

# STUDENT HANDBOOK

## Part A – All Students

### Section 2 – Student Code of Conduct and Privacy Policy

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#### Student Code of Conduct

It is important that the Australian Learning Group (ALG) remains a positive environment in which to learn, with the utmost concern for the welfare of our students, staff and clients. ALG commits to providing a safe, caring and orderly environment to ensure that students have the opportunity to learn.

Students have an obligation to behave in a professional and respectful manner at all times in a way that is commensurate with studying in a professional organisation. A student must at all times maintain a positive approach to studying and display appropriate behaviour while engaged with ALG either within the premises of the Colleges or at any other location used by ALG in course delivery. A breach of student conduct will attract disciplinary action by ALG. In some cases, this may result in expulsion of the student.

An instance of misconduct (inappropriate behaviour) is a disciplinary offence. Misconduct includes both academic misconduct and behavioural misconduct.

At no time will ALG tolerate disrespect or aggression towards other students, staff members or clients.

#### Creating a Positive Learning Environment

As a student of ALG, either within the premises of the Colleges or at another location used by ALG, students have responsibilities to support a positive learning environment for all students:

Expectations include but are not limited to:

- Abidance by the Student Code of Conduct and all ALG policies and procedures
- Active participation in the class room
- Showing a general interest in the teachings delivered
- Following teacher's instructions
- Being respectful to fellow students and teachers
- Familiarising themselves with the Student Handbook prior to each term

#### Medical Conditions

It is the student's responsibility to advise ALG in writing:

- Prior to enrolment, if the student is pregnant or has any medical condition that may put them at risk during their training and course of studies
- If a student's medical condition changes adversely during their studies, that may now put them at risk during their training, the student is responsible to undertake no further classes or training until they advise ALG and get written advice from their practitioner on how to continue their studies
- If the student is in any doubt of medical conditions that may put them at risk during their training, the student needs to seek medical advice from suitably qualified registered practitioner for clarification before training with the College/s

#### Personal Properties

Students will not hold ALG, its Director, staff, trainers and agents responsible, in respect to any loss of personal property that may have occurred whilst participating in their course or attending the College/School.

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## Breaches to the Student Code of Conduct

The following outlines possible breaches to the Student Code of Conduct:

### Academic Misconduct

Academic misconduct includes but is not limited to:

- *cheating* – including supporting others in cheating
- *plagiarism, collusion* – including working in groups where not approved by the teacher, electronic plagiarism (refer to Plagiarism Policy in the Student Handbook for further information)
- *falsifying* information

### Behavioural Misconduct

Behaviours that will not be tolerated include but are not limited to:

- Breaches of Commonwealth or State law which underlie ALG's operations.
- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the Colleges
- Refusing or failing to identify themselves truthfully
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate Institute activity or, by act or omission, disrupts the peace or good order of the Colleges
- Acting in a way that causes students or staff or other persons within the Colleges to fear for their personal safety
- Acting in a way that causes damage to ALG's property
- Wilfully obstructing or disrupting any official ALG meeting, ceremony, activity, class or examination / assessment
- Any form of harassment, whether based on gender, race, age, ability, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any College property, or the property within the Colleges of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol.
- Possession of dangerous articles or banned substances
- Trespassing or knowingly entering any place within the premises of the College that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Engaging in abusive behaviour verbally and/or physically
- Rudeness or aggression towards fellow students or teachers and staff of ALG
- Sleeping in the class during lectures
- Any form of bribery, flattery, coercive behavior or cheating
- The use of electronic devices during class time, including, but not limited to mobile phones, Ipods, video recorders and any other devices of a similar nature
- The use of electronic devices during examination time, including, but not limited to mobile phones, electronic dictionaries, electronic translators, Ipods, video recorders and any other devices of a similar nature

## General Misbehaviour

ALG reserves the right to discipline students for breaches of ALG rules and general misbehaviour. ALG reserves the right to suspend or expel a student from ALG.

Willful damage to ALG property or damage caused by a student's negligence will render the student liable for all costs relating to the damage.

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## **Consequences of Breaching the Student Code of Conduct**

### General Breaches

Should a situation arise whereby a student is considered to be acting in breach of the requirements of the Student Code of Conduct or other policies and procedures of ALG appropriate action will be taken.

This action may take the following forms, depending on the seriousness and nature of the breach of conduct:

- Verbal Warning from relevant member of staff (e.g. in the case of rudeness)
- Written Warning from relevant member of staff (e.g. in the event of academic misconduct)
- Formal discussion with the General Manager (e.g. in the event of more serious disrespect)
- Re-sitting of an examination or resubmission of assessment (e.g. in the event of academic misconduct)
- Deduction of marks and/or resubmission fee (e.g. in the case of late submission of an assessment or absence from an examination)
- Suspension from the course (e.g. in the event of academic misconduct or aggression)
- Expulsion from the course (e.g. in the event of academic misconduct or aggression)

### Breaches in the Classroom or Learning Setting

Students who breach the Student Code of Conduct, by showing no willingness to co-create a positive learning environment or causing disruption to the classroom environment, are subject to one formal verbal warning.

A second breach (or a first breach that is very serious in nature) will result in a written warning and may lead to the student being asked to leave the class room and an absence will be recorded on the class roll.

This may also have an effect on general class attendance. For International Students, this may lead to the student being reported to the Department of Education via the PRISMS reporting system for breaching their visa conditions.

The details of the breach will also be recorded on the student's permanent record.

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## Process for Dealing with Breaches

1. Verbal warning issued in class
2. Second breach (or first serious breach) removal from class with absence recorded
3. Formal meeting with the ALG staff by the next working day, including documentation of the breach
4. Communication sent to student clarifying outcomes of meeting
5. Student's enrolment amended (if required)
6. If required Department of Education notified via PRISMS of a change to enrolment (if the student involved is an international student)
7. Details of the breach recorded on the student's permanent record

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## Overview of Privacy Policy

The ALG Privacy Policy outlines the circumstances in which personal information about students, staff and clients is collected, used and shared with others.

Student information and privacy policy is based on suggested wording from the Education Department and is based upon:

- The National Code 2007 – Standard 3.1 d.
- The ESOS Act 2000 (as amended 1 January 2007) – Sections 19 and 175
- The ESOS Regulations 2001 – Regulations 3.01, 3.02 and 3.03
- The Privacy Act 1988, Section 14 – Information Privacy Principles
- Plain English Guidelines to Information Privacy Principles 8–11.

The objective of the policy is:

- i. To ensure the privacy of held personal data.
- ii. To clarify circumstances where personal information is provided to third parties.
- iii. To ensure the security of personal information within ALG.

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## Students - Types of Personal Information Collected

The type of personal information ALG will be required to collect from *ALL* students includes:

- full name, gender, date of birth
- enrolment and course information
- fees information
- medical conditions where it has been supplied by student
- Photo ID

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## International Students - Types of Personal Information Collected

In addition, the type of personal information ALG will be required to collect from *International Students* only includes:

- about the student: full name, gender, date and country of birth and nationality; and once the student has established an address in Australia, the student's residential address
- about the course: the CRICOS course code, agreed starting date and if the student didn't begin the course when expected; the expected completion date, and any termination of the student's enrolment prior to the expected completion date; and any change to the identity or duration of the course
- about course money: the amount of money the provider has received prior to issuing a CoE, and an estimate of the total amount the student will be required to pay to undertake the full course
- about health insurance: whether the student has paid for Overseas Student Health Cover (OSHC) before the course starts
- about English language proficiency: whether the student has undertaken a test to determine his or her level of understanding of English, the name of the test and the score the student received for the test
- about the student's visa: the Immigration Department office where the application for a student visa was made or is expected to be made; and if the student already holds a student visa, the number of the visa; and once studying in Australia, the student's local Immigration office
- about the student's passport: if the student was in Australia when he or she became an accepted student, the student's passport number
- about any breaches of student visa conditions relating to attendance or satisfactory academic performance.

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## Staff and Client - Types of Personal Information Collected

All data that held for a staff member and client is limited to that required for ALG to conduct its business and services to clients and employment of staff.

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## What is information used for?

Under the Data Provision Requirements 2012, ALG is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Students' personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by ALG for statistical, regulatory and research purposes. ALG may disclose students' personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER\*;
- Organisations conducting student surveys; and
- Researchers.

The personal information held by ALG is strictly limited for ALG to conduct its business of enrolment, training and certification of students and employment of staff. It may be shared between the Australian Government and designated authorities where relevant. Circumstances where it may be used or disclosed is for the following purposes:

- issuing a VET Statement of Attainment or VET Qualifications, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

\*You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

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### **Gaining access to your information**

Any individual can gain access to his/her personal information held by ALG. This request can be made in writing and with relevant form of identification.

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### **Government access to your information**

Information collected about you during your studies can be provided, in certain circumstances, to the Australian Government and designated authorities.

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### **Third party (non-Government) access to your information**

Personal information will not be disclosed to any third party without the consent of the individual or as otherwise provided by law.

In a situation where the permission is not possible i.e. an emergency situation, a legal situation information may be shared at the discretion of a senior ALG manager.

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### **Keeping of Data**

ALG respects the individual's right to privacy and undertakes to keep personal information in confidence.

ALG will hold student, staff and client data in storage deemed by ALG as secure so as to protect the integrity of the personal information.

All ALG staff are made aware of their responsibility to keep student, staff and client data confidential and to only use this data as relevant in their daily operations and proper course of their work at ALG. This includes both during and post their employment with ALG.

If in any doubt of their responsibilities of personal data, staff take responsibility to request further information or guidance from a senior manager from ALG.

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### **Students collecting third party information**

Some courses require students to undertake activities such as case studies, student clinics or practical placements in which the student will be responsible for third party personal information e.g. a student may take a case history of person to complete a case study assignment.

In these cases students are responsible to keep this third party data confidential and to only use this data as relevant to their course requirements. This includes both during and post their enrolment with ALG.

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## Statement of Privacy Policy and Data collection

Whilst all the policies and procedures included in this Student Handbook are referenced and accepted by students enrolling into courses at ALG, the following notices are displayed on specific enrolment information to reaffirm uses of private information:

General notice -

*The personal information held by ALG is strictly limited to that required for ALG to conduct its business of enrolment, progress and certification of students.*

International Student Notice-

*Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.*

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## Photos & Videos

Students at ALG will participate in several classroom and extracurricular activities throughout their course. As a condition of enrolment, students authorise and give permission to ALG to take appropriate photos and videos of such events, where students will be involved, and use it for marketing or promotional material. This material will be the property of ALG and ALG does not owe any monetary benefits towards its students for any material that has been created. If you do not wish for your photographs to be taken and published please inform ALG prior to enrolment.

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## Consumer Protection

ALG has a reputation as a safe, progressive and dynamic place to study. ALG aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As a Student you have the right to expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirements, be informed about personal information that is collected about you and the right to review and correct that information, access to ALG feedback and complaints handling process.

With rights come responsibilities and as a student in ALG your responsibilities include:

- Agree and abide by ALG student policies and procedures

- Providing accurate and complete information to ALG
- Behaving in a responsible and ethical manner

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### Student Dress Code and Uniform Policy

Students are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace.

In some courses or modules there are specific dress codes or uniform requirements. Currently these include:

- Student Massage Clinic - Students must wear either a school logo t-shirt or a plain black or white t-shirt (only a minimum level of logos or designs will be accepted), with loose fitting pants or shorts. The School does not allow short skirts or shorts, low-riding pants, bare midriffs, low-cut tops or singlets. Students are required to have short, clean nails, clean clothing and no strong body odours. Appropriate footwear must be worn on school premises.
- Students attending practical sessions at our nominated gym partners in Melbourne must wear a Australian College of Sport & Fitness branded sport T-shirt which will be provided by the College. Access to the gym may be denied if a student is not wearing a Australian College of Sport & Fitness branded sport T-shirt.

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### Footwear policy and massage students

It is ALG's requirement from a WHS perspective that appropriate footwear is worn on school premises.

Massage students need to be aware that we deliver our training in non-traditional clinic rooms. These are high traffic, multi-purpose classrooms.

We acknowledge the personal preference of some students and specific modalities may require the removal of footwear. In these instances, clean socks must be worn at all times. Footwear must be replaced as soon as practicable.

In order to clarify this policy statement:

- Footwear **MUST** be worn at all times outside the classroom/clinic room.
- Footwear must be worn when setting up work areas or when moving, adjusting, setting up or collapsing tables and/or chairs.
- We realise that in order to receive massage treatments, students will need to remove their footwear. Footwear must be replaced as soon as practicable.
- In some modalities (e.g. Shiatsu) the use of feet is integral to the approach. Clean socks must be worn in these situations.
- Student preference may require removal of footwear whilst performing a massage treatment. Clean socks must be worn in these situations and footwear must be replaced as soon as practicable.
- Students must replace their footwear when leaving the classroom/clinic room.
- Any person who is not wearing footwear in violation of this policy will be asked to do so immediately.

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### Personal Hygiene Policy for Massage Students

For Work Health and Safety reasons and for the comfort of fellow students, all students are required to maintain the highest standard of personal hygiene when attending class.

This includes:



- Clean & tidy appearance
- Clean hands
- Short, clean fingernails
- Clean towels
- Long hair neatly tied back
- Wearing of underwear
- Minimal body odour and no strong smelling fragrances

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### **Working with Children Requirements**

Some courses require students to obtain a Police Check and/or a Children Check to undertake certain activities in the course.

These checks will be a pre-requisite to participate in some activities, which means failure to provide one may mean the student is unable to participate in that section of the course and be required to defer or cancel their course.

ALG will instruct the student when and how they will need to obtain a check. The cost of these checks are at the expense of the student.

Please refer to the course outline or Student Services Team to see if the course intended to study requires this.

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### **Keeping your Details up to date**

It is the student's responsibility to update ALG of any changes and/or corrections to your personal details including name, address, phone numbers and email address within 7 days of change. Please contact your Student Services Team to update your details.

### **Students must enable email accounts to accept email sent from ALG**

ALG communicates regularly with all students via email. Students need to ensure they have enabled the email system they are using to accept any email from ALG including automatic emails that are sent from our student management system to the email address they have nominated. In the case of these automatic emails from ALG, students with manual approval spam filters take the responsibility to set their email setting to accept these emails from ALG.