

Trainer Code of Conduct and Ethics

Policy Statement

SkillsLink Training is committed to meeting the expectation of the community, that all services will be conducted ethically, with efficiency, impartiality and integrity and that all employees and Management Committee Members will perform their duties at a high standard. Any conflict of interest between private activities and the College's will be resolved in favour of the College and the community it serves.

Definition: *The Code of Conduct and Ethics is a set of standards that SkillsLink Training expects all current and former trainers to use to indicate the manner in which they are to conduct themselves and their work. The Code does not replace any provision of an Act or Regulation. SkillsLink falls under Port Macquarie Community College (PMCC).*

Coverage

This Code of Conduct and Ethics has been prepared to cover the specific role of trainer. All other Staff and Management Committee Members are covered by the General Code of Conduct and Ethics.

The members of *SkillsLink Training* and the wider community expect the College to be effective, trustworthy and responsible. The Codes of Conduct and Ethics provide this guidance to staff, trainers and the Management Committee on the expected standards of conduct. If anyone doubts

whether he or she will be able to follow these Codes, the matter should be brought to the attention of General Manager or President of the Management Committee.

As no document can cover all possible situations, staff, trainers and Management Committee members are requested to consider the "spirit" or "intent" of the Codes as well as the explicit provisions when applying it to particular circumstances.

Principles

Trainers need to adopt the following principles when performing their learning and assessment duties:

- Responsibility to *SkillsLink Training* as your employer;
- Respect for people and cultural sensitivity;
- Integrity and accountability;
- Adult learning and student-centred;
- Adhere to all laws and regulations made by commonwealth, state and local authorities; and
- Economy, effectiveness and efficiency.

Standards of Personal and Professional Conduct

At all times act with integrity, as the face of the organisation and your behaviour is a key element on how our customers and the community view the organisation. Every employee must exhibit the highest ethical standards at all times.

As an employee or contractor, you need to operate within all the laws that apply to our company.

Failing to deal fairly or honestly with customers could be a breach of the Competition and Consumer Act 2010 and, if proven, could result in heavy fines for both the company and the relevant employee. More importantly, it will negatively impact our standing and reputation within the community in addition it will impact on your personal reputation.

You are ultimately responsible for your own conduct and behaviour. This requires a thorough understanding of:

- what your job is and your responsibilities
- how your job is to be performed
- the results and outcomes you need to achieve.

SkillsLink is committed to fairly and consistently managing responses to employees' conduct and behaviour through a culture that is fair, Just and reasonable.

We achieve this by providing a supportive environment where:

everyone knows what is expected of them

the right workplace behaviours are recognised and reinforced

Fair and just responses are applied to the wrong behaviours.

Performing your duties

In performing your duties, you must:

- act professionally at all times and never make (written or verbal) representations without first checking the underlying facts
- act impartially, with integrity, be fair Just and do not mislead people
- provide efficient and effective service to our customers and students
- be honest in all your dealings and never be a party to anti-competitive behaviour
- be prepared to demonstrate the reasons for your decisions
- be alert for any conflicts of interest, real or perceived, and take appropriate steps to deal with them
- protect the confidentiality of all information made available to you or to Skillslink
- look after and do not misuse Skillslink's assets
- not commit fraud or engage in other forms of corrupt conduct
- comply with all policies and procedures
- satisfactorily meet the requirements of your position and follow instructions that are reasonable and lawful and within your capability and training
- abide by the law
- protect the good name of SkillsLink and Port Macquarie Community College.

Interactions with Students

Trainers should be aware of the potential power imbalance and unconscious processes within any trainer/student relationship. Trainers must not exploit the relationship of trust with students in any way.

Trainers must treat each student with dignity and fairness, recognise we are all different and have different views on politics, religion and matters of community interest. Acknowledge the adult environment and the experience and life skills which adults bring to the class.

Students with a disability are to receive support and positive approaches which will focus on their abilities and allow them to reach maximum potential.

Alcohol and drugs

The influence of alcohol or illicit drugs could affect your ability to perform work safely. It is important that you arrive at all worksites locations fit for work.

You must not come to work if you are under the influence of alcohol or illicit drugs. You must not consume alcohol or illicit drugs during working hours.

If you are taking medication that could affect your ability to perform work safely, you should inform you're the Training Manager or other supervisor of the likely effects of the medication.

Discrimination and Harassment

You must not harass, discriminate, or support others who harass and discriminate against colleagues, students or members of the community on the grounds of sex, pregnancy, age, race (including their colour, nationality, descent, ethnic or religious background), marital status, disability, homosexuality or transgender.

Such harassment or discrimination may constitute an offence under the Anti-Discrimination Act 1977. All forms of harassment and discrimination may constitute a breach of the Work Health and Safety Act 2011 if a risk of physical or psychological injury results from the harassment or discrimination.

Trainers are to be watchful for any student being harassed by another and any such incidents are to be reported immediately to the co-ordinator.

Performance of Teaching and Assessment Duties

Trainers are required to:

- Have accurately prepared and submitted course documentation College which should include a Delivery Plan, assessment plan and assessment tasks, lesson plans, handouts, overhead transparencies etc. in relation to the details of the proposed course outcomes and resources.
- At the first session discuss the proposed course outcomes with the students, distribute and complete all necessary paperwork, and procedure with suggested welcome and introductions.
- Discuss with the course coordinator any resources which are required for the course in sufficient time for such resources to be obtained.
- Be prepared for each class with adequate copies of notes and/or resources prior to class start time.
- Arrive at the class 10-15 minutes prior to the advertised time to ensure the room is ready for the class.
- Commence the class on time, because some students are late the rest should not miss out on scheduled time.
- Complete the class roll each session in the appropriate manner as described in the Trainer Handbook and sign and return it to the coordinator at the completion of the course.

- Make sure that confidential and sensitive information in any form (e.g. documents, computer files, student records) cannot be accessed by unauthorised persons and that sensitive material is securely stored.
- Wear clothing that is clean, tidy and appropriate for the type of course, including workplace health and safety requirements if necessary, and in keeping with the professional business image of the organisation.
- Smoking is not permitted during class time or on the premises.
- Do not sell, or allow for sale within the class time, raffle tickets or other fundraising activities.

Commercial Exploitation

SkillsLink Training representatives may not solicit or accept remuneration for, or derive benefit from, their role within *SkillsLink Training*, other than through salary or other payments associated with their paid work for the organisation. All customer enquiries are to be directed back to the College.

Conflicts of Interest

Conflicts of interest exist when it is likely that you could be influenced, or it could be perceived that you are influenced by a personal interest when carrying out your duties. Conflicts of interest that lead to biased decision making may constitute corrupt conduct.

A trainer must declare to the CEO or the Training Manager if a conflict of interest may exist and outline the nature of the conflict in accordance with the PMCC Conflict of Interest Policy.

Trainers must not sell or promote to the class related goods or services from which they stand to gain.

Trainers must not accept any gifts or benefits, the receipt or expectation of which might in any way tend to influence, or appear to influence, you in your duties.

Workplace Health and Safety

It is the responsibility of all staff, trainers and Management Committee members to act in accordance with the workplace health and safety legislation and *SkillsLink Training* policies and use security and safety equipment provided. You are responsible for the safety in your work area by:

- following the safety and security directives of the Chief Executive Officer, President of the Management Committee or Coordinator; and
- advising the Training Manager as soon as possible verbally, and follow up in writing, any incidents and/or potential hazards that have occurred or could occur involving staff or students.

Complaints and Grievances

In the event of an unresolved grievance with a student or colleague, advise the Training Manager who will mediate the issue.

In the event of an unresolved grievance with the Training Manager, the matter may be referred to the full Management Committee through the President.

Conduct of Former Trainers

Former trainers should not use, or take advantage of confidential information obtained in the course of their duties, that may lead to gain or profit, until it has either become publicly available or gained approval for use from the General Manager.

Breach of the Code of Conduct and Ethics

You should note that breaches of certain sections of the Code of Conduct and Ethics may be punishable under legislation. Breaches of this Code of Conduct and Ethics may also lead to disciplinary action and/or dismissal.

Nautilus Senior College

Nautilus Senior College is currently located on level 1, 77 Hastings River Drive Port Macquarie (with plans to move towards the end of 2019). From time to time students from Nautilus Senior College may be attending Vocational programs and Trainers must be aware that if they have a matter or issue to discuss with a student or the School they must follow the follow steps

1. Advise the SkillsLink Reception that they need to meet with the Nautilus Senior College student or Teacher.
2. SkillsLink Reception staff will contact Nautilus Senior College staff and arrange for a teacher or staff member to meet with the trainer at the reception area on the ground floor.

Trainers are not permitted to access level 1 or discuss matters directly with Nautilus Senior College students unless they are accompanied by a Nautilus Senior College Teacher.

I, _____ have read, understood and agree to abide by SkillsLink Training's Trainer code of conduct and ethics.

Signed: _____ Date: _____