



Learner Code of Conduct Policy

Purpose

This policy outlines learner conduct at HIVE – Hampton Institute of Vocational Education (HIVE) – how learners are expected to conduct themselves during their training period. The code outlines learners' rights and responsibilities in regard to their participation in HIVE's training and education programs.

Code

1. Learners' Rights

- 1.1. All learners have the right to:
 - a. Be treated fairly and with respect by other learners and staff.
 - b. Not be harassed, victimised or discriminated against on any basis.
 - c. Learn in a supportive environment that is free from harassment, discrimination and victimisation.
 - d. Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
 - e. Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
 - f. Access the information HIVE holds about them.
 - g. Have their complaints dealt with fairly, promptly, confidentially and without retribution.
 - h. Make appeals about procedural and assessment decisions.
 - i. Receive training, assessment and support services that meet their individual needs.
 - j. Be given clear and accurate information about their course, training and assessment arrangements and their progress.
 - k. Access the support they need to effectively participate in their training program.
 - l. Provide feedback to HIVE on the client services, training, assessment and support services they receive.

2. Learners' Responsibilities

- 2.1. All learners, throughout their training and involvement with HIVE, are expected to:
 - a. Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
 - b. Not harass, victimise, discriminate against or disrupt others.
 - c. Treat all others and their property with respect.
 - d. Respect the opinions and backgrounds of others.
 - e. Follow all safety policies and procedures as directed by staff.
 - f. Report any perceived safety risks as they become known.
 - g. Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
 - h. Notify us if any of their personal or contact details change.
 - i. Provide relevant and accurate information to HIVE in a timely manner.
 - j. Approach their course with due personal commitment and integrity.
 - k. Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
 - l. Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
 - m. Make regular contact with HIVE Trainers/Assessors and Support Staff.
 - n. Progress steadily through their course in line with their training plan.
 - o. Prepare appropriately for all assessment tasks, visits and training sessions.
 - p. Notify HIVE if any difficulties arise as part of their involvement in the program.
 - q. Notify HIVE if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity.



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- r. Learners should ensure that they utilise designated smoking areas only and refrain from smoking at training venues.
- s. Make payments for their training within agreed timeframes.
- t. Not to damage or misuse HIVE Intellectual property.

Office Use Only

Related Policies

Complaints and Appeals Policy
Learner Discipline Policy
Learner Plagiarism, Cheating and Collusion Policy
Privacy and Personal Information Policy
Access, Equity and Anti-Discrimination Policy
Record Management Policy
Continuous Improvement & Quality Assurance Policy
Health and Safety Policy

Related Procedures, Forms & Documents

Assessment Task Cover Sheet
Change of Details Form
Payment Agreement
Learner Engagement Survey
