



CANBERRA VALLEY INSTITUTE

Document: Student Code of Conduct Policy and Procedure
(Aligned to RTO Standards 2025)

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Student Code of Conduct Policy and Procedure

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1. Overview

This policy states that Canberra Valley Institute (CVI) is dedicated to providing all students with a safe, supportive, inclusive, and positive learning environment. The Student Code of Conduct establishes the expected standards of academic and personal behavior for students and outlines Canberra Valley Institute's (CVI) responsibilities in supporting student welfare. This policy aligns with the **RTO Standards 2025** and ensures compliance with the **ESOS Act 2000** and the **National Code 2018**, particularly regarding student wellbeing and behavior management. It directly supports the following outcome standards.

Outcome Standard 3 – Learner Support and Wellbeing

- Requires RTOs to provide a safe, inclusive, and supportive learning environment.
- The Code of Conduct establishes expectations regarding behaviour, respect, and academic integrity to maintain this environment.

Outcome Standard 1 – Training and Assessment

- Requires assessment to be fair, valid, reliable, and authentic.
- The Code of Conduct supports assessment integrity by addressing misconduct such as cheating and plagiarism.

Outcome Standard 4 – Governance and Accountability

- Supports the compliance requirement of integrity.
- Ensures transparent governance processes and fair systems for managing misconduct, complaints, and appeals.

2. Scope

This policy applies to all **students** enrolled, management, and Staff at Canberra Valley Institute (CVI).

All students must adhere to Canberra Valley Institute (CVI) policies, procedures, guidelines, directives, and quality assurance initiatives throughout their enrollment.

3. Definitions

For this policy document, Canberra Valley Institute (CVI) has identified the necessity to define the following expressions:

Complainant - A staff member, contractor, or consultant who lodges a complaint, grievance, or appeal.

Formal Complaint - A complaint submitted in writing via email to the Chief Executive Officer (CEO).

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Informal Complaint - verbal complaint raised with an appropriate staff member, usually the Human Resources Manager.

4. Policy and Procedure

Compliance with all Canberra Valley Institute (CVI) policies, procedures, and quality initiatives.

All students are required to observe and comply with all institute policies, procedures, guidelines, directives, and quality initiatives during their enrolment at Canberra Valley Institute (CVI).

4.1 Students' rights

All students have the right to:

- Be treated fairly, respectfully, and without discrimination by staff and peers.
- Learn in a safe, healthy, and supportive environment free from harassment, discrimination, and victimization.
- Have personal information and records managed securely in accordance with the Privacy Policy.
- Access information held about them by the institute.
- Have complaints and appeals handled promptly, fairly, confidentially, and without fear of reprisal.
- Lodge appeals regarding procedural or assessment decisions.
- Receive training, assessment, and support services that meet individual needs.
- Receive accurate and timely information about their course, assessment arrangements, and academic progress.
- Access appropriate support services to enable effective participation in training.
- Provide feedback on training, assessment, and support services.
- Be informed of any changes to the services agreed as soon as practicable.

4.2 Student Obligations

Students are expected to:

- Treat all individuals with fairness, dignity, and respect.
- Refrain from behavior that may offend, intimidate, embarrass, or threaten others.
- Avoid harassment, discrimination, victimization, or disruptive conduct.
- Respect the property, opinions, and cultural backgrounds of others.

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- Follow all workplace health and safety policies and instructions.
- Report on any safety concerns promptly.
- Not bringing items onto institute premises that may pose a risk to safety.
- Notify the institute of any changes to personal or contact details.
- Provide accurate and relevant information in a timely manner.
- Demonstrate commitment and integrity in their studies.
- Complete all assessments honestly, without plagiarism or breach of copyright.
- Submit assessment work with completed and signed cover sheets where required.
- Maintain regular communication with their Trainer/Assessor.
- Prepare adequately for training sessions, assessments, and practical activities.
- Inform the institute of any difficulties affecting participation in the course.
- Notify the institute at least 12 hours in advance if unable to attend scheduled training.
- Make payments for training within agreed timeframes, where applicable.

4.3 Unacceptable Student Behaviour

Unacceptable behaviour includes, but is not limited to:

- Endangering the safety of oneself or others, including physical violence.
- Bullying, intimidation, or harassment.
- Being under the influence of drugs or alcohol.
- Persistent disruption of learning activities.
- Excluding or isolating others from group activities.
- Damaging the reputation of others.
- Making racist, sexist, or discriminatory remarks.
- Demeaning, aggressive, or attention-seeking behaviour.
- Use of offensive language, shouting, or swearing.
- Invasion of personal space.
- Theft or dishonesty.
- Failure to follow reasonable directions from staff.
- Viewing or distributing offensive material via electronic or digital means.
- Inappropriate use of mobile phones in learning environments.

Disciplinary action may be taken in response to unacceptable behaviour.

Trainers/Assessors may require a student to leave or deny entry to a classroom if behaviour is disruptive or unsafe. Serious breaches may result in suspension where behaviour threatens safety, disrupts learning, or damages institute property.

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4.4 Academic Integrity

Students are required to:

- Avoid plagiarism and all forms of academic misconduct (refer to the Plagiarism Policy).
- Participate actively in learning activities.
- Attend scheduled training and submit assessments on time unless exceptional circumstances apply.
- Act ethically and avoid actions that provide unfair advantages or disadvantages.
- Follow assessment instructions and conditions set by Trainers/Assessors.
- Use copyrighted materials appropriately.
- Avoid conduct that disrupts training or academic activities.

4.5 Use of RTO Resources

Students must take reasonable care of all institute resources. Any fraud, misuse, or theft of resources may result in disciplinary action, dismissal, or legal proceedings.

Students are expected to:

- Use institute facilities, equipment, libraries, ICT systems, and learning materials responsibly, lawfully, and ethically.
- Ensure resources are used appropriately and shared respectfully.
- Avoid damaging institute property, including library and course materials.
- Not misuse computing or communication facilities in a way that is unlawful or infringes on the rights of others.
- Use institute resources solely for study-related purposes.
- Access RTO information systems only as authorised.

4.6 Canberra Valley Institute (CVI) Responsibilities

Canberra Valley Institute (CVI) is responsible for ensuring students:

- Study in an academic environment that promotes active, collaborative learning and skill development.
- Are selected for courses based on fair, transparent, and valid entry criteria.
- Enrol in programs that meet industry standards, training package requirements, and professional expectations.
- Have access to appropriately qualified trainers and academic support services.
- Have access to the resources, materials, and equipment required to successfully complete their course.

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5. Responsible person

- Student Support Officer
- Chief Executive Officer (CEO)

6. Review of Policy

Canberra Valley Institute (CVI) will review the *Student Code of Conduct Policy and Procedure* annually or on a needs basis (whichever occurs first).