



Code of Conduct for Trainers and Assessors

Objective

This Code of Conduct outlines the standard of behaviour expected of Trainers and Assessors working for Park Orchards Community House & Learning Centre Inc. (POCH&LCI) as Class Trainers or Workplace Trainers/Assessors. The aim of this Code of Conduct is to ensure that training and assessment aligns with Vision, Mission Statements and Values of Park Orchards Community House & Learning Centre Inc.

Code of Conduct

An important part of a POCH&LCI Trainer/Assessor role is encouraging a positive attitude towards the benefits of education and training. Trainers/Assessors are expected to be actively involved with their Learners in the classroom or workplace.

General Conduct

Appropriate, respectful and professional behaviour is expected when representing POCH&LCI internally or externally and in all relationships with stakeholders.

This means that POCH&LCI Trainers/Assessors are required to:

- **Act in the best interests of the students and POCH&LCI.:** by following organisational policy and procedures, being a role model for students, engaging students in relevant learning activities and offering support and encouragement.
- **Act responsibly and in a professional manner:** by maintaining appropriate relationships with students, maintaining professional boundaries in all situations internally and externally, working to resolve conflicts that may arise between themselves and a student, being punctual and well prepared for classes, supporting students through their learning through additional communication and help (if/when required and approved), completing all paper work within the required timeframes and in an accurate manner.
- **Act with Integrity, fairness and commitment:** upholding the plagiarism, cheating and collusion policy and implementing procedures if required, exercising reasonable judgement and ensuring that their actions do not lead to or condone unjust practises.
- **Show respect for the rights, dignity and individual difference of others:** by respecting cultural, individual and role differences including those based on age, gender, identity, race, ethnicity, culture, national origin, sexual orientation, disability, language and socio- economic status and by maintaining a student's right to privacy, confidentiality and self- determination. Trainers/Assessors will also maintain the highest privacy standards in terms of protecting personal information of students.
- **Strive for excellence:** by continuing to improve their VET knowledge, assessor skills and industry currency and student management skills, by engaging in appropriate professional development activities.

Health and Safety

POCH&LCI Trainers/Assessors have a 'duty of care' (a duty imposed by the law to minimise the risk of harm) for all students they are working with. POCH&LCI Trainers/Assessors must take such measures as are reasonable in the circumstances to protect students from known hazards and/or harm which could arise and are responsible for taking reasonable care to protect their own and students' health and safety.

This means that POCH&LCI Trainers/Assessors are required to:

- Ensure that any equipment is safe for use.
- Not attend a session if they have a contagious illness. Trainers/Assessors must advise POCH&LCI in advance if they cannot attend a class/session.
- If a student becomes unwell or is injured seek first aid and inform the Manager and VET Coordinator.
- In the event of an incident, accident or emergency follow the WH&S or accident, emergency or evacuation procedures as required.

Conflict of Interest

POCH&LCI Trainers/Assessors should avoid situations in which their personal or financial interest might reasonably be thought to conflict with their duties. POCH&LCI Trainers/Assessors should discuss any situations likely to compromise them in the conduct of their duties with the Manager.

Record Keeping

POCH&LCI Trainers/Assessors must keep appropriate records to support the monitoring, assessment and reporting of student progress. POCH&LCI Trainers/Assessors must also keep records to meet the compliance requirements of POCH&LCI registering and funding bodies.

Student Behaviour

Students have a responsibility to treat POCH&LCI Trainers/Assessors with respect and courtesy. POCH&LCI Trainers/Assessors should advise students if their behaviour is inappropriate or offensive and refer them to the Student Discipline Policy. If unacceptable student behaviour continues, POCH&LCI Trainers/Assessors must document the behaviour, inform the Manager and follow the Student Discipline Procedure.

Confidentiality

POCH&LCI Trainers/Assessors must respect the absolute rights of students' confidentiality, except as expressly permitted by the student in writing or as required by law. POCH&LCI Trainers/Assessors are bound by POCH&LCI Privacy Policy and POCH&LCI Confidentiality Agreement.

Related Legislation

Standards for Registered Training Organisations (RTOs) 2025

Area of Compliance

ASQA Standards 2025 Outcome standard 1.1, 2.3, 3.1, 3.2, 3.3, 4.2

Date reviewed	Version	Details of changes (if any)	Date of next review
20/10/2015	1	Original document	20/10/2016
28/06/2017	2	Update to VET coordinator Title	28/06/2018
24/06/2020	3	General review – no changes	24/06/2023
16/02/2022	4	Updated to ASQA	16/02/2025
25/02/2025	5	Update to map to revised 2025 ASQA RTO standards	25/02/2028

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