

# Rules, Regulations and Legislations

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## CODE OF CONDUCT AND GENERAL HOUSEKEEPING

The purpose of this code is to outline the way in which students of BCC Institute are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

### Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Information Privacy Policy.
- Access the information BCC Institute holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to BCC Institute on the client services, training, assessment and support services they receive.

### Student Responsibilities

All students, throughout their training and involvement with BCC Institute are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Have an attendance record of at least 90%
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to BCC Institute in a timely manner.

- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Keep copies of all assessment tasks, assignments and other evidence of work handed in.
- Make regular contact with their trainer/assessor
- Prepare appropriately for all assessment tasks and training sessions.
- Notify BCC Institute if any difficulties arise as part of their involvement in the course.
- Notify BCC Institute if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- Advise BCC Institute of change of address while enrolled in the course.
- For international students, comply with their student visa requirements under the ESOS Act.

Additional responsibilities for students undertaking courses that have a work placement are detailed in their *Workplace Practicum Folder*.

### **Standards of Behaviour**

BCC Institute Code of Conduct sets clear standards for behavior. These standards of behavior apply to all BCC Institute students and staff members.

- Demonstrate honesty and integrity
- Respect difference in people and in their ideas and opinions
- Treat one another with dignity and respect at all times
- Respect and treat others fairly, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, age or disability
- Respect the rights of others
- Help those in need
- Respect people in a position of authority
- Respect the need of others to work in an environment of learning and teaching
- Respect school property and the property of others

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

### **Education Services for Overseas Students**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

[https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Documents/Easy\\_Guide\\_to\\_ESOS\\_pdf.pdf](https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Documents/Easy_Guide_to_ESOS_pdf.pdf)

<https://internationaleducation.gov.au/Regulatoryinformation/Documents/ESOSFrameworkfactsheetfinaldraft9May2014%282%29.pdf>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities as discussed below.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, BCC Institute must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. BCC Institute has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with BCC Institute emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy)

### **Drugs and alcohol**

BCCI is a drug and alcohol-free environment. The consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the college premises is strictly forbidden at all times. Any student who attends classes under the influence of alcohol or prohibited drugs is breaching BCCI's policy and guidelines and is subject to severe disciplinary action.

### **Weapons**

You must not bring firearms, knives or any other weapons to the college. If you are found with these on school premises, you will be expelled.

### **Mobile Phones**

You must turn your phone OFF during class. You can use your mobile phone during breaks only, and you must leave the classroom areas to do so.

### **Smoking**

Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

### **Food and drink in classrooms**

No food or drink is allowed in the classrooms. Food and drink is only allowed in the college kitchen/dining area where a microwave and kettle are provided for students. Please be sure to clean up after yourself and put your litter in the rubbish bins provided.

### **Computer usage**

BCCI's Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading/playing/watching games, music, movies etc.) is not allowed. Only registered BCCI students and staff may use the BCCI computers.

- When using any BCCI computer, you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:
- No eating or drinking while using the computers
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, television shows, etc.
- Do not use BCCI computers to view, store or transmit offensive materials, including any material of a pornographic nature
- Do not change the settings of any BCCI computer
- If you find a faulty computer please do NOT attempt to fix it yourself. Simply notify the Trainers or Office Manager.
- BCCI reserves the right to refuse any student access to the BCCI computer labs.

To make sure that everyone has a chance to use the Internet, Internet service may be restricted to certain students at a certain time.

### **Failure to adhere to BCCI's rules, regulations and Code of Conduct**

As per the Deferral, Suspension and Cancellation Policy & Procedure immediate suspension will be the minimum penalty faced by a student for violation of the Code of Conduct, rules and regulations

Some violations may attract other disciplinary actions, including (but not limited to) official warnings.

If anything is causing you concern, please feel free to talk to your Trainers. If your Trainers cannot solve your problem, refer to the Complaints and Appeals Policy and Procedure.

### **Harassment, victimisation or bullying**

BCC Institute is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. BCC Institute will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations

- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal and/or physical abuse, or similar behaviour
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per BCC Institute Complaints and Appeals procedure and detailed in this Handbook.

### **Access, Equity and Anti-Discrimination**

The principles and practices adopted by BCC Institute aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with BCC Institute irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

BCC Institute provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

If you feel that you are being unfairly treated you should lodge a complaint as per BCC Institute Complaints and Appeals procedure and detailed in this Handbook.

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards

that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## **Privacy Policy**

In collecting your personal information BCC Institute will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the Privacy and personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW).

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law, such as the ESOS Act 2000 and National Code 2007; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## **ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that BCC Institute holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Training Manager using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying of 30 cents per page.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a BCC Institute staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;

- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

**Amendment to records**

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended through the Student Change of Details Form.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

