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ABN 17129064437 | RTO 31736 | CRICOS 03010G
www.queensford.edu.au

Student Academic and General Code of Conduct Policy and Procedure

Brisbane Campus (Head Office)

Level 2, 359 Queen Street
Brisbane QLD 4000
Australia
+61 7 3221 1626
info@queensford.edu.au

Fitzwilliam Street Campus, Parramatta

Level 3, 1 Fitzwilliam Street
Parramatta NSW 2150
Australia
+61 2 8640 0040
info@queensford.edu.au

Wentworth Street Campus, Parramatta

Level 5, 9 Wentworth Street
Parramatta NSW 2150
Australia
+61 2 8640 0040
info@queensford.edu.au

Adelaide Campus, Parramatta

Level 11, 90 King William Street
Adelaide SA 5000
Australia
+61 8 8410 4605
sa@queensford.edu.au

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Table of Contents

<u>1.</u>	<u>PURPOSE</u>	3
<u>2.</u>	<u>SCOPE</u>	3
<u>3.</u>	<u>RESPONSIBILITY</u>	3
<u>4.</u>	<u>TIMEFRAME</u>	3
<u>5.</u>	<u>CONFIDENTIALITY</u>	3
<u>6.</u>	<u>APPLICABLE LEGISLATION</u>	3
<u>7.</u>	<u>POLICY</u>	3
<u>8.</u>	<u>INFORMING AND REMINDING STUDENTS</u>	6
<u>9.</u>	<u>PROCESS OF IDENTIFYING MISCONDUCT AND DISCIPLINARY ACTIONS</u>	6
<u>10.</u>	<u>RECORDING</u>	9
<u>11.</u>	<u>REASSESSMENT FEES</u>	10
<u>12.</u>	<u>APPEALS</u>	10
<u>13.</u>	<u>ASSOCIATED DOCUMENTS</u>	10

1. Purpose

The purpose of this policy and procedure is to ensure that Queensford College implements a fair and well-defined mechanism to govern student academic and general conduct and maintain the academic integrity and standards of Queensford College.

2. Scope

This Policy and Procedure applies to all students enrolled in a course of study with Queensford College, both on or off campus including students at vocational placements. It is the basis for the standard anticipated in all aspects of academic and general conduct, and behaviors to which all students agree to abide by as a condition of their enrolment. It also applies to Queensford College staff responsible for maintaining the training quality and academic integrity.

3. Responsibility

The RTO & Compliance Manager has the responsibility of monitoring, implementing, amending and updating this policy at the Head office. However, interstate Campus Operations Manager, trainers and student admin team will closely implement this policy and make sure the policy is well disseminated and understood by the students.

4. Timeframe

Queensford College will try to investigate the student academic and general misconduct as efficiently as possible and time for the investigation and making a decision may vary subject to the type of the misconduct being investigated.

5. Confidentiality

All matter pertaining to student academic and general misconduct will be investigated in a confidential manner.

6. Applicable legislation

- Disability Discrimination Act 1992 (Cwth)
- Racial Discrimination Act 1975 (Cwth)
- Sex Discrimination Act 1984 (Cwth)
- Work Health and Safety Act 2011 (Cwlth)
- Charter of Human Rights and Responsibilities Act 2006
- Equal Opportunity Act 2010
- Occupational Health and Safety Act 2004
- Control of Weapons Act 1990
- Public Health (Tobacco) Act 2008 (NSW)
- Tobacco and E-Cigarette Products Act 1997 (South Australia)
- Tobacco and Other Smoking Products Act 1998 (QLD)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 2

7. Policy

7.1 Queensford College respects and honours the rights of students and also anticipates students comply with college's rules inclusive of different federal and state legislations.

- 7.2 Queensford College takes misconduct seriously and investigates any reports of misconduct while also providing students a fair opportunity to access appeal process before formalising any decisions.
- 7.3 Queensford College may review and update this policy document as required to address new requirement or as part of continuous improvement.
- 7.4 Queensford College aims to provide a safe and inclusive learning environment which provides students with the means to achieve success in their chosen studies.
- 7.5 Queensford College defines a range of below Code of Conduct, rules and implements disciplinary actions to prevent and minimise the breach and lapses.
- 7.6 Student code of conduct
- Be a genuine/bona fide student
 - Attend all classes or notify the College in the event of any absence and progress in your course. Respond to any contact made by Queensford College regarding current circumstances to avoid being deemed as a non-genuine student
 - Be honest in assessments by following the instruction proved by the trainer/assessor and the assessment gudes
 - Follow all the Queensford College policy and procedure's guideline pertaining to the students
 - Treat other students and Queensford College staff with respect and fairness
 - Obey reasonable directions from trainers and staff
 - Respond to any contact or communication made by Queensford College staff
 - Not to behave in a way that could threaten, offend or embarrass others
 - Pay fees as scheduled
- 7.7 Class room-rules
- Do's:
- Turn off their mobile phones,
 - Participate in the lessons and group activities,
 - Speak English at all times,
 - Respect the culture of other nationalities,
 - Respect Queensford College staff,
 - Follow the trainer's instructions,
 - Leave the classroom tidy.
- Don'ts:
- Do not write on the classroom desks,
 - Do not consume food or drink in the classrooms,
 - Do not chew gum in the classroom,
 - Do not leave valuables unattended in the classrooms,
 - Do not play unrelated video games.
- 7.8 General misconduct
- General misconduct includes any behaviours of a non-academic nature including the unlawful behavior, ranging from (but not limited to):
- Non-attendance and failure to notify Queensford College or failure to respond to contact by Queensford College regarding current circumstances.
 - Any action that impacts on the learning of others and the trainer's ability to teach, including (but not limited to):
 - non-participation in class activities;
 - consistently being late to class;
 - making and receiving calls or using phones for purposes not related to class activities
 - using a computer/laptop for purposes not related to class activities
 - Failure to comply with Queensford College policies.
 - Non-payment of fees by the due date
 - Unlawful behavior

- Verbal or physical aggression towards any Queensford College staff member, other students or visitors.
- Intimidating behaviours, engaging in bullying, harassment, discrimination or sexual misconduct toward others,
- Theft of property, of the College or belonging to staff, other students or visitors,
- Intentional damage to property of Queensford College,
- Smoking within the College premises or any other areas designated as non-smoking throughout the campus, and within 4 metres of the campus entrance
- Bringing onto campus alcohol, drugs/intoxicants/weapons/fire arms,
- Discrimination, harassment, verbal abuse and physical assault,
- Making defamatory, racist or sexist and/or inappropriate comments while on campus and/or on online platforms,
- Intimidating and/or threatening behaviour,
- Behaving in a disruptive manner such as swearing, yelling or using offensive language in any environment,
- Endangering the safety of yourself or others,
- Socialising publicly and/or privately with staff whilst enrolled as a student unless at an event organised and/or approved by the College,
- Breaching relevant State and Federal Laws, e.g., Workplace Health and Safety,
- Selling, using, distributing and/or being in possession or under the influence of drugs or alcohol while attending classes/work experience and during online training and assessments,
- Directly or indirectly engaging in any activity which could by association cause Queensford College public embarrassment or other damages,
- Wilful damage to or theft of the College property, or property entrusted to College's care,
- Accessing, storing, processing or transmitting any information deemed to be threatening, obscene, pornographic or harassing in nature,
- Failure to abide any trainers/supervisors/managers' reasonable request and/or direction,
- Unauthorised use of Queensford College intellectual property including College name, logo, training manuals/materials, trademarks, designs, confidential information and copyright material.

7.9 Academic misconduct

Academic misconduct refers to any type of cheating that occurs in relation to a formal academic exercise. This may include (but not limited to):

- **Plagiarism**: taking the work, words or ideas of someone else and passing them off as your own without appropriate acknowledgement (e.g., cut and pasting information from the internet and using this as your response to assessment questions Submitting the work of another student as their own. Both students and staff have a duty to ensure they acquire the necessary academic understanding to minimise incidents of plagiarism. In this regard, Trainers must take all reasonable steps to ensure all students are educated as necessary in the appropriate skills and knowledge to avoid plagiarism.
- **Fraud and Forgery**: falsifying documents (e.g., signatures/hours/activities within work placement logbooks). Queensford college takes Falsifying and Forgery of documentation including forgery of another person's signature series. Upon investigation if a student is found to Falsifying and Forges information on any Queensford College documentation, Queensford College may issue a range of penalties.
- **Cheating**: deliberately copying or attempting to copy the work of other students, providing answers to other students or consulting with other students under test conditions. Seeking unfair advantage in assessment outcomes by improperly obtaining assessments or using electronic devices under test conditions.
- **Contract cheating**: buying or selling completed assessments or paying another person to complete work on your behalf. Ghost writing is a type of contract cheating which can be identified if there is: significant improvements in the standard of the work compared to their

previous work and submission, however no significant plagiarism is detected. Non-existent references cited. The assessment task is completed alarmingly within very short period of time.

8. Informing and reminding students

Students will be provided with the information regarding the academic and general code of conduct during the orientation week and prior to the enrolment. Students are directed to refer to all relevant policies prior to agreeing to the terms and condition in their letter of offer to study at Queensford College.

- Clause in the letter of offer and agreement: "I agree to abide by the Student Academic and General Code of Conduct Policy and Procedure" during the course of my enrolment with Queensford College.
- Prior to the enrolment: Student application form, along with the letter of offer and Pre-Enrolment Guide, Student Handbook
- During Orientation: All policies and procedures
- Prior to completing and submitting the assessment tasks: Authentication Declaration in the assessment coversheet and LMS declaration prior to attempting any quiz.

9. Process of Identifying misconduct and disciplinary actions

If any student is suspected of being involved in academic and general misconduct at Queensford College, the details of the potential misconduct is reported to the Course Coordinator or the RTO and Compliance Manager in writing along with the evidence for further investigation. However, trainer/assessor may exercise their discretion in case of minor misconduct that do not pose any threat to the academic integrity.

The trainer/assessor or the staff who identifies the case of the academic and general misconduct initially is responsible to make decision on whether to initiate the action against the misconduct and forward the case to Course Coordinator or the RTO and Compliance manager for decision making on the basis of all the evidence presented and student interview conducted if required.

If the trainer/assessor or the staff decides to take the matter to their Course Coordinator and/or the RTO and Compliance Manager, they ensure that the student is kept informed of the developments including:

- the nature of suspected misconduct
- what is being investigated
- expected timeframe for the investigation
- implication of the misconduct to their assessment work or academic conduct being investigated or the possible outcomes and penalties
- opportunity to respond to the allegation, if any, with reasonable notice period via face-to-face (or via meeting software such as zoom/teams) interviews and/or in writing. Student may choose to bring additional support person to attend the interview with them. (Support person cannot be a Queensford College staff or student with an exception to Student Legal advisory officer if available).

Trainer/staff member will use their judgement to determine if the identified misconduct can be managed with a verbal warning. If a verbal warning is provided, this must be documented on the student's account within Dynamics. If the matter still persists after the warning, it is then referred to the RTO & Compliance Manager for review and application of appropriate disciplinary action. Should the act of misconduct be warranted to be of a serious nature, the trainer or staff member must report this directly to the RTO Manager. The RTO & Compliance Manager will seek a full account of the actions of the student from the trainer or staff member, then conduct an interview with the student in question. The RTO &

Compliance Manager will then impose the appropriate disciplinary action.

Any disciplinary measures put in place, must be provided to the student in writing, detailing the misconduct and the resulting disciplinary actions imposed. This information must also be saved to the student's account in Dynamics. Student must also be provided with access to Queensford College's Complaints and Appeals Policy. Should it be deemed the student to be a non-genuine student, the Student Support Officer will issue a warning letter of disciplinary reasons of the student breaking the Student Code of Behaviour. Within 7 working days the student must contact the College if they disagree with the letter. If the student does not contact the college, then the College will issue to the student a Notice of Intention to Report. The student can appeal against the decision made by completing a Complaints/Appeals Application Form within 20 working days of the decision being made. The appeal will be dealt with in accordance with the College's Complaints and Appeal Policy and Procedure. The student's appeal is unsuccessful or has chosen not to appeal, then the cancellation of their enrolment will be reported to both the Department of Education and Training and the Department of Home Affairs via PRISMS.

Queensford College may grant one-time amnesty to student, depending on the nature and seriousness of the misconduct, for non-intentional nature of falsification of a college document by signing a Stat Dec (Statutory Declaration) stating that the falsified documents have not been used for any commercial or unlawful purpose. (If a person intentionally makes a false statement in a statutory declaration, you could be charged with an offence and, if convicted, you could be fined or jailed for 4 years Statutory Declarations Act 1959)

9.1 Academic and General misconduct categories

All academic and general misconducts/breaches will be classified as per the below categories based on the case and the evidence submitted by the trainer/assessor and the student:

- i. Serious breach – misconducts of serious nature or minor misconducts committed on more than two occasions
- ii. Minor but systemic breach – minor misconducts committed on two occasions
- iii. Minor one-off incident – minor misconduct committed on a single occasion
- iv. No breach – no misconduct committed

9.2 Disciplinary Actions

i. Serious breach/misconduct:

a. Academic:

- i. Plagiarism: Committed on more than two occasion. Student enrolment to be cancelled from the course of study.
- ii. Fraud, cheating, contract cheating: Committed on more than two occasion. At the discretion of the Director of Operations, RTO & Compliance Manager or other delegated officer, the student may be dismissed from the course and any future enrolments cancelled.
- iii. Documents falsification and forgery: Penalties may include but not limited to:
 - o instant dismissal from the course the student is studying and/or
 - o \$600 penalty for falsifying information (for e.g., placement timesheet and logs) and/or
 - o \$800 penalty for forgery (for e.g., forging workplace supervisor's signature in the log book or placement timesheets)

- b. General: College may cancel the student's enrolment in extreme general misconducts and unlawful acts where the case is being reported to the police or to the court for the possession of weapons, illegal drugs, physical attack to the staff, general public and students. Misconduct involving bullying, harassment, assault, sexual harassment, discrimination or any behavior which impacts on the safety and wellbeing of others, and in such cases, instant expulsion will apply. Full recovery of costs for any damage/theft as a result of student's general misconduct and unlawful behavior.

ii. Minor but systemic breach/misconduct:

- a. Academic
 - i. Plagiarism: Student Services department will issue an official warning letter, to which the student will be required to provide a written response. Student will require to resubmit their work.
 - ii. Fraud, cheating, contract cheating: Student Services department will issue an official warning letter, to which the student will be required to provide a written response. Student will require to resubmit their work.
- b. General: Formal notice/warning in writing to the student identifying that an act of misconduct has been committed, including a warning that any subsequent offences may result in more serious actions being taken by the College including referral to police and other authorities. Full recovery of costs for any damage/theft as a result of student's general misconduct and unlawful behavior.

iii. Minor one-off breach/misconduct:

- a. Academic:
 - i. Plagiarism: First act of plagiarism. Trainer will provide a verbal warning and provide additional training/ information regarding plagiarism and source acknowledgement/referencing. Student will require to resubmit their work.
 - ii. Fraud, cheating, contract cheating: Trainer will provide a verbal warning and provide additional training/ information regarding plagiarism and source acknowledgement/referencing. Student will require to resubmit their work
- b. General: Verbal notice/warning to the student identifying that an act of misconduct has been committed, including a warning that any subsequent offences may result in more serious actions being taken by the College including referral to police and other authorities. Full recovery of costs for any damage/theft as a result of student's general misconduct and unlawful behavior. Student will be communicated verbally of the same and however the offence note will be recorded in their profile/accounts.

iv. No breach/misconduct:

- a. Academic: No action needed. Student is notified of the outcome and information removed from the student's profile/accounts. No records maintained.
- b. General: No action needed. Student is notified of the outcome and information removed from the student's profile/accounts. No records maintained.

Note: In any activity that includes a third party, the student must be aware that the third party may take legal action on the student in addition to the action taken by Queensford College.

9.3 Identifying the specific misconducts:

- **General misconduct and unlawful behavior:** Report by Queensford College staff and fellow students on such behavior as listed on section 7.8. Such misconduct reports should be substantiated by supporting evidence, for e.g., photographs of the property destroyed by the student.
- **Forgery and Falsification:** All student work is verified with the student's workplaces. While doing so if the approved workplace/workplace supervisor confirm that they have not observed the student undertaking the said task in the log books and/or that they haven't put any signature in the student placement document. In case of presenting fraudulent documentation, e.g., signatures/hours/activities within work placement logbooks), the logbook will not be accepted and the student will be required to re-complete vocational placement hours. The expense attached to re-assessment will be payable by the student,

with the fee amount to be determined by the RTO & Compliance Manager as per the relative cost incurred by the College for trainer hours for re-assessment. Queensford college takes serious action against the falsification and forgery of documentation including forgery of another person's signature series. Upon investigation if a student is found to Falsifying and Forges information on any Queensford College documentation, Queensford College may issue a range of penalties. It is a criminal offence under the Crimes Act to "Forgery – making false document" which can lead to a maximum penalty – Imprisonment for 10 years".

- **Plagiarism:** Trainer/assessor can identify the misconduct by using various techniques and/or by using plagiarism detection software. These are some of the techniques that trainer may use to detect the misconduct such as:
 - By copying the suspected text from the student work and pasting it in the search engine
 - Finding irregularity in the writing pattern- such as font, size, unit of measurements
 - Lots of quotation marks in the student work without properly citing the references
 - Student using very complex and technical sentences in the student work
 - Presence of external links (hyperlinks) within the text
 - Presence of use of incorrect citation

Trainer/Assessor will collect all evidence of the misconduct including the source where the student work is copied from and the work submitted by the student. The trainer must determine whether the act was deliberate or unintentional due to a lack of understanding of plagiarism or required source acknowledgement/referencing. Student may require to re-attempt the whole assessment or part of it in case of plagiarism.

- **Cheating:** Report by a trainer/assessor of student being caught copying work of other students, seek unfair advantage or assistance such as use of digital devices connected to the internet, or helping and consulting with other students while completing a task under test conditions. Where it is found that a student has permitted another student to copy answers in an examination or assessment task, then both students will be asked to report to the RTO & Compliance Manager (or delegated nominee) as soon as the incident is discovered. The Trainer/Assessor must provide evidence of the alleged cheating. Trainer/Assessor must also provide evidence in relation to any other alleged acts of cheating or contract cheating.
- **Contract cheating (Ghost writing):** If a trainer/assessor do not find the student work to be significantly plagiarised but there is: significant improvements in the standard of the work compared to their previous work and submission and/or; non-existent references cited and/or; the assessment task is completed alarmingly within very short period of time. Trainer/Assessor can invite the student to discuss and verify the work submitted by the students face to face or via meeting software. Trainer/Assessor should make a note and present with other evidence if the student cannot demonstrate that they have acquired the knowledge/skills to the extent they have outlined in their work.

10. Recording

All acts of academic misconduct and resulting disciplinary measures/outcomes will be recorded against the student's records. All the communications and decisions are recorded in student profile. However, in the event of the student being found not breaching the code of conduct, all the records pertaining to the suspected misconduct are removed permanently from their profile. All plagiarism cases must also be added to the Plagiarism Register.

11. Reassessment fees

At the event of student requiring to attempt/submit the assessment(s) again including the work placement observations and completion of log books, as a result of academic misconduct, reassessment fees may apply as per the Assessment Policy and Procedure and Fees Payment Policy and procedure.

12. Appeals

If a student wishes to appeal against the disciplinary actions may do so through Queensford College's Complaints and Appeal Process by submitting (replying to the decision email) the completed Complaints and Appeal Form within 20 days of the decision being made. While lodging the appeal against the decision, student may submit additional evidence or explanation not submitted prior in the same case. Please refer to Queensford College Complaints and Appeal Policy and Procedure. The policy and the form can be accessed from the website: www.queensford.edu.au

13. Associated documents

- Student Agreement
- Complaints and Appeal Policy and Procedure
- Course Progress Monitoring Policy Procedure
- Assessment Policy and Procedure
- Fee Payment Policy
- Student Handbook
- Plagiarism Register