

Code Of Conduct

All people are entitled to an environment that is free from discrimination and harassment. If you have any issues or concerns please contact one of the following; your teacher, the Education Coordinator, the Centre Manager, the Community Education Coordinator, the Compliance Coordinator or the Committee of Management.

Everyone using the House has a right to:

- Be treated fairly.
- Be treated with respect.
- Be treated with patience and tolerance.
- Feel safe.
- Be free from harassment and discrimination based on gender, race, ethnicity, religion, size, age, disability or sexual preference
- Be free from physical or verbal abuse.
- Have a comfortable and welcoming environment.

Everyone using the House is expected to:

- Treat each other fairly and equally.
- Respect other people's differences.
- Conduct themselves in a manner appropriate to the classroom situation.

This includes:

- o Being on time for class
- o Not taking illegal drugs or alcohol.
- o Letting your teacher know if you are unable to attend class
- o Using furniture and equipment carefully.

Principles and Obligations as an RTO

Principle 1: Commitment to serving the public interest

By entering into the Service Agreement with the Department, the FSNLC is engaged in providing a service to the public and commits to acting in a manner that is consistent with the spirit of public service. This means that FSNLC takes responsibility for the education, welfare, health and safety of their students and for meeting their obligations under their Service Agreement before their responsibility to sectional or private interests.

Training providers serve the public interest by:

- 1.1 Acting in a manner which promotes confidence in the integrity of the government subsidised Victorian vocational education and training system and in the organisations providing training services
- 1.2 Behaving honestly and in a way that upholds the objects and values of the *Victorian Training Guarantee*
- 1.3 Committing to excellence in service delivery and maximising outcomes for students
- 1.4 Acting in the best interests of students and with sensitivity to their diverse social, cultural and special learning needs
- 1.5 Acting in accordance with applicable professional ethics, policies and standards

Principle 2: Responsiveness to the Government and the needs of the community

FSNLC will act in accordance with the Government's vocational education and training policy

directions as embodied in the requirements of the *Victorian Training Guarantee*. This means FSNL must:

- 2.1 Be responsive to the government of the day and implement priorities, policies and decisions with professionalism and impartiality
- 2.2 Comply with the laws and regulations of state, Australian and local governments
- 2.3 Comply with and apply policies of the Department as embodied in the Service Agreement
- 2.4 Work in partnership with students, industry and informed consumers to ensure the ongoing relevance of vocational education and training

Principle 3: Accountability and transparency

A comprehensive and transparent framework for accountability for vocational education and training is key to assuring the public and other stakeholders of the integrity of the funded training system and in meeting the objectives of the government's policy for funded vocational education and training.

To maintain public trust in publicly funded services a high standard of accountability and transparency is required of training providers. This includes:

- 3.1 FSNL effectively governs itself and exercises responsibilities with competence and professionalism in the performance of its contracted training role
- 3.2 Using public resources in a manner that is effective, accountable and consistent with Service Agreement requirements
- 3.3 Cooperating with the Department to demonstrate and verify compliance
- 3.4 Ensuring appropriate and lawful use and disclosure of information
- 3.5 Regularly monitoring, reviewing and improving organisational performance

Principle 4: Integrity and fairness

In recognition that funded training providers are viewed as public officials by the community they should seek to promote public confidence in the integrity of their organisation by:

- 4.1 Committing to the highest ethical standards
- 4.2 Respecting the rights and dignity of students and clients
- 4.3 Committing to honest, fair and respectful engagement with students, business, industry and the community
- 4.4 Avoiding conflicts between private interests and professional responsibilities