



College of
Electrical
Training

College of Electrical Training

CODE OF CONDUCT

This "Code of Conduct" is designed to provide a clear indication to staff and students of the standards of behaviour, dress and attendance, etc required by the College of Electrical Training. While attending the College all students will follow the instructions of the staff and observe the following Code of Conduct.

This document should be read very carefully to ensure that the implications of non-compliance are fully understood. Failure to follow this code may result in dismissal from the course. Remember that electricity can be lethal when abused or handled by untrained persons. Above all, safety is paramount for the electrical worker and students of the College.

All students will observe the College's isolation tagging and testing procedure ('Danger' and 'Out of Service'). Apprentices are reminded of their obligations to safe working practices as outlined in the conditions of their Electricians Training Licence.

Course participants are required to conform to the "Code of Conduct" as it forms an integral component of the College's training, particularly in relationship to general behaviour and safety.

Although much of this Code is aimed at younger students it equally applies to all students.

College Fees

All College fees must be paid prior to course commencement. In case of non payment the College reserves the right to cancel the enrolment or refuse entry to the class.

- 8.1 The College course brochures will contain written information and material to all students regarding the policy on fees and charges prior to the commencement of training.
- 8.2 Course Fees must be paid by the student or where an employer is paying fees a Purchase Order or written commitment to pay must be received prior to the student commencing training.
- 8.3 An exception may be made where a Publically Funded student is claiming "Financial Hardship". Where a PF student claims Financial Hardship they may pay fees on a short instalment arrangement though the Training Manager/Admin Officer PA.
- 8.4 In extreme circumstances a PF student may be granted an exemption from fees payment through the College Manager or General Manager.
- 8.5 The College will safeguard the fees paid by students and refunds will only be granted where exceptional circumstances exist.
- 8.6 The fees and charges put in place for vocational courses funded by the WA Department of Education & Training will reflect the requirements of that Department's Fees and Charges policy.

College Behaviour

The following rules, in respect of the College, are to be observed by students at all times:

- Ensure you give your full attention to the instructor in charge and apply yourself to the task of learning.
- Horseplay, skylarking, fighting, playing of practical jokes or use of abusive language, etc is not permitted in the College.
- Racial vilification in any form will not be tolerated.
- Walkmans, iPods or computer games are not to be operated in the College. Under no circumstances are mobile phones permitted to be used within the

buildings of the CET. Persons with mobile phones should have them turned off and out of view while in class and use is restricted to outside CET buildings.

- Walk, never run in the College premises and grounds.
- The throwing or kicking of balls in or around the College premises is not permitted.
- Students should concentrate on the task at hand and not distract others from their work.
- Ensure appropriate respect and courtesy is paid to College staff.
- Bullying or intimidation of any type will not be tolerated.
- Students must wear the appropriate safety gear when instructed to do so. Should there be any doubt about the instructions given, respectfully request for the instructions to be repeated - don't proceed until you are sure of the task required.

Clothing

All students are required to be dressed in a suitable manner that is appropriate to the electrical workshop training environment.

Industry demands that the upper part of the body must be **fully covered** including the upper parts of the arms. Sleeveless tops such as singlets and tank tops are **not permitted**.

When working in the welding area students **must** have long sleeved shirts and wear the appropriate protective clothing.

NOTE:

Clothing with logos that may be classified by management as lewd, crude, vulgar, racist or sexist is not permitted to be worn. Students that choose not to follow the dress code will be required to leave the premises and change the offending or inappropriate attire before resuming the course. This could lead a student into a situation of being unable to complete a particular training requirement.

Footwear

Fully enclosed shoes **must** be worn at **all** times. Steel cap safety boots/shoes must be worn when working in the workshop and whilst on 'work experience' on building sites or in factory situations.

Jewellery

Students who wear jewellery do so at their own risk as the College considers all forms of jewellery a safety hazard to trades persons or apprentices. The College reserves the right to refuse entry to students wearing jewellery considered a safety hazard or inappropriate.

Head and Eye Protection

Hard hats and safety glasses must be worn when instructed in CET workshops and will be provided by the College for workshop attendance.

First Aid

A number of First Aid cabinets are located within the training college and are to be used only in the event of an injury or accident. In the case of accidents or injuries “no matter how minor” they must be reported to the instructor in charge of the class, at the time the incident occurred. Details of the incident will be recorded on an accident report form and signed by the student and the supervising personnel.

Should urgent medical treatment be required then the following medical centres are available and the student will be taken to the closest available venue for treatment:

North of the river:

- **Northern Districts Medical Centre**
217 Wanneroo Road
BALCATTWA WA 6021
Phone: (08) 9349 7996
- **Warwick Medical Centre**
419 Coolibah Drive
GREENWOOD WA 6024
Phone: (08) 9246 1662 Fax: (08) 9246 1668 After hours: (08) 9321 9133
- **Okely Medical Group**
56 Almadine Drive
CARINE WA 6020
Phone: (08) 9448 7799 Fax: (08) 9246 4767

- **Seacrest Medical Centre**
28 Seacrest Drive
SORRENTO WA 6020
Phone: (08) 9448 4433
- **Boulevard Medical Centre**
121 Moolanda Boulevard
KINGSLEY WA 6026
Phone: (08) 9309 3699 Fax: (08) 9309 4252

South of the river:

- **Yangebup General Practice**
Phone: (08) 9417 7979
Lakeland Shopping Centre, Suite 12, 31 Moorhen Drive
YANGEBUP WA 6164
Phone: (08) 9417 7979 Fax: (08) 9417 1344

Student Accommodation NOR

Oceanview Motel

<http://www.oceanviewmotel.com.au/accommodation.htm>

10 Lawley Street, North Beach WA 6020

Ph: 9246 4699

Karrinyup Waters Resort

<http://www.kwr.net.au/motel.html>

467 North Beach Road, Gwelup WA 6018

Ph: 9447 6665

Western Beach

<http://www.westernbeach.com/>

6 Westborough Street, Scarborough WA 6019

Ph. 08 9245 1624

Palms Bed and Breakfast

www.palmsbb.com.au

24 Dorchester Ave, Warwick WA 6024

Ph: 9246 9499

Accommodation SOR

Lakes Hotel Jandakot:

Hartwell Pde, Jandakot WA 6164

(08) 9417 9400

Jandakot Caravan Park:

12 Hammond Road, Jandakot WA 6164
(08) 9417 9362

Tradewinds Hotel:

59 Canning Highway, Fremantle WA 6158
(08) 9339 8188

Heritage Country Motel Armadale:

Cnr. Albany and South Western Highway, Armadale WA 6112
(08) 9399 5122

Emergency Procedure

If a situation arises that is considered an emergency (fire, etc) the supervising instructor must be informed immediately. If that person is not available then another staff member from the College must be located urgently or the matter reported to the office.

Dialling of 000 can be carried out on all telephone systems within the building. Triple Zero can only be dialled after an outside line has been chosen.

Procedure for obtaining an outside line:

1. Depress button 1,2,3 or 4 on the top section of the keypad
2. Listen for the dial tone
3. Dial 000

Evacuation Procedure

The building has a fire alarm system which will be set off by smoke etc. In the event of a situation arising that the site/training area requires evacuation all students are required to leave the building in an orderly manner as directed by their instructor. All personnel will congregate at the Emergency Assembly Point as directed where the instructor will check the attendance register to ensure that all students are present.

Under no circumstance will students re-enter the building until they are advised that it is safe to do so by College staff.

Substance Abuse

The consumption or inhalation of any form of illegal substance or alcohol will not be tolerated while attending the College.

Any person considered being under the influence of drugs, alcohol or any illegal substance risks immediate dismissal from the course. Re-instatement may be affected by production of a clean drug test result. Where it is the considered opinion of management that a person may be under the influence of drugs, under this "Code of Conduct" they agree to undergo testing at the cost of the College. All drug testing will be conducted in accordance with Standard AS/NZS 4308:2001.

Where CET is notified that an individual has returned a positive drug test the individual will be immediately suspended from any further training at the college. To be considered for re-instatement the individual must, at his/her expense, provide a clean drug test result.

Smoking

The College is a smoke free zone therefore smoking is only permitted outside the building during specified breaks. Please obey the **NO SMOKING SIGNS**. Cigarette butts, matches, etc must be placed in the ashtrays provided.

Protocol

All instructors and College staff will be addressed as Mr, Mrs, Ms, Miss and their Surname, unless otherwise directed by the person concerned.

Lunchroom

A student lunchroom is provided at the College. It has an adjoining patio outside which may be used for lunch, etc. The foyer area is not to be used for a lunchroom and under no circumstances is food or drink to be consumed in classrooms or the workshop area.

Cleaning

Full time students will be involved in a cleaning roster system for the workshop, lunchroom, outside area and store to ensure the college is kept tidy. Cleanup is performed after lunch, at the completion of each day and on a detailed effort on Friday afternoon.

Toilets

Male, female and disabled toilets are provided at the College.

These facilities are to be maintained in a clean and neat state at all times. This is a matter of hygiene and it is the responsibility of the students to ensure this area is kept tidy. Contract cleaners clean toilets each night.

Punctuality

Students are required to attend the College at the required course times. As training at the College is viewed as training for employment, general lateness is not acceptable. Should a student be running late they should make every effort to contact the College and advise of the problem.

Where a student arrives late for class without contacting the College, the Instructor may refuse them entry to that class.

Attendance – Publicly Funded Students

Students are required to attend the College for the total hours of the course. The course may include excursions to venues outside of the College. Course hours are from 8.00 am till 4.30 pm each day unless otherwise arranged. Students should aim to arrive at College ready to commence at 8.00 am.

Students are required to attend classes on a regular basis. Where, for any reason, a student is absent they must ring the College and advise the reasons, at their earliest opportunity on the morning of the absence. All apprentice absences will be reported to the employer.

Prolonged absences due to sickness, etc while unavoidable in some circumstances may render the student unable to complete the course due to the amount of missed course content.

Students are expected only to leave the College between 12:00 and 12:30pm in their designated lunch break to attend to their private business. The instructor has the discretion to alter the designated half hour slightly, in order to meet their training commitments.

Students are not permitted to leave the College training site at any other time unless approved by the Training Manager, or the Senior Instructor in the Training Manager's absence.

To be eligible to undertake module assessments students are required to attend 50% of the module. Students not meeting this requirement may be refused module assessment.

Breaks from training are in accordance with the Award (15 minutes for morning and afternoon tea and 30 minutes for lunch) and will be at times directed by the Instructor in charge.

Tutorials and Re-sits

Tutorials

- Regular tutorial evenings will be scheduled in advance for students who have a 'hold' or are deemed 'not yet competent.'
- Students with a 'hold' or a 'not yet competent' outstanding may be advised by their Instructors to register for the next available tutorial evening. Failure on the part of the student to register for the tutorial could result in a re-enrolment for the unit.
- All tutorials are free of charge.

Assessment Re-sits

- Re-sit assessment and re-enrolment requirements are outlined in the 'Assessment Policy' on the College noticeboard.
- The appropriateness of a student to participate in the re-sit is always at the discretion of the Training Instructor/tutorial Instructor. In the final analysis, the Instructor may decide the student is not yet ready for a re-sit and requires further tutorials.
- Students who are not enrolled to attend a particular re-sit assessment will not be permitted to attend.
- A \$20.00 fee is payable for every re-sit assessment, including verbal assessments. This fee is payable regardless of whether 'pass' or 'hold' (module units), 'competent' or 'not yet competent' (competency units) results are achieved (should a student fail to attend a re-sit night they have enrolled for without notifying the College beforehand - by 4.30pm on the day of the re-sit - they will invoke a \$20 fine).

- Assessment re-sit results can be verbally issued but will not be included on a student's Statement of Results until full re-sit payment has been received by the College. Where more than one re-sit assessment has been completed for a unit, payment received will be allocated to the earliest re-sit assessment and the earliest results entered on the student's Statement of Results.
- Students unable to pass a module or be deemed competent after an additional three re-sit attempts may be required to re-enrol in that unit.

All required student information can be obtained from the College Administration by telephone between 8:00am and 4:45pm (12:30pm for re-sit registrations) Monday to Friday or in person during the designated College break times only.

Assessments

All assessments within the College will be conducted under the CET's Assessment Policy and Examination Procedures. A copy of the policy and procedures can be viewed on the College noticeboard.

Log Books

All apprentices will be issued with a Work Log Book at the commencement of their apprenticeship for the recording of their 'on the job training.' It is a requirement that evidence of on the job training is collected. Monthly log sheets need to be handed into the College. If insufficient log sheets have been received by the College the apprentice and employer will be notified by mail, outlining the lack of work logs. If no action is taken to rectify the lack of work logs, the apprentice will be suspended from further training until the matter is corrected. Any suspension may delay the completion of 'off the job training' and extend the length of the apprenticeship, delaying the Capstone assessment.

Vandalism

Should a student be guilty of a deliberate act of vandalism to the College, its equipment or other student's belongings, dependent on the severity of the act, their course enrolment may be cancelled.

Disciplinary Action

Should students fail to follow the "Code of Conduct" the College will provide counselling and where necessary issue a "First Warning". Should there be a second instance where the student fails to observe the "Code of Conduct" another counselling session will be arranged and the parents (if the student is under 18 years) or employer or both will be advised. This may result in a "Final Warning" being issued to the student. Any further indiscretions in relation to the "Code of Conduct" may result in dismissal from the course.

NOTE: Refer to Occupational, Health & Safety Management Program.

Car Parking

Jandakot Campus

Parking facilities are provided for students within the College grounds.

Balcatta Campus

Limited parking facilities are provided for students within the College grounds. Where no parking is available within the College grounds the cars may park on the verge directly in front of the College. Extra parking may be available off site at a nearby property. Students should speak to CET reception staff to obtain details.

A strict maximum speed limit of 8 km/hr must be adhered to in that area and car sound systems must be kept to a minimum volume.

Students who drive their vehicles in an unsafe manner whilst entering or leaving the College grounds, for example squealing tyres, will be banned from bringing the vehicle onto College grounds. All students will follow the directions of the CET Parking Officer.

Student Complaint, Grievance Resolution and Appeal Procedures

1. Purpose Scope and Compliance

Purpose

The College of Electrical Training (CET) is committed to providing students with training to the highest possible quality. However, from time to time, students may raise concerns, complaints or grievances about matters or issues relating to their experiences at one of our campuses.

The CET recognises that effective communication is of paramount importance when attempting to resolve difficulties experienced by students. We are therefore

committed to a culture of openness, fairness and continuous improvement, which includes being open to criticism.

To achieve a satisfactory outcome to all concerned the CET is committed to following transparent, fair and timely procedures for addressing complaints, grievances and appeals, conducted in accordance with principles of natural justice, ensuring that all parties may be treated equally and fairly.

Scope

These guidelines apply to all currently enrolled Publicly Funded and Fee for Service students, regardless of the location of the campus at which the grievance has arisen, or the mode in which they study. It provides a mechanism for addressing grievances arising out of any kind of situation or process affecting the student, whether training or non-training related. Students can make a complaint about any aspect of our services including training, training staff, support services, advice and guidance and college facilities.

Compliance

The CET's procedures for handling grievances and complaints comply with the Australian Quality Training Framework (AQTF), Standards Australia's Guide to prevention, Handling and Resolution of Disputes (AS4608 -2004), Complaints Handling (AS4269-1995) and with the requirements of the Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010.

2. Definitions

Appeal: A request for a reconsideration of a decision. An appeal may be either an initial complaint about a decision made about an administrative or training matter or a request for a review of the outcome of a grievance.

Complaint: An expression of dissatisfaction made by a student who considers they have been wronged because of an action, decision or omission within the control or responsibility of the CET.

Grievance: A matter to be investigated according to the process established by this guide, either where informal processes fail to resolve the complaint or where the matter relates to misbehaviour, and consequently where disciplinary action

against a staff member or student may be considered as an outcome of the matter.

Investigator: A person who is appointed to investigate the circumstances of a formal grievance and make objective findings and recommendations.

Mediator: An impartial person from outside of the class or campus of the person who is the subject of a complaint and who facilitates an informal discussion between a complainant and a person who is the subject of a complaint with a goal of reaching an resolution acceptable to both parties.

Respondent: A staff member who is either the subject of a complaint, or who is nominated by the General or College Manager to respond to a complaint, and who is approached by a student for an informal resolution of that complaint.

Responsible Officer: The General Manager, College Manager, Training Manager or the College Coordinator who takes responsibility for the area related to the complaint.

3. Procedures

Informal Complaint

The CET encourages students, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. If the complaint cannot be resolved informally, the complainant should, where appropriate, seek to have the complaint resolved through a mediated discussion. Within each campus the Training manager or Lead Instructor are available to assist students at this level.

If the complaint is not likely to be resolved through a mediated discussion, or if the complainant does not wish to pursue mediation, he/she should consider submitting a formal grievance.

Formal Grievance

Where a grievance is not resolved as an informal complaint, the student may take the following steps to have the matter formally resolved by the CET.

- The formal grievance procedure begins when the written complaint is submitted to the Training Manager. Your application must include your name, Class, student number and contact details. CET's Grievance Form can be obtained from the College reception.
- Set out the nature of your grievance, any specific issues involved and the form of resolution that you are seeking;

- Your grievance must be lodged with the Training Manager within seven (7) days of the decision, act or omission about which you are complaining or of receiving your mark for an assessment task or a final result or grade awarded for a subject.
- The Training Manager along with the Responsible officer shall further investigate the complaint, and will, as necessary, meet with the student and Respondent. The student will be informed in writing of the decision, normally within 14 days.

4. Appeals

Should a dispute arise that cannot be resolved to the students satisfaction by the Training Manager, the student must place his/her complaint in writing to the College Manager, within seven days of receiving a response from the Training Manager.

In the case of dispute, the College Manager will make a determination.

Should the applicant be dissatisfied with that decision, written appeal of the decision can be made to the General Manager and if required it may be presented to the CET Committee of Management. Where the complainant is still dissatisfied the CET will refer the matter to the State Registering Body or alternatively, the student can contact the National Training Hotline, telephone 13 38 73.

The student will be given a written statement of the appeal outcomes, including the reasons for the decisions.

Certification

The CET will provide accurate, relevant and up to date information to students prior to commencement of training, concerning,

- a Certification to be issued to the student on completion or partial completion of the course.
- b Competencies or learning outcomes to be achieved, assessment procedures employed; and arrangements for recognition of prior learning.
- c Statements of Attainment will be issued automatically to completing students. If a certificate is required the student must submit a

completed 'Application for Certificate Issue' to administration. This form can be obtained from the College Administration.

- d Where a student loses or misplaces their Certificate a replacement can be provided on request.

NOTE: The issue of all qualifications requires students to make an application. This will ensure the qualification goes to the correct address.

A summary of employability skills developed through qualifications can be downloaded from <http://employabilityskills.training.com.au/>

Privacy Act

By signing this Code of Conduct the student agrees for their details (i.e., name, address, phone number, attendance record and academic achievements) to be passed on to the student's employer, prospective employer, College employees and internal/external auditors. Further, the student authorises the CET to publish his / her academic results on the student notice board.

Refund Policy

Please refer to the individual course brochures and CET's Code of Practice.

Personal Release

By signing this Code of Conduct the student authorises the College of Electrical Training to record his/her face, voice, actions, performance, and commentary made by the student, and about the student for educational and marketing purposes without any charge to the College of Electrical Training.

NOTE:

This is not compulsory – where a student is not agreeable it may be removed from this document.

Provision of Information about Legislation

Upon request the CET will provide the student with information about legislation, which may significantly affect their participation in vocational education and training.

Skills Recognition

If applicable, applications for Skills Recognition, which includes recognition of prior learning (RPL), credit transfers, exemptions and recognition of current competencies (RCC) can be obtained from the College and may incur an additional assessment charge.

Students with Special Needs

Students with learning difficulties, physical and / or medical conditions must advise the College, which will ensure all student's needs will be met accordingly.

Summary

This Code of Conduct is an integral part of the training program, allowing groups of students to work safely together with the minimum of disruption to the smooth running of the training College.

NOTE:

Should any student require further information on any subject or this Code or wish to view College policies or guidelines mentioned in this Code of Conduct they should seek the assistance of the College administration team.

Student

I

fully understand and agree to abide by the conditions of the above "Code of Conduct".

Student Signature: _____ Date: _____

Parent/Guardian

If the student is under 18 years of age then parents/guardians are required to sign.

I/WE _____

fully understand and agree to the requirements and conditions of the above "Code of Conduct".

Signature: _____ Date: _____

Signature: _____ Date: _____

- Please tick if you do not authorise the Personal Release Clause mentioned on Page 15 of this document.