

CODE OF CONDUCT

This Code of Conduct sets out the standards of behaviour expected of everyone connected with ACWE team members, trainers and assessors, contractors, and students to maintain a safe, respectful and professional training environment.

This Code of Conduct should be read together with ACWE's Code of Practice (which describes ACWE's commitments as a Registered Training Organisation), ACWE's Terms and Conditions, and ACWE's Privacy Policy. Where this Code conflicts with a legal obligation, the legal obligation prevails.

1. Purpose and Scope

1.1 This Code of Conduct applies to all ACWE team members, trainers, assessors and contractors ("Staff") and all students, trainees and apprentices enrolled with ACWE ("Students"), in all training, assessment, online and workplace-based activities delivered or arranged by ACWE.

1.2 ACWE is committed to providing a safe, inclusive and respectful learning and working environment, consistent with the Standards for Registered Training Organisations 2025 and applicable Commonwealth and State law.

2. Staff, Trainer and Assessor Conduct

All ACWE Staff are expected to:

- Undertake their duties with honesty, objectivity, integrity and diligence;
- Treat students, colleagues and members of the public with courtesy, respect and professional concern for their interests and wellbeing;
- Conduct training and assessment fairly, flexibly, validly and reliably, and in accordance with the relevant training product and ACWE's assessment procedures;
- Hold and maintain the qualifications, industry currency and vocational competence required under ACWE's Credential Policy, consistent with the Standards for Registered Training Organisations 2025;
- Provide accurate, honest and non-misleading information to students and prospective students about courses, fees, and vocational outcomes;
- Always maintain appropriate professional boundaries with students;
- Protect the confidentiality and privacy of student and colleague information, consistent with ACWE's Privacy Policy;
- Disclose any actual or potential conflict of interest to ACWE management as soon as it arises, including in assessment decisions;

- Comply with all applicable workplace health and safety, anti-discrimination and equal opportunity laws; and
- Not accept gifts, benefits or payments from students or third parties that could compromise, or appear to compromise, their professional judgement.

2.1 Staff must satisfy ACWE's Fit and Proper Person requirements on commencement and on an ongoing basis, consistent with the Compliance Requirements for RTOs under the Standards for Registered Training Organisations 2025.

2.2 Staff must not discriminate against, harass, bully or victimise any student or colleague based on race, sex, disability, age, sexual orientation, religion or any other attribute protected by law.

3. Student Conduct

As a student of ACWE, you are expected to:

- Provide true and accurate information at enrolment and throughout your course, including for the purposes of national VET data reporting;
- Attend and actively participate in scheduled training and assessment activities, and notify ACWE promptly if you are unable to attend;
- Treat ACWE Staff, other students, and any workplace host with courtesy and respect, and refrain from harassment, bullying, victimisation or discrimination of any kind;
- Comply with ACWE's reasonable directions and any workplace health and safety requirements at training, assessment or work placement venues;
- Submit only your own original work for assessment, and accurately reference any material drawn from other sources;
- Not act in a way that is unsafe, threatening, fraudulent, or that damages ACWE's property, reputation or that of its training venues or workplace hosts;
- Not attend training or assessment under the influence of alcohol or illicit drugs; and
- Notify ACWE promptly of any changes to your contact details or circumstances that may affect your enrolment or require additional support.

3.1 Where you require language, literacy or numeracy (LLN) support, or reasonable adjustment to assessment, please advise ACWE so that appropriate support can be arranged. Seeking support of this kind is never treated as a breach of this Code.

4. Academic and Assessment Integrity

4.1 Plagiarism, collusion, contract cheating (having someone else complete your assessment), and the fabrication or falsification of evidence submitted for assessment are serious breaches of this Code.

4.2 Where academic dishonesty is identified, ACWE may take action including requiring resubmission, withholding results, recording a Not Yet Competent outcome, or, in serious or repeated cases, suspending or cancelling enrolment, following a fair process consistent with ACWE's Complaints and Appeals procedure.

5. Discrimination, Harassment and Bullying

5.1 ACWE has zero tolerance for discrimination, harassment, bullying, victimisation or racial vilification of any kind, by or towards Staff or Students, consistent with Commonwealth and State anti-discrimination and equal opportunity law.

5.2 Anyone who believes they have experienced or witnessed a breach of this clause should report it to ACWE as soon as possible using the reporting process at clause 8. Reports will be treated seriously, confidentially and without victimisation of the person reporting.

6. Digital, Online and Social Media Conduct

6.1 The same standards of respectful, honest and professional conduct set out in this Code apply to online learning environments, email, video conferencing, and any social media or online platform used in connection with ACWE's training.

6.2 Staff and Students must not post, share or transmit content that is discriminatory, harassing, defamatory, or that breaches the privacy or confidentiality of another person or ACWE's intellectual property.

7. Breaches of This Code

7.1 A breach of this Code by a Student may result in a verbal or written warning, a requirement to undertake additional training or support, suspension from training or assessment activities, or cancellation of enrolment, depending on the nature and severity of the breach.

7.2 A breach of this Code by a member of Staff will be managed in accordance with ACWE's internal human resources and performance processes, and may result in disciplinary action up to and including termination of employment or engagement.

7.3 Where a breach involves an immediate risk to health or safety, ACWE may take immediate interim action (such as removal from a venue or suspension of access) pending the outcome of a full process.

7.4 A Student who is subject to disciplinary action under this Code has the right to respond, and to access ACWE's Complaints and Appeals process.

8. Reporting a Concern

If you experience or witness conduct that may breach this Code, please report it to ACWE as soon as possible:

- Email: denise@acwe.edu.au
- Post: ACWE Pty Ltd, P.O. Box 1554 Maroubra. NSW 2035
- Phone: +61 4 1292 1134

8.1 Reports will be handled fairly, confidentially and without victimisation of the person raising the concern, so far as is consistent with procedural fairness to any person the report concerns.

8.2 Concerns about the conduct of ACWE as an organisation, rather than an individual, should be raised through ACWE's Complaints and Appeals process, and may also be escalated to the National Training Complaints Hotline on 13 38 73 or the Australian Skills Quality Authority (ASQA) at www.asqa.gov.au.

9. Related Documents

- ACWE Code of Practice
- ACWE Terms and Conditions
- ACWE Privacy Policy
- ACWE Complaints and Appeals Procedure
- ACWE Assessment and Reassessment Procedure

10. Review of This Code

ACWE will review this Code of Conduct regularly, and update it as needed to reflect changes in law, the Standards for Registered Training Organisations, or ACWE's operations. The current version is available on ACWE's website or on request.

By enrolling with ACWE, or by commencing employment or engagement with ACWE, you confirm that you have read, understood, and agree to comply with this Code of Conduct.