Student Behaviour Policy and Procedure

Quality Area 2: VET Student Support and Governance
Standard: Standards 2.5, 2.6, 2.7, and 4.3 – Outcome Standards for RTOs 2025

This policy should be read in conjunction with the Academic Integrity Policy and Procedure

1. Purpose

This policy ensures a safe, inclusive, and respectful learning environment for all students and staff. It outlines expected standards of student behaviour, and the procedures to be followed in response to breaches of conduct or misbehaviour.

2. Rationale

A clearly articulated Student Behaviour Policy and Procedure is essential to maintaining a safe, inclusive, and respectful learning environment for all members of the training community. This policy sets behavioural expectations and establishes fair and transparent procedures for responding to misconduct, inappropriate behaviour, and breaches of conduct, whether occurring in-person or in virtual settings.

It supports compliance with GBC's duty of care and legal obligations under the Work Health and Safety Act 2011, the Disability Discrimination Act 1992, and relevant equal opportunity and anti-discrimination legislation. Furthermore, it promotes student wellbeing and engagement by ensuring that behavioural issues are managed consistently and supportively.

The procedure ensures that students understand their rights and responsibilities, encourages accountability, and provides mechanisms for early intervention, resolution, and appeal. It also assists staff to respond confidently and appropriately to behavioural concerns, ensuring actions are documented and proportionate. By embedding behavioural expectations within GBC's broader culture of respect, this policy contributes to improved student retention, safety, and educational outcomes.

3. Policy Statement

GBC is committed to fostering a positive and respectful learning environment in which all students, staff, and stakeholders feel safe, supported, and valued. This policy outlines the standards of behaviour expected of students and provides a clear and consistent framework for managing conduct that does not align with GBC's values or obligations.

All students are expected to conduct themselves in a manner that upholds the principles of integrity, mutual respect, safety, and inclusion. This applies across all modes of delivery, including face-to-face, online, work placement, and RTO-related activities.

GBC recognises that behavioural issues may arise and is committed to managing such matters in a timely, fair, and supportive manner. The policy provides for preventative measures, clear behavioural expectations, and graduated responses to breaches, including opportunities for support, counselling, and procedural fairness in decision-making.

This policy aligns with relevant legal and regulatory frameworks and forms part of GBC's overall commitment to continuous improvement, student wellbeing, and the delivery of quality vocational education and training.

4. Scope

This policy applies to all students enrolled with GBC, including those attending face-to-face, online, or work-based training and assessment. It also applies to any conduct related to RTO-sanctioned events, communications or facilities.

5. Definitions

Academic Misconduct and Behaviour
Behavioural misconduct includes not only disruptive or unsafe actions, but also academic misconduct such as plagiarism, cheating, falsification of evidence, collusion, or submission of work that is not the student's own. These forms of academic dishonesty are breaches of both behavioural and assessment standards. Such matters will be managed jointly under this policy and the Academic Integrity Policy to ensure procedural fairness and consistent consequences.
Bullying: Repeated, unreasonable behaviour that intimidates, offends, degrades or humiliates.
Discrimination: Unfavourable treatment based on characteristics such as race, gender, religion, or disability
Harassment: Unwelcome behaviour that offends, humiliates or intimidates based on personal attributes
Misconduct: Behaviour that breaches RTO policies or expected standards.
Serious Misconduct: Any behaviour that threatens safety, causes harm, or involves illegal acts.

6. Responsibilities

Director: Make decisions on serious or unresolved cases of misconduct
General Manager: Investigate and document misconduct and support procedural fairness.
Students: Comply with the Code of Conduct and respect the rights of others.
Trainers and Assessors: Report incidents and manage minor breaches.

7. Legislative Requirements

Under the Outcome Standards for RTOs 2025, RTOs are required to create inclusive, safe, and respectful environments (Standard 2.5), support student wellbeing (Standard 2.6), manage risks to students and staff (Standard 4.3), and have effective complaints mechanisms (Standard 2.7). This policy supports compliance with these standards.

8. Procedure

GBC expects all students to conduct themselves in a respectful and responsible manner that supports a safe and positive learning environment. Behavioural expectations are communicated to students during enrolment, orientation, and throughout their course of study. All students are made aware that conduct affecting the wellbeing, safety, or learning experience of others may lead to intervention, behavioural agreements, or disciplinary action.

When a staff member observes or receives a report of inappropriate, disruptive, or concerning behaviour, they are required to document the incident and report it to the relevant trainer, student support officer, or compliance officer, depending on the severity. Minor behavioural issues, such as lateness or low-level disruption, are initially addressed through informal discussions with the student. These conversations are intended to raise awareness, clarify expectations, and offer support.

For more serious or repeated behaviours, such as harassment, bullying, verbal abuse, or unsafe conduct, the matter is referred to the Compliance Officer or delegated manager. The student is advised in writing of the concern and provided with an opportunity to respond. A behavioural meeting may be scheduled to assess the situation, identify underlying causes, and determine appropriate action. This may include issuing a written warning, agreeing to a Behavioural Agreement, or referral to support services.

In cases of serious misconduct (e.g., violence, threats, discrimination, or illegal activity), GBC may immediately suspend the student while an investigation is undertaken. The student will be provided with an opportunity to respond to the allegations, and all outcomes will be documented and communicated in writing. Where a student is dissatisfied with the outcome, they are entitled to access the Appeals process.

At all times, GBC will ensure that students are treated with procedural fairness, that decisions are made impartially, and that support is offered where appropriate. Behavioural matters will be recorded confidentially and monitored to ensure resolution and continuous improvement.

9. Procedure Summary Table

Step & Action	Responsible	Tools/Forms	Timeframe
1. Communicate behavioural expectations at enrolment and orientation	Student Support Officer / Trainer	Student Handbook, Orientation Checklist	At enrolment and orientation
2. Observe and record inappropriate or concerning behaviour	Trainer / Staff Member	Behaviour Incident Report Form	As required

3. Address minor or first-time issues through informal conversation	Trainer / Staff Member	Behaviour Monitoring Log (if used)	Within 2 business days of incident
4. Refer repeated or serious concerns to Compliance Officer	Trainer / Coordinator	Behaviour Incident Report Form	Within 1 business day of escalation
5. Provide written notice and allow student to respond	Compliance Officer /	Behaviour Notification Letter, Student Response Record	Within 3 business days of referral
6. Conduct behavioural meeting and determine outcome	Compliance Officer /	Behavioural Agreement Form, Support Referral Form	Within 5 business days of response
7. Implement outcome and monitor behaviour	Trainer / Support Staff	Behavioural Agreement Monitoring Log	Ongoing as per agreement
8. Record and file documentation confidentially	Compliance Officer	Student File Checklist	Within 2 business days of outcome
9. Advise student of right to appeal if dissatisfied	Compliance Officer	Appeals Policy, Appeal Form	At time of outcome notification

10. Policy Implementation

This policy is implemented through:
- Orientation sessions and the Student Handbook.
- Staff training in managing student behaviour.
- Publication of the Student Code of Conduct.
- Integration with risk management and wellbeing strategies.
- Complaints and appeals systems.
- Quarterly review of behavioural incidents and outcomes.

11. Monitoring and Evaluation

The Compliance Manager maintains records of all behavioural incidents. Patterns and outcomes are reviewed quarterly and used to inform training, support services, and policy refinement. Serious incidents are reported to the Governance Committee

Document Control

Document Title	Student Behaviour Policy and Procedure
Approved By	Preeti Singh
Date Approved	25/06/2025
Next Review Due	26/06/2026
Standards/Legislation	2.5, 2.6, 2.7, 4.3
Version	1

Version Control

Version Number	Changes	Approved by	Approval Date
1.0	Initial version	PEO	25/06/2025

Associated Documents

Policies

Academic Integrity Policy and Procedure
Complaints and Appeals Policy and Procedure
Risk Management Policy and Procedure

Forms

Student Code of Conduct
Misconduct Report Form
Student Handbook
Risk Management Register
Wellbeing Support Plan Template