



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