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Student and Visitors Code of Conduct

Purpose

At KARBEN Training Solutions (KTS), we are committed to providing a safe, respectful, and supportive learning environment for students, visitors, and all KTS employees. This Student and Visitors Code of Conduct outlines the standards of behaviour expected of students and others while interacting with KTS, in conjunction with the KTS Staff Code of Conduct.

This Code extends across all learning contexts, including:

- Face-to-face training.
- Online and virtual learning environments.
- Simulated learning environments.
- Work placements and workplace-based training.

This Code applies to:

- Existing, prospective, past students, and visitors.
- Parents or caregivers of those under the age of 18 years of age.
- Parents, caregivers, or others supporting those over the age of 18 years of age.
- Teachers, support staff, workplace supervisors and others assisting students with their studies.
- Employers of trainees or students undertaking training with KTS.
- Work placements and workplace-based training.

By enrolling with KTS, you, and those that this Code applies to, agree to follow this Code of Conduct and act in a manner that reflects the KTS values of **respect, professionalism, equity, safety, and integrity**, as outlined in the *Student and Employer Handbook*. Please refer to the Respectful Conduct Procedure at kts.edu.au. Any behaviour that breaches KTS policies may result in disciplinary action.

Disciplinary Action

If this Code of Conduct is breached, KTS may take one or more of the following actions:

- Informal counselling for minor infringements.
- Written warning for repeated breaches.
- Suspension or termination of enrolment.
- Referral to appropriate authorities for unlawful behaviour including State Training Authorities, the VET Regulator or Police.

www.kts.edu.au

PO Box 3380, Tuggerah NSW 2259

T 02 4353 7188 E info@kts.edu.au

KARBEN Training Solutions National Identifier 91167

Monka Pty Ltd ABN 90 102 857 689 t/a KARBEN Training Solutions (RTO)



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1. Respectful Behaviour and Communication

All students and visitors are expected to always behave respectfully and courteously. This includes:

- Treating KTS staff, trainers, assessors, mentors, peers, and workplace supervisors with courtesy and professionalism.
- Using appropriate, inclusive, and respectful language in all interactions.
- Respecting diversity, including differences in culture, gender, disability, beliefs, and background.
- Following all lawful and reasonable instructions provided by KTS staff or workplace supervisors.
- Maintaining respectful behaviour in face-to-face, online, written, and social media interactions.

Unacceptable behaviour includes (but is not limited to):

- Bullying, harassment, discrimination, or victimisation.
- Aggressive, intimidating, or threatening behaviour.
- Violence, theft, or damage to property.
- Being under the influence of drugs or alcohol while engaged in training, assessment, or placement activities.

2. Professional Conduct in Learning Environments

To support a positive learning experience, students are expected to:

- Arrive on time and be prepared for classes, workshops, meetings, or online sessions.
- Actively participate in learning and assessment activities.
- Complete and submit assessments by the required due dates.
- Ensure all assessment work is their own and meets authenticity requirements.
- Dress appropriately for the training, simulated, or workplace environment.
- Follow all safety, workplace, and assessment instructions.

Failure to comply with reasonable directions, particularly those related to safety or assessment requirements, may result in disciplinary action, including suspension or cancellation of enrolment.



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3. Attendance & Notification Requirements

Students are responsible for managing their attendance and communication. This includes:

- Notifying KTS as early as possible if you are unable to attend a scheduled class, assessment, meeting, or placement.
- Providing reasonable notice for non-attendance, except in cases of illness or emergency.
- Requesting rescheduling options where appropriate.
- Understanding that repeated non-attendance or lack of communication may trigger progression reviews, warnings, or support interventions.

4. Online Conduct and Digital Safety

KTS is committed to maintaining safe, respectful, and inclusive online learning environments. When engaging in virtual classrooms or using KTS digital platforms, students must follow these expectations.

Using KTS Online Platforms

- Use KTS systems, email, and communication tools for learning and study-related purposes only.
- Communicate respectfully, professionally, and thoughtfully.
- Do not post, share, or comment in ways that could harm, defame, or discredit KTS, its staff, students, or industry partners.

Protecting Yourself and Others

- Keep personal information, passwords, and login details secure.
- Do not share confidential information.
- Do not record, photograph, screenshot, or share online sessions without the consent of all participants.
- Report any online behaviour that feels unsafe, inappropriate, or concerning to your Mentor, Workplace Coach, or Assessor as soon as possible; we are here to support you.

Expectations During Virtual Classes (e.g. Microsoft Teams)

To maintain a productive and safe virtual learning environment, students are expected to:

- Keep chat messages relevant to the learning activity.
- Avoid sending unrelated private or group messages during training or assessment sessions.
- Have cameras turned on during online classes unless prior approval has been granted by your Trainer, Mentor, or Assessor.
- Use clear, respectful, and professional language and avoid behaviour that disrupts the learning experience for others.
- Mute microphones when not speaking and follow facilitator instructions.

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Online Safety Indicators

- Respectful and inclusive online communication.
- Secure handling of passwords, files, and personal data.
- Awareness of phishing, scams, and suspicious links.
- Reporting of cyberbullying or online harassment.
- No use of offensive, discriminatory, or inappropriate language.
- No sharing of assessment materials, copyrighted content, or another person's work.

5. Academic Integrity

Academic integrity is essential. Students must:

- Complete and submit their own work.
- Correctly reference all sources used.
- Not engage in plagiarism, cheating, collusion, or falsification of evidence.
- Complete and sign authenticity declarations where required.

Suspected academic misconduct will be reviewed and may result in reassessment, additional questioning, or disciplinary action.

Use of Artificial Intelligence (AI)

Students may use AI tools ethically and appropriately, however:

- AI-generated content must not be submitted as original work.
- All work must reflect the student's own understanding, knowledge and skill.
- Students must personalise, interpret and apply any AI-assisted information.
- Overuse of AI or signs of inauthenticity may result in questioning, resubmission or disciplinary action.

6. Health, Safety, and Wellbeing

Students are responsible for:

- Following all WHS instructions during training, assessments, and work placements.
- Reporting any hazards, unsafe conditions, or incidents immediately.
- Maintaining a drug and alcohol-free learning environment.
- Seeking support for mental health or wellbeing services (see Wellbeing Assistance in the *Student and Employer Handbook*).

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7. Social Media and Public Representation

- Students must represent KTS positively on public forums and social media.
- Personal opinions should not be presented as the views of KTS.
- Confidentiality of staff, students, and workplaces must be maintained.
- Breaches, including defamatory or disrespectful comments, may lead to disciplinary action or legal consequences.

8. Progression Warnings & Enrolment Notices

Students must:

- Read and respond to progression warnings, support plans or notices of discontinuation.
- Engage promptly with staff when contacted regarding progression concerns.
- Understand that lack of communication may contribute to cancellation of enrolment.

9. Disciplinary Action

If a student breaches this Code of Conduct, KTS may take one or more of the following actions:

- Informal counselling for minor infringements.
- Written warning for repeated breaches.
- Suspension or termination of enrolment for serious misconduct.
- Referral to appropriate authorities for unlawful behaviour.

10. Support and Reporting

- For **course or conduct questions**: Their Mentor, Workplace Coach, or Assessor.
- **General Assistance**: Emailing info@kts.edu.au or calling (02) 4353 7188 between 8:30am - 4:30pm Monday to Friday (Excluding Public Holidays and during shut down periods)
- **Matters concerning a KTS Staff member** or outside of the General Assistance hours: Emailing hr@kts.edu.au or calling (0411) 646 964
- If you are in **immediate danger or an emergency**, call Triple Zero (000) for Police, Fire, or Ambulance.

Additional wellbeing and referral support services information is available in the *Student & Employer Handbook*.

Thank you for your co-operation and acceptance of the Code of Conduct

to ensure a safe, respectful, and supportive environment for all.

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