



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

Student Code of Behaviour

Policy & Procedure 21

337-339 La Trobe Street, Melbourne VIC 3000

338 Queen Street, Melbourne VIC 3000

DOCUMENT CONTROL

Department	GBCA Student Support		Author(s)	GBCA Student Administration	
Quality Controlled Policy No. & Title	21	Student Code of Behaviour	Approved	GBCA Compliance	
Version	Version no 1.2, 15/09/2017		Authorised	Managing Director	
Standards	Standards for Registered Training Organisations (RTOs) 2015 – Standard 5		Distribution	Internal	GBCA Manager GBCA Staff
	National code Part D - Standard 2			External	GBCA students

REVISION RECORD

Date	Version	Revision description
January 25, 2016	1.0	GBCA creates policies and procedures against Standards for Registered Training Organisations (RTOs) 2015 and The National Code 2007
March 20, 2017	1.1	Minor updates to 4.5: Defaults of tuition fee. Replace: to see Accounting department by: to settle the overdue tuition fee.
September 15, 2017	1.2	Update: titles, address on cover

1.0 Purpose

- 1.1 The purpose of this procedure is to outline the system used for ensuring students meet the behaviour requirements of the College.

2.0 Responsibility

- 2.1 The Compliance manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and implement its requirements.

3.0 Requirements

- 3.1 Students are required to adhere to the College Student Code of Behaviour at all times
- 3.2 The Compliance manager must, prior to implementation, approve any discipline actions arising from breaches of the Student Code of Behaviour
- 3.3 Any decision by the Compliance manager in relation to student discipline can be appealed using the Student Complaints and Appeals procedure
- 3.4 The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.
 - The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
 - The right to be free from all forms of intimidation
 - The right to work in a safe, clean, orderly and cooperative environment
 - The right to have personal property (including computer files and student work) and the College property protected from damage or other misuse
 - The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
 - The right to work and learn in a supportive environment without interference from others
 - The right to express and share ideas and to ask questions
 - The right to be treated with politeness and courteously at all times
 - The expectation to have GBCA's property protected from damage or other misuse (include obeying of any signs that specify use of GBCA's property: student kitchen, computer lab...)
 - The expectation that students will not engage in copyright breaches, cheating or plagiarism
 - The expectation that students will submit work when required.
 - The expectation that students will be punctual for classes.
 - The expectation that students will treat other students, GBCA's staff with respect and without discrimination.
 - The expectation that students will at all times meet the requirements, terms and conditions contained in the Student application and enrolment form including payment of fees.
 - The expectation that students will maintain consistent attendance by attending all classes and assessments. The minimum required level of attendance is 80% of scheduled session. For international students studying courses longer than 20 weeks, attendance will be reviewed every 10 weeks of the total duration of the course from the commencement date. This requirement is the student behaviour requirement and **not** the requirement under Standard 11 of the ESOS National Code.
 - The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified in the Student application and enrolment form.
 - The expectation that all fees will be paid by the due date.
 - The expectation that students comply with the terms of their agreed intervention strategy.

4.0 Method

- 4.1 GBCA will ensure the code above is posted in the student handbook
- 4.2 Students are required to adhere to GBCA's Student Code of Behaviour at all times.
- 4.3 The Compliance Manager must, prior to implementation, approve any discipline actions arising from breaches of the Student Code of Behaviour
- 4.4 Any decision by the Compliance manager in relation to student discipline can be appealed using the GBCA's Complaints and Appeals Procedure.
- 4.5 The below non-compliance with the Student Code of Behaviour, the following procedure for discipline will be applied:

Unsatisfactory Attendance for International Students (Only applicable for students who study courses longer than 20 weeks)

- If students are found to have less than 80% attendance for schedule classes across the duration of 10 weeks from the commencement date, the attendance roll will reflect that the students have unsatisfactory attendance. Trainers will then advise students of their ineligibility to sit for assessments. Students will be sent a letter informing them that they have breached the code by having unsatisfactory attendance record. Students will be asked to attend a counselling session to build an attendance improvement plan.
- Students noted with unsatisfactory attendance will be monitored over the period derived from the improvement plan. If the students continue to have unsatisfactory attendance at the end of the improvement plan, they will be issued a second letter for their breach of the student code of behaviour and will be invited to a counselling session to build an improvement plan.
- If students continue to have a record of unsatisfactory attendance at the end of the 2nd improvement plan period, a third letter informing them of GBCA's intention to suspend or cancel their enrolment will be issued. This letter will inform the students of their right to access GBCA's complaints and appeals process within 20 working days.
- Students who fail to attend a scheduled counselling session or do not agree to follow an improvement plan will automatically be sent the subsequent letter for their breach of the student code of behaviour which may lead to an earlier cancellation of enrolment.
- The cancellation of the student's enrolment cannot take effect until the appeal process is completed.
- Suspension or cancellation of enrolment has to be reported to the Department of Education and the Department of Immigration and Border Protection via PRISM and may affect the student's visa status.
- The suspension or cancellation of enrolment is at the discretion of GBCA.

Default tuition fees

- If students are found to have defaulted in the payment of tuition fees, the students are sent a reminder letter detailing the late payment and advising the student to see the Accounting department immediately.
- If the student continues to default in the payment of tuition fees after 5 working days from the date of the initial reminder letter, the students are sent a subsequent reminder letter.
- If the students do not pay after 5 working days of the second reminder letter, a final letter is sent outlining GBCA's intent to suspend or cancel the student's enrolment. This letter will inform the students of their right to access GBCA's complaints and appeals process within 20 working days.
- The cancellation of the student's enrolment cannot take effect until the appeal process is completed.

- The student will be excluded from class at the same time as the cancellation of the student's enrolment take effect (once the appeal process is completed)
- Suspension or cancellation of enrolment has to be reported to the Department of Education and the Department of Immigration and Border Protection via PRISM and may affect the student's visa status (Only applicable to international students).

Absence 28 consecutive days

- If an international student is absent for 28 consecutive days without approval or reasonable ground (such as compassionate or compelling reasons beyond the student's control), GBCA will notify the student of the intention of cancelling his/her enrolment. GBCA will do so by issuing a "letter of Intention to cancel enrolment". In the letter, students will be informed of their right to access the complaints and appeals process.
- If the appeal is not upheld or the student withdraws from the appeal process, then GBCA must report the student to the Department of Education and the Department of Immigration and Border Protection via PRISM and this may affect the student's visa status.

Plagiarism

- Students found cheating during assessment or have submitted plagiarised work will be given an opportunity to explain their case. The Training Manager will follow GBCA's Plagiarism and Cheating Policy and Procedure to deal with cheating and plagiarism incident.

When the students are suspected of possession, distribution, consumption of drugs and/or alcohol

- If a student is found, or suspected of possessing, distributing, consuming or being affected by drugs and/or alcohol, GBCA will take appropriate actions based on the severity of the student's breach of the Code of Behaviour.
- If the student behaves in the above described manner, the student will be asked to leave GBCA's premises (where appropriate). The trainer in charge must complete an incident form to record all the necessary information (date, time, people involved, and nature of the incident...). The student will also be issued a warning letter for breaching the student's code of behaviour. Three warnings can usually lead to the cancellation of the student's enrolment. Severe breaches of the code of behaviour can usually lead to immediate cancellation of enrolment.
- If the student displays any signs of violence that is likely to cause harm to others around, GBCA's staff will call the nearest police station and report the student. First aids and other medical assistance may be performed if required and where appropriate.
- Information about the abuse of drugs/alcohol is a private matter and only needs to be shared between students, their parents/guardians and a supporting community agency. However, at the CEO/Managing Director's discretion, and the student's consent, the information may be provided to staff who have direct responsibility for the student.
- GBCA's staff has a duty of care to pass on information to a member of management if they have knowledge about illicit drug used by students, irrespective of whether the use is confirmed, suspected or likely to occur and occurred on or outside GBCA's premises. Note: Under this duty of care, GBCA's staff cannot promise unconditional confidentiality to students.

Procedures for other breaches to the Code of Behaviour

- For other breach of behaviour, a member of GBCA staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented in the letter "Code of behaviour". This letter will be issued to inform the student of the disciplinary action to be taken as discussed in the meeting.
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Student Administration & Services Manager to discuss the breaches further. This meeting and its outcomes will be documented in the letter "Code of behaviour". This letter will be issued to inform the student of the disciplinary action to be taken as discussed in the meeting.

- Should a third breach of the student code of behaviour occurred, training services will be withdrawn and the student will be sent a letter about the intention to cancel their enrolment. This letter will inform the students of their right to access GBCA's complaints and appeals process within 20 working days.
- Failure to attend scheduled meetings may result in GBCA's deciding to suspend or cancel a student's enrolment.
- Failure to have any reasonable grounds or exceptional circumstances when found to disobey signage, deliberately disregard of notices causing damage or misuse of GBCA's property may result in the student being liable for the costs associated.

For international students

- If GBCA intends to suspend or cancel the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to GBCA. If the appeal is not upheld or the student withdraws from the appeal process, then GBCA must report the student to the Department of Education and the Department of Immigration and Border Protection via PRISM and may affect the student's visa status. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed
- At any stage of this procedure, students are able to access GBCA complaints and appeals process if they do not agree with a decision.