

## Student Charter/Code of Conduct

Policy number	RTOSC01	Version	1.1
Drafted by	Sally Wynd	Approved by M/C on	28/03/2018
Responsible person	Service Manager	Scheduled review date	28/03/2019

Eagles RAPS Inc. aims to provide its students with a positive academic experience in a friendly, fair, safe, welcoming environment, where staff will provide quality education and support and students take responsibility for their own learning.

This Charter/ Student Code of Conduct, outlines what students can expect from Eagles RAPS Inc. and what Eagles RAPS Inc. expects of its students.

To accomplish this vision Eagles RAPS Inc. undertakes to:

- Provide a high quality, relevant education experience with a focus on learning and engagement;
- Provide quality resources and services that meet student's diverse needs;
- Ensure that the assessment process in each unit of study and courses is clearly stated;
- Treat students with respect and take seriously their commitment of time and finances to the course;
- Guarantee that any student challenging academic decisions will not suffer repercussions;
- Provide a safe, supportive and sustainable environment that challenges and empowers students;
- Provide confident and competent trainers and assessors who are motivated and accessible and provide timely direction and feedback on performance;
- Provide support services in the interests of access and equity;
- Consult widely with students on matters that affect them;
- Recognise, celebrate and support the diversity of students and staff;
- Reject discrimination and harassment;
- Implement easily accessed policies and procedures;
- Expect and model honesty and integrity;
- Provide all relevant information to students;
- Address problems and complaints fairly and in a timely manner;
- Include student voices in decision-making;
- Provide effective communication channels with students;
- Provide the security of privacy and confidentiality of personal information;
- Respond to feedback and commit to continuous improvement

Student responsibilities include:

- Be fully committed to their learning;
- Take responsibility for their learning and behaviour;
- Work with honesty and integrity;
- Give and receive feedback in a positive manner to support continuous improvement;
- Accept and act on the advice and feedback given regarding academic performance;
- Value the diversity of students and staff;
- Reject discrimination and harassment;
- Ensuring that others within the organisation are valued and heard;

- Treating all staff, volunteers, fellow-students, and visitors with respect;
- Respecting the facilities and resources;
- Adhering to Eagles RAPS Inc. policies and procedures;
- Following safety and security advice;
- Providing up-to-date, accurate and timely information when required;
- Accepting responsibility for decisions made about courses and program choice;
- Participating fully in relevant classes and activities;
- Ensuring they do not compromise the privacy of staff and other students;
- Ensuring they do not compromise the health, safety or welfare of themselves, staff or other students;
- Using PPE (Personal Protective Equipment) when instructed to do so;
- Following Workplace Health and Safety procedures at all times;
- Reporting any Workplace Health and Safety concerns to trainers, assessors or staff immediately;
- Implementing zero tolerance to alcohol and illegal drugs at Eagles RAPS Inc.
- Adhering to Smoke Free Workplace instructions, which includes no smoking of cigarettes or e-cigarettes/Vaping inside any of Eagles premises
- Abstaining from bullying, harassment and any other unlawful behaviour while on Eagles RAPS Inc. premises, or while representing Eagles RAPS Inc. externally;
- Abstaining from plagiarism, cheating or collusion.

**AUTHORISATION**

SIGNED: Marten Wynd, President/Public Officer   
 DATE: 2 November 2021

**Revision History**

Revision	Date	Description of Modifications
1	2/11/2021	Minor grammatical errors corrected.
2	19/6/2022	Change Education Programs Manager to Coordinator; change Grievance to Complaints
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