STAFF CODE OF CONDUCT

Purpose
Education Centre of Australia recognises the importance of a work environment which actively promotes best practice. The purpose of this Code of Conduct is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with students, agents, customers, suppliers, clients, co-workers, management and the general public.

Education Centre of Australia expects all workplace participants to observe the standards set out in this Code of Conduct. Compliance with this Code is expected and non-compliance may result in disciplinary action. Agents and contractors (including temporary contractors) may have their contracts with Education Centre of Australia terminated or not renewed.

Application of policy
This Code of Conduct applies to employees, agents and contractors (including temporary contractors) of Education Centre of Australia, collectively referred to in this policy as ‘workplace participants’.

The Code
All employees of Education Centre of Australia are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment with Education Centre of Australia. This Code provides an overview of Education Centre of Australia’s fundamental business values. It is by no means exhaustive, but summarises some of our most important policies, which are based on standards that underlie our business ethics and professional integrity, standards that apply to all workplace participants.

As representatives of Education Centre of Australia, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be perceived as representing

- Comply with all laws, policies, procedures, rules, regulations and contracts.
- Comply with all lawful and reasonable directions from Education Centre of Australia.
- Act in compliance with national and State legislative and regulatory framework in relation to international education, and existing Education Centre of Australia policies and procedures designed to ensure such compliance.
- Be honest and fair in dealings with students, clients, suppliers, co-workers, management and the general public.
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CRICOS Provider Code 02644C

- Display the appropriate image of professionalism at your workplace. Ensure their appearance is neat and tidy, and wear the required safety equipment or work clothes.
- Treat students, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person’s race, colour, creed, religion, national origin, citizenship, age, sex, sexual orientation, marital status, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- Promptly report any violations of law, ethical principles, policies and this Code.
- Maintain punctuality. If a workplace participant is late or cannot report for work, please telephone/email/SMS and let the supervisor know as soon as possible.
- Do not use work time for private gain. If a workplace participant is required to leave the work premises for personal reasons they should advise their Manager well in advance.
- Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
- Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by Education Centre of Australia in the interests of occupational health and safety.
- Be truthful in all dealings with persons encountered at the workplace.
- Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- Not act for an improper or ulterior purpose or on irrelevant grounds.
- Never demand or request any gift or benefit in connection with employment or engagement.
- Respect Education Centre of Australia’s ownership of all of its funds, equipment, supplies, books, records and property.
- Maintain during employment with Education Centre of Australia and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the employment with Education Centre of Australia.
- While employed at Education Centre of Australia, not accept any other employment that is in conflict with your position at Education Centre of Australia.
- Not make any unauthorised statements to the media about Education Centre of Australia’s business (requests for media statements should be referred to the line manager).
- Do not fight in the workplace.
- Do not use abusive or offensive language in the workplace.
- Never report for work under the influence of illicit drugs or alcohol. If a workplace participant is taking prescription medication, they must inform their manager. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to work and to work safely.
• Do not smoke during working hours unless during prescribed breaks and within designated areas outside the premises.

Issues for Managers and Supervisors

Managers and supervisors should also:

• Promote a team spirit.
• Maintain confidentiality when conducting investigations into grievances and disputes.
• Avoid bias in decision making.
• Ensure compliance with procedures when carrying out counselling and discipline.
• Exercise objectivity when administering rewards or discipline.
• Do not condone, permit, or fail to report any breaches of the above code by workplace participants under their supervision.

Variations

*Education Centre of Australia Pty Ltd reserves the right to vary, replace or terminate this policy from time to time.*

1. Policy version and revision information

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Title: Operations Manager
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