

16. Supporting Documents

Document ID	Name
TEMP_StudentAttendanceRoll_V2.2	Student Attendance Roll (Vettrak)
FORM_IncidentInvestigationReport_V2.2	Incident/Hazard Investigation Report
FORM_LearnerDisciplinaryActionPlan_V2.2	Learner Disciplinary Action Plan
POL_S7_ComplaintsandAppeals_V2.2	Complaints and Appeals Policy

17. Version Control

Version	Date	Changes
1.0	27/10/2017	Initial release
1.1	29/08/2018	Update to Supporting Forms and Documents
2.0	23/05/2024	General review
2.1	20/05/2025	Clarity, fairness, attendance thresholds, and disciplinary processes
2.2	1/9/2025	The logo has been updated to include PICAC, STC, CEPUTEC, and FIT.
2.3	13/01/2026	The SRTO 2015 reference has been removed.

18. Summary of Changes:

Category	Change Type	Summary
Purpose & Scope	Expanded	Clearer focuses on respect, fairness, and who the policy applies to.
Standards	Clarified	Referenced Standards for RTOs 2025, noted as not directly applicable.
Conduct Rules	Reworded	Expectations are clearer, including respectful behavior and attendance.
Attendance	Strengthened	Absences over 10% without a reason count as misconduct.
Misconduct	Defined Better	Broader list including disruption and unsafe behavior.
Discipline Process	Clearer Steps	Fair investigation process with learner input and proper records.
Disciplinary Action	More Detail	Ranges from counselling to suspension, based on severity.
Appeals	Simplified	Learners can appeal to any decision through the S7 policy.