

CODE OF CONDUCT POLICY

RATIONALE

North Melbourne Language and Learning (NMLL) seeks to create an environment of cooperation and mutual respect in which Language, Literacy and Computer courses are delivered. This policy aims to ensure that individuals attending NMLL understand their obligations to one another so that all students are able to feel safe and participate fully in their own learning.

LEGISLATIVE CONTEXT

All Victorian organisations, including NMLL, must comply with Commonwealth and State human rights legislation such as:

- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Racial Hatred Act 1995*
- *Sex Discrimination Act 1984*
- *Age Discrimination Act 2004*
- *Equal Opportunity Act 2004 (Vic)*

The major purpose of these Acts is to eliminate discrimination against people because of their disability, race, gender or age.

PRINCIPLES

This policy is based on the principle that all persons have a right to

- be treated fairly
- be treated with respect and patience
- feel safe in the classroom
- be free from harassment, discrimination, physical or verbal abuse
- have a comfortable and welcoming environment
- have their needs listened to and be supported.

PROCEDURES

Your obligations

All persons attending NMLL should:

- treat each other fairly and equitably
- respect other people's differences in culture, religious beliefs, politics and sexual preferences
- conduct themselves in an appropriate manner

- use equipment, computers and furniture carefully and thoughtfully
- not use harassment of any form, including sexist or racist language, physical, emotional or verbal abuse, any form of bullying including cyber-bullying
- be aware that harassment based on gender, race, religion, physical features, age, disability, sexual preference and political beliefs is a criminal offence.

Making a complaint

1. If you feel that you are being treated unfairly or inappropriately you can speak to the NMLL Manager.
2. The NMLL Manager will follow the Grievance Policy process.
3. If, following investigation and applying of relevant protocols, inappropriate behaviour continues the person(s) involved may be asked by the NMLL Manager to leave the class/centre.
4. All students, workers and participants at NMLL must be made aware of the grievance process and their right to complain to NMLL management and when not satisfied with the handling of the complaint there are two further options to contact the Victorian Regulatory Qualifications Authority (VRQA) or the National Training Complaints Hotline-

Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

5. When a complaint is made, an Incident Report should be completed where appropriate and results communicated to the complainant

ASSOCIATED DOCUMENTS

Grievance policy (Students and Staff) and Incident Report
 Student Enrolment Policy
 Privacy and Confidentiality Policy

CHANGE HISTORY of POLICY	
Known as Code of Conduct Policy	Initial approval date 11 November 2002 reviewed:13 August 2010
Date last reviewed: 7 October 2010 1 May 2013	This version approved at Committee of Management Meeting date: 23rd July 2015
Policy Review due: May 2016	