

Student Conduct Policy and Procedure

1. Purpose

STC is committed to a safe, inclusive, respectful and productive training environment. This policy states the conduct expected of students and provides a proportionate, evidence-based and procedurally fair process for preventing, reporting, assessing and responding to alleged misconduct. It also establishes punctuality and attendance expectations needed to protect safety, minimise disruption and support quality training and assessment outcomes.

2. Scope

This policy applies to every person enrolled with STC, whether studying on campus, online, in a workplace, at a third-party site, on an excursion or placement, at an event, or using STC systems or social media. It applies to conduct connected with STC, a course, another community member, or the safety, integrity or reputation of STC. Staff misconduct is managed under the relevant employment policy. Academic integrity matters are initially managed under STC's Assessment and Academic Integrity Policy but may also be dealt with here when serious, repeated or connected with other misconduct.

3. Regulatory framework

- National Vocational Education and Training Regulator Act 2011 and the 2025 Standards for RTOs, including requirements for quality training, student support, reasonable adjustment, wellbeing, information and complaints.
- Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018, particularly Standards 6, 8, 9 and 10.
- Work Health and Safety Act 2011 (NSW) and applicable safety legislation.
- Anti-Discrimination Act 1977 (NSW), Age Discrimination Act 2004, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and Sex Discrimination Act 1984.
- Privacy Act 1988, Copyright Act 1968 and applicable criminal law.
- The relevant training product, licensing rules, workplace requirements, written agreement and STC policies.

4. Principles

- Every person is treated with dignity, respect and cultural safety and is protected from discrimination, harassment, bullying, vilification and victimisation.
- Students are told the allegation and relevant evidence, have a reasonable opportunity to respond, and receive written reasons and appeal information.
- Decision-makers are impartial; conflicts of interest are declared and managed; findings are made on the balance of probabilities based on reliable evidence.
- Responses are proportionate to seriousness, risk, intent, impact, prior relevant findings and mitigating circumstances.
- Reasonable adjustments and support are considered without compromising safety, assessment integrity or training product requirements.
- Interim safety measures are precautionary, targeted, time-limited and reviewed; they are not a finding of misconduct.
- Confidentiality is maintained as far as reasonably possible, and retaliation or victimisation is prohibited.

5. Definitions

Term	Meaning
Bullying	Repeated unreasonable behaviour directed towards a person or group that creates a risk to health and safety. Reasonable management or training action carried out lawfully and reasonably is not bullying.

Term	Meaning
Discrimination	Treating, or proposing to treat, a person unfavourably because of a protected attribute, or imposing an unreasonable condition that disadvantages people with a protected attribute.
Harassment	Unwelcome conduct that a reasonable person would anticipate could offend, humiliate or intimidate. Harassment may be a single serious incident or repeated conduct.
Misconduct	Conduct that breaches this policy, another lawful STC requirement, the written agreement, a workplace or safety rule, or applicable law.
Procedural fairness	A fair process including notice of the case, opportunity to respond, an impartial decision-maker, consideration of relevant evidence and written reasons.
Restriction	A temporary limit on access to specified premises, activities, systems, facilities or people.
Sexual harassment	An unwelcome sexual advance, request for sexual favours or other unwelcome conduct of a sexual nature in circumstances where a reasonable person would anticipate the possibility of offence, humiliation or intimidation.
Suspension	A temporary pause in enrolment or specified participation rights, managed under P004 where it affects enrolment.
Victimisation	Subjecting a person to detriment because they made, supported, participated in or were associated with a complaint, report or proceeding.
Vilification	A public act that incites hatred, serious contempt or severe ridicule of a person or group because of a protected attribute.

6. Student rights and responsibilities

Students have the right to:

- be treated fairly, respectfully and without unlawful discrimination;
- learn in a safe, inclusive and productive environment;
- receive clear course, timetable, assessment, attendance and conduct information;
- access trainers, support, wellbeing services and reasonable adjustment;
- raise concerns or complaints without victimisation;
- respond to allegations, use a support person and access complaints and appeals; and
- have personal information handled lawfully and securely.

Students are responsible for:

- acting honestly and with integrity, including submitting authentic assessment evidence;
- attending punctually, participating actively and completing required training and assessment;
- treating students, staff, visitors, employers and community members with courtesy and respect;
- following reasonable instructions, WHS controls, workshop rules and PPE requirements;
- using STC property, technology, information and facilities lawfully and carefully;
- maintaining privacy and confidentiality and obtaining consent before recording another person;
- reading and responding to official communications and keeping contact details current; and
- reporting hazards, incidents and serious conduct concerns promptly.

7. Standards of conduct

Students must not:

- bully, harass, sexually harass, discriminate against, vilify, threaten, intimidate, stalk, assault or victimise another person;
- disrupt training or assessment, repeatedly interrupt, use abusive or offensive language, or refuse a reasonable direction;
- attend while impaired by alcohol or drugs, or possess, use, distribute or supply an unlawful substance, weapon or prohibited item;
- act unsafely, interfere with safety equipment, enter a restricted area, misuse machinery or fail to wear required PPE;
- steal, damage, misuse or access without authority any property, system, account, record or confidential information;
- cheat, plagiarise, collude improperly, impersonate another person, fabricate evidence or use AI contrary to assessment instructions;
- make knowingly false or misleading statements or provide fraudulent documents;
- photograph, record, post or distribute images, audio, personal information, learning resources or assessment material without authority;
- represent themselves as speaking for STC without authority, or use social media in a way that breaches law, privacy, confidentiality or this policy;
- engage in conduct at a workplace or third-party site that breaches that organisation's lawful rules; or
- make a complaint in bad faith knowing it is false. A complaint that is unsubstantiated, mistaken or strongly expressed is not misconduct merely for that reason.

8. Punctuality, late arrival and attendance

Late arrival to training

Students are expected to arrive before the scheduled commencement time for all training and assessment sessions. Students arriving more than 15 minutes after the scheduled start time may be refused entry where the trainer determines that:

- critical safety information or assessment instructions have already been delivered;
- entry would disrupt the learning of other students; or
- the student would be unable to successfully participate in the remaining training or assessment.

Where entry is refused, the student will be recorded as absent for that session and will be required to complete any missed training or assessment in accordance with STC's attendance and assessment procedures. A refusal is an operational safety and learning decision, not by itself a disciplinary finding. The trainer records the arrival time and reason for refusal and advises the student of the next steps. Emergencies, disability-related needs and other relevant circumstances are considered, including reasonable adjustment where appropriate and safe.

Minimum attendance requirement

Students are required to attend a minimum of 80% of all scheduled training sessions for each unit of competency. Attendance is calculated using the scheduled training sessions or hours for that unit, as specified in the timetable and training plan. Late arrival, early departure or partial participation may be recorded proportionately. An approved or supported absence remains an absence for calculating participation unless STC determines that an equivalent approved training activity has replaced the missed session.

STC monitors attendance regularly and contacts students before they fall below, or as soon as practicable after they fall below, the minimum. Support may include catch-up training, a revised plan, additional tuition, referral, reasonable adjustment or employer liaison. Students who fail to achieve the minimum attendance requirement may be required to repeat the unit where missed training cannot reasonably be recovered and the student is unable to complete the required training and demonstrate competency. Any repeat decision must be based on the training product, safety and licensing requirements, the student's actual training needs and assessment evidence—not attendance percentage alone. Applicable fees and appeal rights are communicated in writing before repetition is required.

Attendance is an STC participation requirement and an indicator of progress. Competency is determined only from valid, sufficient, authentic and current assessment evidence. For overseas VET students, this 80% rule does not by itself create an ESOS attendance-reporting condition. Visa-related monitoring and any PRISMS report are governed by P001 and National Code Standard 8.

9. Reporting a conduct concern

A student, staff member, employer, visitor or other affected person may report a concern verbally or in writing to a trainer, Student Support Officer, RTO Manager or General Manager. STC records the concern in writing and confirms its substance with the reporter where practicable. Anonymous reports may be assessed, but anonymity can limit investigation and response. A person may also contact police, emergency services, a regulator, human rights body or other external authority. STC's process does not remove that right.

Immediate danger is reported to 000 and managed under STC's emergency and critical incident procedures. Disclosures of sexual assault, sexual harassment, family violence or other trauma are handled sensitively, with choice and control preserved as far as lawful and safe. STC will not pressure a victim-survivor to make a police report, but may need to act where there is an immediate or serious risk or a legal reporting duty.

10. Initial assessment and interim safety measures

1. The RTO Manager or delegate assesses jurisdiction, immediate safety, welfare and support needs, seriousness, possible conflicts of interest, preservation of evidence and whether another policy or external authority is more appropriate.
2. STC may resolve a minor matter informally where appropriate and agreed, but will not require informal resolution for violence, sexual harm, serious harassment, discrimination, threats or a significant power imbalance.
3. Where necessary to control risk, STC may impose a temporary restriction, alternative class, no-contact direction, supervised access or precautionary exclusion while enquiries occur.
4. Interim measures are documented, communicated, reviewed regularly and kept no broader or longer than necessary. They do not imply guilt and should minimise educational disadvantage where reasonably possible.

11. Investigation and determination

5. The student receives written particulars of the alleged conduct, the provisions potentially breached, possible consequences and a reasonable response timeframe. Relevant evidence is provided or summarised, subject to privacy, safety and legal restrictions.
6. The student may respond in writing or at a meeting and may be accompanied by a support person. Accessibility, language and cultural needs are accommodated where reasonably possible.
7. An impartial investigator gathers relevant evidence, speaks with relevant people and keeps an adequate record. The investigator does not assume that an allegation is established merely because a report was made.
8. The authorised decision-maker determines on the balance of probabilities whether misconduct occurred, taking particular care where allegations or consequences are serious.
9. The student receives the finding, reasons, evidence relied on, outcome, effective date, any corrective requirements and internal appeal rights in writing.
10. STC informs the reporter of the completion and any information reasonably necessary for safety or support, while protecting the respondent's privacy and confidential disciplinary information.

STC normally aims to complete a misconduct matter within 20 working days after sufficient information is available. If more time is required because of complexity, safety, availability or an external process, affected parties are advised of the delay and expected next update.

12. Outcomes and sanctions

Where no breach is established, STC closes the matter and considers whether any support, relationship repair or record clarification is appropriate. Where a breach is established, one or more proportionate outcomes may include:

- guidance, education, coaching, mediation where appropriate, or a direction to cease conduct;
- a formal apology or written undertaking, where safe and appropriate;
- a verbal or written warning;
- a behaviour, attendance, safety or support agreement;
- required remedial training or supervised participation;
- restitution for proven loss or damage, subject to law and the written agreement;
- restriction from specified premises, activities, systems, people or facilities for a defined period;

- reassessment or a Not Yet Competent outcome only where assessment integrity was affected and in accordance with the Assessment and Academic Integrity Policy;
- suspension or cancellation of enrolment under P004; or
- referral to an employer, apprenticeship authority, regulator, police or other body where authorised or required.

The decision-maker considers seriousness, intent, actual and potential harm, safety risk, frequency, relevant prior findings, insight, cooperation, mitigating circumstances, accessibility needs, impact on others and the student, and whether a lesser outcome can manage the risk. Previous findings may inform sanction but not whether the current allegation occurred.

13. Serious conduct and external reporting

STC may refer suspected criminal conduct or a serious safety matter to police or another authority where required by law, necessary to address a serious threat, or otherwise lawful and appropriate. Evidence is preserved and disclosure is limited to what is authorised. An external investigation may proceed alongside STC's process, or STC may pause aspects of its process where necessary to avoid prejudice, while maintaining safety and support measures. STC does not investigate beyond its competence or make findings of criminal guilt.

14. Suspension, cancellation and overseas students

Any conduct outcome that suspends or cancels enrolment must also comply with P004. For an overseas student, STC gives written notice of its intention and reasons and advises the student of the right to access the internal complaints and appeals process within 20 working days. The action does not take effect until the internal appeal is completed unless STC documents that the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. STC advises the student to seek Home Affairs advice and reports the enrolment change in PRISMS as required. A course-progress or attendance report is handled separately under P001.

15. Appeals

A student may appeal a misconduct finding, sanction, attendance repeat decision or related procedural decision under the Complaints and Appeals Policy within 20 working days of notification. Grounds may include procedural unfairness, unreasonable or unsupported findings, disproportionate outcome, factual error or relevant new evidence that could not reasonably have been provided earlier. The appeal is considered by a person not involved in the original decision and with sufficient authority and competence. Overseas students also receive the external appeal information and protections required by National Code Standard 10.

16. Records, privacy and protection from victimisation

STC retains reports, risk assessments, evidence, communications, meeting records, interim measures, findings, reasons, sanctions, appeals, attendance records and system actions securely and with access limited to authorised persons. Records distinguish allegations from substantiated findings. Information is disclosed only as authorised or required, including for safety, procedural fairness, regulation or law enforcement. All parties must avoid victimisation, retaliation, intimidation and unauthorised disclosure. Alleged retaliation is assessed as a separate and potentially serious breach.

17. Responsibilities and quality assurance

Role	Responsibilities
General Manager	Approve policy; oversee serious or systemic risk; ensure resources and governance.
RTO Manager	Own implementation; triage allegations; appoint impartial investigators and decision-makers; approve serious sanctions; ensure P004 and ESOS controls.
Compliance Manager	Advise on procedural and regulatory requirements; audit records, timeliness, patterns, PRISMS and corrective actions.
Trainers and assessors	Set expectations; apply punctuality and safety decisions

Role	Responsibilities
	consistently; record attendance; address minor conduct; report serious concerns.
Student Support Officer	Provide accessible information, safety planning, wellbeing referrals and support through investigation and return to study.
Students	Meet conduct, punctuality and attendance requirements; cooperate honestly; preserve confidentiality and comply with lawful outcomes.

The RTO Manager reviews implementation at least annually and following any serious incident, substantiated appeal, recurring lateness or attendance issue, regulatory change or identified inequity. Review considers patterns, consistency, timeliness, safety, student outcomes, sanctions, cohort impacts, complaints and training needs. Improvements are recorded and implemented through STC's continuous improvement system.

18. Related STC documents

- Student Handbooks and Code of Conduct acknowledgement
- P004 Deferral, Suspension and Cancellation Policy
- P001 Completion, Progress and Attendance Policy
- P003 Complaints and Appeals Policy
- P069 Work Health and Safety Policy
- P002 Critical Incident Policy
- P008 Privacy and Records Management Policy

Appendix A – Conduct response matrix

Level	Examples	Typical response	Authorisation
Operational / minor	First lateness, low-level disruption, inadvertent rule breach	Clarification, coaching, attendance record, direction, support or informal warning.	Trainer / Coordinator
Moderate / repeated	Repeated lateness, refusal of direction, repeated disruption, misuse of resources	Written allegation and response; warning, behaviour/attendance agreement, remedial action or restriction.	RTO Manager / delegate
Serious	Threat, violence, sexual harm, weapon, drugs, deliberate major safety breach, fraud, serious harassment or repeated misconduct	Immediate risk controls; formal investigation; restriction, suspension/cancellation or external referral if substantiated.	RTO Manager / General Manager
Enrolment action	Outcome may suspend or cancel enrolment	Apply P004 notice, internal appeal, welfare-risk and ESOS/PRISMS controls.	General Manager / authorised delegate

Appendix B – Compliance alignment

Requirement	Policy response
2025 Standards – quality training and sufficient	Sections 6–8 link punctual participation and the 80% institutional requirement to structured training, missed

Requirement	Policy response
opportunity to learn	learning and individual recovery—not automatic competency.
2025 Standards – safe, inclusive and accessible learning	Sections 4–7 and 9–13 establish respectful conduct, WHS, anti-discrimination, support and reasonable adjustment.
2025 Standards – complaints, fairness and continuous improvement	Sections 10–17 provide impartial investigation, written reasons, appeals, records and systemic review.
National Code 2018, Standards 6 and 8	Sections 6, 8 and 14 provide overseas-student support and separate attendance/progress monitoring from misconduct.
National Code 2018, Standards 9 and 10	Sections 14–15 apply notice, 20-working-day internal appeal, welfare-risk exception, PRISMS and external appeal safeguards.

Document control	Details
Policy owner	RTO Manager
Approved by	General Manager
Version	3.0
Effective date	12 August 2025
Next review	12 August 2027, or earlier following regulatory or operational change
Applies to	All STC students in all delivery modes and STC-related activities
Supersedes	Version 2.1