

Student Code of Conduct

PURPOSE

This Code of conduct outlines the standards of behaviour expected of students enrolled with Trainwest. It supports a safe, respectful and productive learning environment where all students can participate in training and assessment free from disruption, discrimination, harassment and misconduct.

All students are expected to behave in a professional and respectful manner that supports learning, protects the wellbeing of others, and upholds the integrity and reputation of Trainwest.

Trainwest is part of Keystone Training Group.

SCOPE

This Code applies to all students enrolled in training or assessment delivered by Trainwest, including training delivered:

- on campus
- online
- In the workplace
- through third-party arrangements.

It applies during all learning and assessment activities and whenever students interact with staff, other students, employers, workplace representatives, contractors, or other people involved in the delivery of services.

POLICY STATEMENT

Trainwest is committed to providing a safe, inclusive and supportive learning environment that promotes:

- is respectful, safe and inclusive
- supports fairness and student wellbeing
- promotes honesty and academic integrity
- encourages appropriate behaviour and responsible participation
- responds to misconduct in a fair, consistent and timely manner.

Students are expected to behave responsibly and comply with RTO requirements while participating in training and assessment.

POLICY

Respectful Behaviour

Students must:

- treat staff, other students and stakeholders with respect
- behave in a courteous and professional manner
- contribute to a safe and inclusive learning environment
- not engage in bullying, harassment, discrimination, intimidation or threatening behaviour
- follow reasonable directions from staff
- comply with the **Respectful Behaviour and Conduct Policy**.

Unacceptable behaviour includes, but is not limited to:

- bullying, harassment or intimidation
- discrimination based on protected characteristics
- verbal abuse, threats or aggressive behaviour
- sexual harassment or inappropriate conduct
- behaviour that creates an unsafe, hostile or disruptive learning environment

Participation and Engagement

Students are expected to take responsibility for their learning and actively participate in training and assessment.

Students must:

- attend scheduled training sessions where required
- participate in learning activities
- complete learning and assessment tasks honestly
- follow instructions from Trainers and Assessors
- submit assessments within required timeframes
- communicate with their Trainer, Assessor or Student Support if they are experiencing difficulties.

Academic Integrity

Students must:

- submit their own work
- acknowledge any sources used where required
- complete assessments honestly and demonstrate their own knowledge and skills
- not plagiarise, cheat, falsify evidence or misrepresent their work
- not allow another person to complete assessment work on their behalf
- not use artificial intelligence tools in assessment unless this has been clearly permitted by the Assessor
- comply with the **Academic Integrity Policy** and **Artificial Intelligence Usage Policy**.

Use of Facilities, Systems and Technology

Students must:

- use facilities, equipment and technology appropriately
- not damage, misuse or interfere with property, systems or learning platforms
- not record classes, training sessions or other participants without permission
- not distribute learning materials, recordings or resources without authorisation
- not post offensive, inappropriate or disruptive content in online learning environments.

Health, Safety and Wellbeing

Students must:

- follow health and safety instructions provided by Trainers, Assessors and staff
- use facilities, equipment and resources safely
- report hazards, incidents or unsafe conditions
- behave in a way that does not place themselves or others at risk
- not attend training or assessment under the influence of alcohol or drugs.

Prohibited Conduct

Examples of behaviour that may be treated as misconduct include:

- plagiarism, cheating or other academic misconduct
- misuse of artificial intelligence tools in assessment
- bullying, harassment or discrimination
- threatening, abusive or aggressive behaviour
- theft or intentional damage to property
- attending training or assessment under the influence of alcohol or drugs
- unauthorised recording or distribution of training content
- refusing to follow lawful and reasonable directions from staff
- conduct that disrupts training or affects the safety or wellbeing of others.

Breaches of the Code

If a student does not comply with this Code, Trainwest may take action. The action taken will depend on the nature and seriousness of the behaviour, the circumstances, and the principles of procedural fairness.

Actions may include:

- a verbal or written warning
- a requirement to undertake corrective action
- removal from a training session or activity
- suspension from training
- cancellation of enrolment
- referral to relevant authorities where required.

Student misconduct is managed in accordance with the **Student Misconduct Procedure**. Matters relating to plagiarism, cheating or misuse of artificial intelligence are managed in accordance with the **Academic Misconduct Procedure**.

Reporting Misconduct or Concerns

Students are encouraged to report misconduct, unsafe behaviour or concerns as early as possible.

Reports may be made to:

- a Trainer or Assessor
- Student Support
- administration staff
- management.

All reports will be managed confidentially where appropriate, and in accordance with organisational policies and procedures.

Getting Help, Feedback, Complaints and Appeals

Trainwest encourages students to seek help or raise concerns if they experience difficulties during their training.

If you need assistance with your course, assessments or learning experience, you are encouraged to speak with your Trainer, Assessor or Student Support staff. Trainwest aims to provide a supportive learning environment where students feel comfortable asking for help.

Students are encouraged to raise concerns early so that issues can be resolved as quickly as possible.

Students may raise concerns, complaints or feedback by:

- speaking with their Trainer or Assessor
- contacting Student Support or administration staff
- using the formal complaints, feedback and appeals process where needed.

Trainwest is committed to handling complaints and appeals fairly, respectfully and in accordance with procedural fairness and natural justice. Students have the right to raise a complaint or appeal without fear of disadvantage or retaliation.

Further information is available in the **Complaints and Feedback Policy**, **Appeals Policy** and **Student Handbook**.

DEFINITIONS

Academic Integrity	The commitment to honest, fair, and responsible conduct in educational activities, including the completion of assessments, submission of original work, and acknowledgment of sources.
Academic Misconduct	Behaviour that breaches the principles of academic integrity, including plagiarism, cheating, use of unauthorised assistance (such as AI tools where not permitted), falsification of records, or misrepresentation of one's work.
Artificial Intelligence (AI)	The simulation of human intelligence by computer systems and software, capable of performing tasks such as problem-solving, content generation, decision-making, and language processing. Examples include generative tools like ChatGPT, Grammarly, and AI-assisted writing or coding tools.
Misconduct	Improper, unlawful, or unethical behaviour, often violating established rules, codes of conduct, or professional standards. It signifies actions that are wrong, intentional, or show reckless disregard for consequences.
Serious Misconduct	Serious or deliberate behaviour by a student that places others at risk, significantly disrupts training or assessment, involves unlawful conduct, or seriously damages the safety, integrity or reputation of the RTO.
Staff	All individuals employed or engaged by the RTO (either directly or under contractual arrangements) who contribute to the operations, delivery, support, or management of training and assessment services.
Students	Person receiving training and/or assessment services provided by an RTO, or by a third-party on their behalf, and includes learners, participants, candidates and trainees.
Third-Party	Any person who has an arrangement with an NVR registered training organisation to deliver services, but does not include: <ul style="list-style-type: none"> • employees of the organisation • experts engaged by the organisation • government agencies and government funded agencies that refer VET students to the organisation and do not receive any payment from the organisation for doing so.

RELATED DOCUMENTS

Internal

Policies	<p>Academic Integrity Policy</p> <p>Access, Equity and Integrity Policy</p> <p>Appeals Policy</p> <p>Artificial Intelligence Usage Policy</p> <p>Child Safety and Wellbeing Policy</p> <p>Complaints and Feedback Policy</p> <p>Respectful Behaviour and Conduct Policy</p> <p>Student Support Policy</p> <p>Work Health and Safety Policy</p>
Procedures	<p>Academic Misconduct Procedure</p> <p>Appeals Procedure</p> <p>Complaints and Feedback Procedure</p> <p>Student Misconduct Procedure</p>
Guides	<p>Student Handbook</p> <p>Third-Party Student Handbook</p>
Systems	<p>Canvas LMS</p> <p>Student Management System (SMS)</p>

External

Legislation and Regulatory Instruments	<p><i>National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025</i></p> <p><i>National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025</i></p> <p><i>National Vocational Education and Training Regulator Act 2011</i></p>
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