

UPSKILL U CODE OF CONDUCT

QUALITY AREA 2 – VET STUDENT
SUPPORT

CODE OF CONDUCT

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PURPOSE

The purpose of this Code of Conduct is to establish a clear framework of ethical, professional, and compliant behaviour expected of all individuals associated with the Registered Training Organisation (RTO). This includes aligning with broader organisational goals, legal obligations, and sector standards such as the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards). The Code ensures that all stakeholders uphold integrity, fairness, and respect in their roles, contributing to a safe, inclusive, and high-quality vocational education and training environment.

The purpose of this Code of Conduct is to establish a unified standard of ethical, professional, and lawful behaviour expected of all individuals engaged by, or representing, Upskill U Pty Ltd. This includes but is not limited to trainers, assessors, administrative personnel, resource developers, marketing and enrolment officers, and members of the senior leadership team.

This policy serves as a framework to guide conduct that aligns with organisational values, complies with relevant Commonwealth, State, and Territory legislation, and supports the Outcome Standards. It reflects Upskill U Pty Ltd's commitment to integrity, accountability, and respect in all aspects of vocational education and training delivery.

Through this Code, Upskill U Pty Ltd seeks to foster a safe, inclusive, and high-quality learning and working environment by clearly outlining the behavioural expectations, responsibilities, and professional obligations across various roles. Adherence to this Code ensures that all stakeholders uphold the principles of fairness, transparency, student-centred practice, and continuous improvement in accordance with regulatory and ethical standards.

ASSESSOR CODE OF CONDUCT

All Upskill U Pty Ltd assessors are required to comply with the following standards, aligned with ethical assessment practices and the Principles of Assessment and Rules of Evidence:

1. Comply with all Upskill U Pty Ltd policies, procedures, and the *Outcome Standards for RTOs 2025*.
 2. Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
 3. Adhere to all assessment practices as outlined in the Assessment Policy and Procedure.
 4. Address individual student needs with professionalism, sensitivity, and equity.
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5. Prevent and respond appropriately to all forms of discrimination or harassment throughout the assessment process, in line with the Equal Opportunity and Inclusion Policy and Procedure and Cultural Safety Policy and Procedure.
 6. Uphold student rights during and after the assessment process.
 7. Maintain objectivity and avoid personal bias or irrelevant factors influencing assessment outcomes.
 8. Clearly inform students of their right to appeal and the process involved.
 9. Ensure all evidence gathered is valid, reliable, authentic, sufficient, and current.
 10. Upholding the principles of assessment of Fairness, Flexibility, Validity and reliability during all assessment activities.
 11. Make assessment decisions based solely on verifiable and accessible evidence.
 12. Operate strictly within the RTO's 'Assessment Policy and Procedure'.
 13. Ensure consent from the student has been given before assessment and confirm their understanding of the assessment process prior to commencing the assessment activity.
 14. Develop and use assessment tools that align with training product requirements and Outcome Standards for RTOs 2025.
 15. Inform students about the reporting process and any implications of assessment outcomes.
 16. Maintain confidentiality of all assessment results, only sharing with written student consent.
 17. Use assessment outcomes only for their stated and intended purposes.
 18. Maintain an **Assessor Matrix including** ongoing industry and VET currency as outlined in the Trainer Assessor Policy and Procedure.
 19. Seek ongoing professional development in assessment practices.
 20. Engage in networking and collaborative review of assessment practices.
 21. Identify and manage any conflicts of interest in a transparent and ethical manner.
 22. Do not accept gifts, incentives, or any form of inducement related to assessment decisions.
 23. Promote a supportive and safe environment during assessment.
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TRAINER CODE OF CONDUCT

All Upskill U Pty Ltd trainers are expected to demonstrate high standards of professionalism, integrity, and educational excellence including:

1. Comply with all Upskill U Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
 2. Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
 3. Adhere to the Trainer Code of Conduct and act with honesty and integrity in all training activities.
 4. Demonstrate courtesy, respect, and fairness in interactions with students, colleagues, and stakeholders.
 5. Maintain a Trainer Matrix including ongoing industry and VET currency as outlined in the Trainer Assessor Policy and Procedure.
 6. Provide a safe, inclusive, and engaging learning environment for all students.
 7. Maintain confidentiality of student information unless disclosure is legally required or in the student's interest.
 8. Identify and manage any conflicts of interest in a transparent and ethical manner.
 9. Prevent and respond appropriately to all forms of discrimination or harassment during training, in line with the Equal Opportunity and Inclusion Policy and Procedure and Cultural Safety Policy and Procedure.
 10. Use only validated and approved training resources and tools.
 11. Maintain appropriate professional boundaries and avoid any form of inappropriate relationship with students.
 12. Promote student wellbeing and report concerns where safety may be at risk.
 13. Fulfil responsibilities related to student supervision and classroom safety.
 14. Seek professional development opportunities to enhance instructional capabilities and enhance training delivery skills.
 15. Encourage student engagement and provide timely, constructive feedback.
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STUDENTS CODE OF CONDUCT

All students enrolled with the Upskill U Pty Ltd are expected to:

1. Comply with all relevant Upskill U Pty Ltd policies & procedures outlined within the student handbook and available on the website ([hyperlink](#))
 2. Treat all trainers, assessors, staff, and fellow students with respect, courtesy, and fairness.
 3. Attend scheduled training and assessment sessions punctually and participate actively.
 4. Refrain from any behaviour that disrupts the learning of others.
 5. Submit all assessments honestly and without plagiarism or cheating in line with the Academic Integrity Policy and Procedure.
 6. Respect intellectual property, copyright, and confidentiality.
 7. Take responsibility for own learning and seek support when needed.
 8. Use RTO facilities and resources responsibly.
 9. **Upskill U Pty Ltd has a zero-tolerance policy towards illegal drugs.** Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises. Anybody found to be under the influence of drugs or alcohol will be asked to leave the premises.
 10. Maintain appropriate behaviour in face-to-face and online environments.
 11. Notify the RTO of changes to personal information and contact details.
 12. Respect the cultural, religious, and gender diversity of others.
 13. Comply with WHS requirements, follow the safety instructions and advise of the Trainer and Assessor and report any hazards or risks.
 14. Use IT systems and LMS platforms only for learning purposes and in accordance with usage policies.
 15. Keep mobile devices on silent during sessions unless authorised.
 16. Provide feedback and raise complaints or appeals through the appropriate internal processes outlined within the Feedback, complaints and appeals policy and procedure.
 17. Protect the integrity of assessments by not sharing answers or materials or engaging in forms of plagiarism or cheating.
 18. Accept and act upon trainer feedback constructively.
 19. Refrain from bullying, harassment, or discriminatory behaviour towards other students, the trainers, assessors or other personal within Upskill U Pty Ltd.
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ADMINISTRATION CODE OF CONDUCT

Administrative staff must:

1. Comply with all Upskill U Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
 2. Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
 3. Provide accurate and timely information to students, trainers, and stakeholders.
 4. Maintain confidentiality of student and staff records.
 5. Process enrolments, results, and documentation with accuracy and integrity.
 6. Be courteous, respectful, and professional in all communications.
 7. Uphold data protection and privacy policies.
 8. Maintain secure storage of student information and records.
 9. Ensure timely follow-up on queries, complaints, and compliance actions.
 10. Support students with administrative needs and information access.
 11. Communicate clearly and transparently with all stakeholders.
 12. Manage workloads efficiently and avoid unnecessary delays.
 13. Use organisational systems and platforms appropriately.
 14. Refrain from disclosing any confidential information unless legally required.
 15. Assist in internal audits and compliance checks where required.
 16. Treat others equitably, without discrimination or bias.
 17. Identify and escalate any risks or breaches of compliance.
 18. Participate in ongoing administrative training as needed.
 19. Avoid conflicts of interest in administrative decision-making.
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RESOURCE DEVELOPMENT CODE OF CONDUCT

Resource developers must:

1. Comply with all Upskill U Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
 2. **Abide by relevant Commonwealth, State, and Territory** legislation and frameworks.
 3. Design training materials that align with current Training Package requirements.
 4. Ensure all assessments provide clear guidance that the assessment evidence required meets the Rules of evidence of valid, reliable, authentic, sufficient, and current.
 5. Provide guidance on how the principles of assessment of Fairness, Flexibility, Validity and reliability are met during all assessment activities.
 6. Ensure content is accurate, up-to-date, and validated.
 7. Respect copyright and intellectual property laws.
 8. Incorporate inclusive and accessible design principles.
 9. Develop resources that support diverse learning needs and styles.
 10. Reference all third-party sources and data appropriately.
 11. Collaborate with trainers, assessors, and industry experts to ensure relevance.
 12. Maintain confidentiality of draft and finalised resources.
 13. Use language that is clear, professional, and aligned to AQF levels.
 14. Avoid bias, cultural insensitivity or racism in content.
 15. Regularly review and update learning and assessment materials.
 16. Secure all digital files and backups in line with data protection policies.
 17. Avoid including unnecessary or excessive content not aligned to outcomes.
 18. Document all version changes and maintain accurate version control.
 19. Contribute to validation and moderation processes as required.
 20. Ensure WHS and industry standards are reflected in content.
 21. Uphold RTO branding and formatting guidelines.
 22. Use feedback to improve future resource development.
 23. Declare any conflicts of interest related to external publishers or sources.
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ENROLMENT, RECRUITING AND MARKETING CODE OF CONDUCT

Staff involved in these areas must:

1. Comply with all Upskill U Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
 2. Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
 3. Provide accurate and ethical marketing and course information.
 4. Never mislead or make false claims about course outcomes or job opportunities.
 5. Represent the RTO in a professional, transparent manner.
 6. Use only approved and authorised marketing materials.
 7. Explain fees, refunds, and course obligations clearly to prospective students.
 8. Accurately document all enrolment decisions and processes.
 9. Avoid coercive or aggressive recruitment tactics.
 10. Verify student eligibility for funding or concession schemes.
 11. Maintain records of all marketing activities and responses.
 12. Ensure enrolment forms and agreements meet compliance standards.
 13. Avoid any personal gain or benefit from enrolling students.
 14. Provide pre-enrolment information that meets legislative requirements.
 15. Respect student privacy during marketing and enrolment processes.
 16. Disclose third-party involvement where applicable.
 17. Act in the best interest of students and the RTO at all times.
 18. Respond promptly and professionally to enrolment enquiries.
 19. Avoid discrimination in student selection processes.
 20. Adhere to CRICOS standards when marketing to international students.
 21. Undertake training in ethical marketing and compliance requirements.
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MANAGEMENT CODE OF CONDUCT

RTO managers and senior staff must:

1. Comply with all Upskill U Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
 2. Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
 3. Lead by example in integrity, professionalism, and ethical behaviour.
 4. Provide clear direction and support to staff and students.
 5. Promote a positive and inclusive organisational culture.
 6. Manage financial and physical resources responsibly.
 7. Maintain confidentiality in sensitive organisational matters.
 8. Encourage innovation and continuous improvement.
 9. Oversee risk management processes proactively.
 10. Promote a safe working and learning environment.
 11. Ensure adequate systems are in place for quality assurance.
 12. Foster transparency in leadership and decision-making.
 13. Delegate responsibilities effectively and fairly.
 14. Monitor compliance with training and assessment strategies.
 15. Support ongoing professional development for all staff.
 16. Uphold equitable treatment of all staff, students, and stakeholders.
 17. Respond swiftly to complaints and appeals with fairness and objectivity.
 18. Engage stakeholders in consultation and collaboration.
 19. Protect the RTO's reputation and uphold its strategic goals.
 20. Ensure data security and integrity in management systems.
 21. Review and act upon internal audits and compliance outcomes.
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