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Student Code of Conduct Policy

Policy

The Student Code of Conduct Policy and associated procedure sets out the behavioural and academic expectations AIAC requires from its student cohorts.

Scope

This policy and procedure applies to all cohorts training in an accredited program at AIAC. Some additional requirements apply for overseas students.

Governing Authority

The policy is written using the guidance and framework of The *Education Services for Overseas Students Act 2000* (the ESOS Act) and the Standards for Registered Training Organisations 2015.

Responsible Parties

The RTO Compliance Officer (RCO) is responsible for the development of this Policy.

The RTO CEO takes responsibility for the implementation of this policy and ensuring all staff of AIAC are fully advised of the policy and have easy access to it at all times.

1 Introduction

Students training at AIAC will be required to abide by these policies at all times. Where a breach or suspected breach has occurred, employees should follow the procedures listed in the 'Student Code of Conduct Breach Procedure' document.

AIAC practices integrity, openness and professionalism in all it seeks to achieve. The college expects the same from those who choose to study here. We expect all students to comply with all Australian laws and any intentional decision to break any law could jeopardise the students continual learning at AIAC. Good behaviour is essential for success at AIAC. All students should recognise that any voluntary and or consistent breach by any student of the code of conduct could result in disciplinary action possibly affecting their enrolment at AIAC and for international student's notification of the DOHA may be necessary. Students can appeal any disciplinary action through our appeals and complaints policies. A student will be notified in writing of any intention from AIAC to deliver disciplinary action.

2 Code of Conduct

2.1 Uniform Code of Conduct

2.1.1. As a career minded, professionally orientated pilot student, it is important to receive a sound foundation not only in operational flying but also in areas such as self-discipline and appearance. Learning proper conduct and dress are important steps to becoming a professional pilot. Students are expected to be in full uniform at all times during all training activities.


2.1.2. The student will need to provide and wear to class (theory and prac) their pilot uniform:

- Pilot style white shirt with double-breasted button-down pockets
- Black trousers
- Black socks
- Black shoes (non-sport style) with a rigid non-slip sole
- A pair of sunglasses (when flying)
 - All clothing must be flame and fire resistant.

2.1.3. Additionally:

- Students dress and grooming shall be neat, clean, ironed and in good repair
- Hats worn with the uniform should AIAC issued caps. Hats are not to be worn in the classrooms and headbands are not permitted for any academic training.
- Hair, including facial hair should be neat and clean. Hairstyle accessories should be minimal and comply with general industry standards.
- No clothing will be permitted on campus that displays profanity, drugs, alcohol, suggestive phrases or other offensive material.

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RTO Compliance Officer		CRICOS Code: 03903C	

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- Students should understand that even after class hours they are representing, not only AIAC, but an industry of integrity and professionalism. Therefore, AIAC ask students to act respectfully at all times.

2.2 Alcohol and Drugs

- 2.2.1. AIAC maintains a zero blood and alcohol policy for all students and employees in all of its facilities. Part 99 of CASR gives effect to Part IV of the Civil Aviation Act 1988, by establishing a framework for the development of drug and alcohol management plans (DAMPs) covering persons involved in safety sensitive aviation activities and a regime for random drug and alcohol tests conducted by or on behalf of CASA. All students and staff at AIAC must comply the DAMP policy and procedures as outlined in the Part 142 Exposition.
- 2.2.2. Students who use, possess or are under the influence of illegal drugs or alcohol at college present a hazard to themselves and others. Each student must understand potential criminal consequences might apply if a person shows signs and is proven to be under an intoxicating influence. AIAC reserves the right to request medical testing at an independent laboratory to determine if drug or alcohol abuse has occurred. If the student test positive for banned substances or alcohol the students training at the college will be immediately suspended. The case will be reviewed by college management and the students training at AIAC may be terminated. Students who require drugs for medication must provide appropriate documentation from an Australian registered GP and the medication must comply with all CASA requirements for Pilots.
- 2.2.3. Any students participating in any illegal activity relating to the possession, sale or use of any banned substance will be immediately reported to the Australian Police for possible prosecution under Australian Law. If the cadet is an international student, this may affect their VISA and ability to stay in Australia. The DoHA may be notified.
- 2.2.4. Alcohol and drugs are prohibited at all times whilst on campus.
- 2.2.5. Students are required to undergo random drug and alcohol tests.
- 2.2.6. All medications must be cleared for use by a DAME.

2.3 Smoking


- 2.3.1. Smoking of any kind is not permitted in any facility managed by AIAC. Including classrooms, Hangars, outdoor recreation areas, accommodation, aircraft, office space, airport or any other public area relating to the college and its training services.
- 2.3.2. In Australia, Smoking is banned in all enclosed public places and certain outdoor public areas, under the Smoke-free Environment Act 2000 and the Smoke-free Environment Regulation 2016. These bans protect people from harmful second-hand tobacco smoke. There is no safe level of exposure to second-hand smoke.
<http://www.health.nsw.gov.au/tobacco/Pages/smoke-free-laws.aspx>

2.4 Student Obligations

A student has an obligation to:

- 2.4.1. Take Personal Responsibility
 - Dress professionally and clean
 - Have fresh breath and clean personal hygiene
 - Arrive on time
 - Study hard for best outcomes
 - Read and comply with all course policies and procedures
 - Comply with all Australian Law
- 2.4.2. Maintain Honesty and Integrity
 - Be polite and humble to others
 - Show integrity in study and exams
 - Do not steal any college or other personal property
 - Cheating is unacceptable
 - Participate in all assessments and try hard
- 2.4.3. Show respect always

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- Be racially responsible and culturally sensitive
- Avoid all possible discriminatory behaviour towards any group or type of people.
- Not engage in any sexual, physical or verbal harassment and abuse
- In class, use polite gestures to ask questions, never interrupting an instructor
- Do not show any disrespect to another participant or RTO staff member
- Follow instructions from staff
- Be gently and politely to everyone
- Respect privacy of others

2.4.4. Ensure Safety and respect to Property

- Never act in any unsafe manner
- Never arrive at RTO under the influence of drugs and alcohol
- Keep common areas clean and tidy
- Handle all textbooks and college resources with care
- Weapons of any kind are not permitted on campus or in accommodation
- Comply with all Aviation safety practices and requirements
- Report any and all damage to college resources to your instructor
- use AIAC's property only for the purpose for which it was designed
- take good care of AIAC's property and ensure it is properly maintained and serviced as directed
- ensure that AIAC's property is used in accordance with any relevant operating instructions or procedures
- refrain from modifying AIAC's property without prior written approval from AIAC
- obtain prior written permission from General Manager if the employee wishes to use AIAC's property for non-work purposes (eg. personal use)
- not remove employer property from AIAC's premises or designated storage places without the prior permission of the relevant manager or supervisor
- not deliberately damage AIAC's property
- Not place AIAC's property in circumstances where it could be stolen or damaged

2.4.5. A student at AIAC has the right to be treated with the utmost respect. The respect awarded to a student from any college staff member will be and should be at the highest levels. If any student feels they have been mistreated or disrespected, we encourage the student to follow the procedures in the Complaints Policy to have the matter resolved.

2.5 Plagiarism

2.5.1. If a student is suspected of cheating or performing an act of misconduct whilst attempting a theory exam that is conducted and supervised by the company, the conducting officer must stop the exam immediately and notify the Head of Operations whom must notify CASA to ensure the requirements of CAR 289A,B and C are satisfied.

2.6 Acceptable use of technology

2.6.1. The use of college equipment and WIFI is a privilege not a right. The privilege can be removed at any time. This policy will provide guideline for internet, social media, use of computers and other mobile or portable devices.




2.6.2. WIFI access is granted on the condition it is used for study purposes only. WIFI access is not permitted for personal use.

2.6.3. The student must be aware that the college has the ability to track an individual's browsing history through the college's IT department.


2.6.4. If a student is suspected of illegal activity or breaches of this policy their internet use can be tracked and monitored.






2.6.5. Australia has very strict anti-piracy laws relating to the copying and downloading (piracy) of digital content.

2.6.6. The following activities are not permitted on the company WIFI or computer systems:

-  Personal downloading such as tv shows, music, movies, software etc.
-  Viewing or sharing of illegal or pornographic materials
-  Any Illegal activity or downloading of any kind

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-  Any uploading or Peer to Peer file transferring not related to study
-  Gain access to any AIAC files or any other unauthorized access to company networks or systems
-  Tamper, modify or change any college software or system
-  Online gaming, music streaming, reading newspapers or magazines
-  Personal computers or mobile devices are encouraged to be used at college for study purposes.

2.7 Social Media

- 2.7.1. Social media is a powerful tool which can be used to enhance a person's study and journey at AIAC. It will help build relationships and communicate with those friends and family you left to study at the college.
- 2.7.2. The college encourages each student to share and document their journey as they become a pilot.
- 2.7.3. To help equip and protect the student and the college, the following is not permitted by any student while studying at AIAC.
- Use of social media is prohibited on college devices
 - Use of social media is not permitted in any training or classroom activities
 - Discrimination, bullying, harassment of any kind to any individual, persons, race, culture, religion or group is not permitted.
 - A student's view or opinion should not be presented in a manner that implies or could be interpreted as the view or policy of the college
 - Disclose confidential or personal information relating to any individual or the college
- 2.7.3. For any posts relating to the college, the following applies
- AIAC may request it to be removed. Refusal to remove may result in termination of training at AIAC
 - The college may report any abuse of social media to appropriate Police and law agencies.
 - When an image or text is used, the college may re-post, save, re-use and modify for any purpose relating to marketing or promotion of the college
 - The student agrees to not post any material, comments, suggestions, photos etc. that brings the college into disrepute or brings questions to its reputation; whilst studying at college or after graduation. Breach of this may result in legal action toward the student.

2.8 Selfies

- 2.8.1. AIAC take a strong stance on 'selfies' whilst flying. There are numerous hazards with taking your focus off flying a plane, much like using your phone whilst driving, but with possibly more severe implications. Whilst we recognise that achieving your first solo flight is a special occasion, it is not the time to be distracted or have your attention focused on anything other than controlling the airplane. Once you have landed, your instructor will be happy to take photos with you.
- 2.8.2. Under certain circumstances, once you have been deemed competent in certain areas (normally after Progress Check B), you may be able to take a 'selfie'. Confirm with your instructor before your flight.


2.9 Mobile Phone

- 2.9.1. Mobile phones are permitted on campus but can only be used during study breaks
- 2.9.2. Silent mode is enabled for all training activities
- 2.9.3. Phone are not touched when in operation of an aircraft
- 2.9.4. A phone is never used to impact or compromise another person's personal privacy
- 2.9.5. Australia has very strict laws relating to the use of mobile phones while operating a vehicle or other machinery. All students should familiarize themselves with these laws. See <http://roadsafety.transport.nsw.gov.au/> for more information.

2.10 Other code of conduct requirements

- 2.10.1. Swearing is not acceptable in the classrooms or aircraft.

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- 2.10.2. Disclosing personal information of other students or employees is prohibited any may result in significant fines. Refer to our Personal Information and Privacy Policy for more details.
- 2.10.3. Accommodation is to be kept clean in accordance with our House Rules policy.
- 2.10.4. AIAC have a 'Clean Desk' policy. This means your study area, desk and surrounding areas (bins, lunch areas, print room etc.) should be kept clean and tidy at all times.
- 2.10.5. All students should adhere to best hygiene practices to help prevent sickness or disease from spreading. This includes showering and brushing teeth regularly.
- 2.10.6. Students are required to abide by all NSW, Australian and Aviation regulations at all times.
- 2.10.7. Damages to property or equipment may need to be paid for by the Student.

2.11 Vehicles

- 2.11.1. AIAC provide transport as part of your tuition fees. The student should maintain best behaviour whilst travelling in the AIAC buses
- 2.11.2. The student shall respect and listen to the driver at all times
- 2.11.3. No food or drink (excluding water) is to be consumed on the bus
- 2.11.4. Overseas students are not permitted to own or drive a vehicle unless (AIAC will require evidence of the following):
 - 2.11.4.1. *The student reads the NSW road users handbook,*
 - 2.11.4.2. *He/She obtains a NSW drivers licence,*
 - 2.11.4.3. *Pays the Registration and CTP insurance,*
 - 2.11.4.4. *He/She purchases Comprehensive car insurance,*
 - 2.11.4.5. *Maintains the vehicle by following the manufacturers servicing requirements,*
 - 2.11.4.6. *Immediately reports any incident to an AIAC employee.*


3 Misconduct

Misconduct (which is any breach of the AIAC Code of Conduct) may result in immediate termination, suspension or another penalty deemed sufficient by management.

3.1 Code of conduct breaches

- 3.1.1. Immediate termination may apply when:
 - 3.1.1.1. A student fails a drug or alcohol test
 - 3.1.1.2. Serious breach of House Rules
 - 3.1.1.3. AIAC confirms a student has verbally or physically abused another student, employee or member of the public
 - 3.1.1.4. A student intentionally performs dangerous manoeuvres without prior approval
 - 3.1.1.5. A student takes an airplane without prior approval
 - 3.1.1.6. Intentional destruction or damage to AIAC, or another person's equipment and belongings (digital or physical).
 - 3.1.1.7. Disclosing confidential information about the company, its employees or students.
 - 3.1.1.8. Failure to pay tuition fees or other expenses
 - 3.1.1.9. A student is caught cheating on more than one occasion
 - 3.1.1.10. A breach of Federal, State or Civil Air regulations
 - 3.1.1.11. Any other serious offence or breach of the written agreement.
- 3.1.2. For minor breaches, AIAC will first issue a warning to the student. This may be formal or informal. All formal warnings will be recorded and kept in the student file.
- 3.1.3. Continued breaches may result in termination, suspension or another penalty deemed sufficient by management.
- 3.1.4. For overseas students, poor attendance and poor progress is considered as misconduct and may see your enrolment terminated. A warning letter will be issued for your first breach. A second warning letter and a notice of intent to cancel enrolment will be issued for continued breaches.

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3.1.5. Any breach of the code of conduct policy will result in the student being asked to attend a Training Review Meeting. This meeting may activate the Student Intervention Strategy.

3.1.6. Allegations of misconduct will be thoroughly investigated before being dealt with. Management reserves the right to suspend training during the investigation.

3.2 Reporting Misconduct

3.2.1. Students may report actual or suspected breaches of the code of conduct policy. This may be done anonymously, however anonymous reporting often impacts on the ability to investigate issues.

3.2.2. If you suspect a student or employee conducting in inappropriate behaviour, you may report this by filling out the Hazard and Incident Report form (9B16) from the intranet or by meeting with a senior member of staff, or by contacting your Student Contact Officer.

3.2.3. AIAC will take all reports seriously and will investigate matters fairly and without prejudice or presumption.

3.2.4. All information is to be kept private and confidential.

4 Complaints and Appeals

The Complaints and Appeals policy and procedure can be found at <https://rebrand/ly/student-policies>.

4.1 Complaints & Appeals policy (summary)

4.1.1. All students have the right to access the company's complaints and appeals process

4.1.2. Students will have 20 working days to access the complaints and appeals process

4.1.3. If the student disagrees with the outcome, they may appeal the result, either internally or externally.

4.1.4. Students may access the process at no charge to them

4.1.5. AIAC can recommend external agencies qualified to assist the student; but AIAC is not obliged to assist in sourcing external assistance.

4.1.6. The student is responsible for arranging and paying for any external assistance.

5 Student Support

AIAC have a range of student support options available. Please refer to your Student Contact Officer if you need assistance with any matter.

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6 Review of policy and procedures

The Student Code of Conduct policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the Compliance officer. The document map and control register (AIAC-QHS-RG-006_V1) will be used to manage the review schedule.

Date implemented	15/03/2021	Review date:	01/03/2022
Authorised by:	D. Murray	New version no.	1

6.1 Amendments and Version history

Version no.	Amendment date	Amendment details	Amended by	Date of inclusion
1.0		Original document created and released	D. Murray	15/03/2021

7 Related documents to the Code of Conduct policy

- Complaints and Appeals Policy -----AIAC-QHS-PP-001_v1
- Complaints and Appeals Procedure-----AIAC-QHS-PP-002_v1
- Complaints form-----AIAC-RTO-FRM-001_v1
- Student Code of Conduct Breach procedures -----AIAC-QHS-PP-020_v1
- Student Support Policy -----AIAC-RTO-PP-009_v1
- Student Support Procedure -----AIAC-RTO-PP-010_v1
- Student Support Request Form -----AIAC-RTO-FRM-006_v1
- Hazard & Incident report form -----9B16 (P142E)
- Student warning letter 1&2 (general)-----AIAC-RTO-FRM-029_v1
- Student warning letter 1 (CRICOS) Poor Attendance-----AIAC-RTO-FRM-011_v1
- Student warning letter 2 (CRICOS) Poor Attendance-----AIAC-RTO-FRM-012_v1
- Student warning letter 1 (CRICOS) Poor Progress-----AIAC-RTO-FRM-014_v1
- Student warning letter 2 (CRICOS) Poor Progress-----AIAC-RTO-FRM-015_v1