

Code of Conduct

Version 2.0 · issued 2026-09-05

Who this document applies to

This document applies to Training Aid Australia Pty Ltd (RTO 91411). In this document, "we", "us" and "the RTO" mean the entity that delivers and certifies your course — the issuing RTO is shown on the course page and on your enrolment confirmation.

Policy objective

The purpose of this Code of Conduct is to clearly communicate the obligations, responsibilities, and expectations of our students. It supports a learning environment aligned with the 2025 Outcome Standards for RTOs, ensuring safety, inclusion, and continuous quality improvement. Where guidance is required beyond this Code, staff should be consulted, and relevant policies and procedures applied.

Responsibility

This Code applies to all students, trainers, staff, and management of the RTO.

Student expectations

While training or studying, students can expect:

- Fair and transparent selection, enrolment, assessment, and academic progress procedures.
- Timely notification of any changes to training or administrative procedures.
- A learning environment compliant with occupational health and safety standards.
- Access to accurate course and cost information.
- Up-to-date training programs with opportunities for feedback and support.
- Freedom from harassment, discrimination, and abuse of power.

Inclusion, cultural safety and human rights

We value and respect diversity and promote cultural safety, particularly for First Nations peoples and learners with varied needs. We ensure equitable treatment regardless of background, identity, ability, or beliefs, and provide flexible support to meet cultural and wellbeing obligations.

Wellbeing and student support

We identify and respond to wellbeing concerns and provide access to internal support personnel and external services. Students are made aware of these supports at enrolment and through orientation.

Digital and online behaviour expectations

Students must maintain respectful, responsible conduct in both physical and virtual learning environments. This includes:

- Using online platforms respectfully.
- Not sharing offensive or harmful content.
- Maintaining academic integrity and not using generative AI tools to complete assessments unless explicitly permitted.

Student responsibilities

Students are expected to:

- Attend regularly and punctually.
- Complete all assigned tasks by due dates.
- Behave respectfully and cooperatively.
- Engage actively in learning and maintain a safe, clean environment.
- Report hazards or misconduct promptly.

Safety considerations

Everyone is responsible for safety. Students must:

- Follow trainer instructions.
- Use equipment as intended.
- Wait in well-lit areas.
- Notify staff of concerns.

Complaints, feedback and appeals

Students can raise issues through the Complaints and Appeals Policy and Procedures. All concerns are addressed fairly, in a timely and transparent manner, and reviewed by

independent parties if necessary. Students are encouraged to provide feedback on training quality and support services.

Consequences of misconduct

Misconduct includes unsafe, disrespectful or illegal behaviour, academic dishonesty, or failure to follow lawful instructions. Disciplinary action may include:

- Verbal or written warnings.
- Course exclusion.
- Restitution or compensation.
- Referral to counselling.
- Notification to authorities (in criminal matters).

You will be given the opportunity to respond before decisions are finalised, and you may appeal decisions under the Complaints and Appeals Policy and Procedures.

Where you are removed from a course for misconduct, refunds are dealt with under the Course Refund Policy (see "Misconduct, late arrival, or disqualification").

Review and improvement

This policy is reviewed biennially or as required to ensure alignment with Outcome Standards, legislative changes, and organisational best practice.