



STUDENT CODE OF CONDUCT

OVERVIEW

All students, throughout their training and involvement with NVR Education Australia, have the right to feel safe from harassment or harm and be included in the NVR student community.

NVR Education must ensure that the environment of the College is safe, culturally sensitive, and supportive to the student's learning journey. NVR Education must respond to any reports of bullying, discrimination, harassment, or exclusion and document any such complaints or feedback.

COMPLIANCE

This document is to ensure NVR Education is in compliance with Standard 2.5 and Standard 2.7 of the Outcome Standards for RTOs 2025.

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Be a part of a learning environment that does not permit vilification, discrimination or antisemitism.
- Be able to report any instances of discrimination, vilification or harassment to the College.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information NVR Education Australia holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to NVR Education Australia on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with NVR Education Australia, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Treat all others and their property with respect.
- Not to harass, victimise, discriminate against or disrupt others.



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- Not spread messages through social media or learning platforms that may stereotype, vilify or incite hate towards others.
- Not engage in antisemitic behaviours such as holocaust denial, stereotyping, or vilification.
- Not speak disparagingly of the College, staff or course of study.
- Not influence students, staff or stakeholders in any way which is detrimental to the College's goals and objectives.
- Not prove or spread false, misleading or unsubstantiated information to stakeholders.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Disclose details of employment within an Education Agent or competitor to the College immediately.
- Provide relevant and accurate information to NVR Education Australia in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Not present AI-Generated content in its entirety as their own work in any assessment or activity
- Not engage with any third parties to complete assessments
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify NVR Education Australia if any difficulties arise as part of their involvement in the program.
- Notify NVR Education Australia if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- Complete any and all pre-requisite units within the timeframe presented by the College
- Make sufficient contact with the College about the completion of these units in the case of non-completion within the scheduled timeframe

Student Misconduct

For any student found in non-compliance with the Student Code of Behaviour, the following procedure for discipline will be followed:

- All relevant staff will first document the incident, evidence or contact in the student's contact log & admissions file and provide these materials to the Admissions & Student Services Manager
- The Admissions & Student Services staff will contact any other students or staff affected to discuss the issue or behaviour to determine the full impact and record all reports in relevant folders and the NVR Complaints & Feedback Register
- The Admissions & Student Services staff will contact the student to discuss the issue or behaviour and to determine how the issue might be rectified. (Step 1)



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- This meeting and its outcomes will be documented and included on the student's files.
- If escalation is required, that is the issue could not be rectified or the behaviour continues, the student/s will be invited for a meeting with the RTO Manager and Principal to discuss further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- If the issue or behaviour continues, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn, and the student will be notified in writing that their enrolment has been suspended or cancelled.
- Any suspension or cancellation will be undertaken in accordance with the College's Deferral of commencement, suspension of studies, cancellation of enrolment policy and may affect the status of a student's visa.
- At any stage of this procedure, students can access the Complaints and Appeals Procedure to settle any disputes that may arise.

ASSOCIATED DOCUMENTS AND FORMS

- *Complaints and Appeals Procedure*
- *Complaints Form*
- *Appeals Form*
- *Copying and Plagiarism Policy*
- *CPCCWHS2001 Monitoring Policy*
- *NVR Complaints & Feedback Register*

DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
23/05/2024	Initial Document	Samantha
24/06/2025	Updated document to reflect actions taken	Samantha
01/04/2026	Updated to address vilification and antisemitism	Catherine