

START TAFE NOW (STN) STUDENT CONDUCT POLICY AND PROCEDURE



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1 PURPOSE

- 1.1 This policy and procedure outlines CQUniversity's expectations for Start TAFE Now (STN) student conduct and how the University will manage [misconduct](#) by STN students.
- 1.2 If students have any questions about or need assistance to understand this policy, contact CQUniversity on 13 27 86 or via <https://www.cqu.edu.au/about-us/contacts>.

2 SCOPE

- 2.1 This policy and procedure applies to unacceptable behaviours, actions and activities (including inaction or inactivity) by current STN CQUniversity students. This includes on-campus activities, and any University or student-related activities at other sites (including, for example, during placements, field trips or online).
- 2.2 This policy and procedure does not apply to conduct by other CQUniversity students, or any serious conduct not listed in this document (known as [serious misconduct](#)) by STN students. Refer to the [Student Conduct Policy and Procedure](#).

3 POLICY STATEMENT

- 3.1 The University does not tolerate behaviour which diminishes the reputation of the University, impairs [University members'](#) ability to participate in university activities, or disrupts the peace or good order of the University. It is committed to creating and maintaining an environment in which students, employees, and clients work together free of violence, harassment, and intimidation.

3.2 The University aims to provide an environment where:

- [academic freedom](#) and freedom of speech is protected and encouraged – refer to the [Freedom of Speech and Academic Freedom Policy](#) for further information
- academic and research integrity are promoted, and
- students and employees are respected and treated fairly.

Student conduct expectations

3.3 The University expects all students to behave in a way that:

- (a) allows reasonable freedom for others to pursue their studies, research, duties, and other lawful activities in the University, and to participate in the life of the University
- (b) recognises that the pursuit of academic excellence is a key aim of the University and that student assessment and research procedures, and academic honesty are essential in achieving that aim
- (c) promotes a safe and inclusive learning environment, by treating all [University members](#) with respect and courtesy and refrains from any actions which disrupts others in the performance of their studies or duties
- (d) refrains from any actions which might reasonably be perceived as unsafe, intimidating, discriminating, harassing, bullying or sexual violence in face-to-face and online situations
- (e) complies with directions given by University employees to promote the good order and management of the University
- (f) ensures the proper use of University facilities, information and property and the property of other persons on its campuses and sites
- (g) demonstrates a professional manner while undertaking placements, practicums, field trips, study tours, or other forms of work-integrated learning or student mobility programs, and maintains the highest standards of professional ethics relevant to the profession or industry for which they are being trained
- (h) complies with health and safety requirements and instructions given by the University, and attend any relevant training required by the University
- (i) does not divulge confidential or personal information relating to any University matter, employee, student, or student placement/practicum in circumstances where there is no reasonable or lawful excuse for doing so
- (j) provides only truthful statements regarding their student status, representation as a student, and entitlement as a student, and
- (k) complies with the policy documents of the University.

3.4 Actions or behaviours may be deemed inappropriate by a recipient even if that is not the intention of the perpetrator.

3.5 The University may find that actions or behaviours are inappropriate, regardless of the intention of the perpetrator.

Attendance and general requirements

3.6 In addition to the student conduct expectations of all students (listed in section 3.3 above), STN students must also follow the below attendance and general requirements.

Class times

3.7 Students will be advised of their class times through their university email account.

3.8 All classes commence promptly. Students must be in attendance at the designated start time.

3.9 Breaks and lunch hours may vary slightly to save lining up to order food. The teacher will advise students when to return to class.

Absent from class

- 3.10 Students must contact their school, in line with their school's process, if they cannot attend class. Students must also notify the University of their absence from class by phoning 13 27 86 or emailing the STN Team (by emailing stn-attendance@cqu.edu.au).

Reporting early departure or late for class

- 3.11 If a student needs to arrive or depart class outside regular class times, their parent/legal guardian must email their teacher and the STN Team (by emailing stn-attendance@cqu.edu.au) to advise of the absence.

Leaving classroom or campus

- 3.12 Students must advise their teacher before leaving the classroom or campus grounds. The teacher will advise the student of the relevant procedure for this.
- 3.13 Students must abide by both their school's procedures and the University's policy documents.

Access to classrooms and workshops

- 3.14 Students must not enter classrooms or workshops until instructed by the teacher.
- 3.15 Classrooms and computer rooms are locked during lunch times and breaks. Students who get locked out can knock politely and wait to be let in.
- 3.16 Workshop roller doors and corridor entrances will be closed during lunch and other breaks.

Access to teachers outside class times

- 3.17 If a student needs to see a teacher regarding issues they are experiencing or content clarification:
- Go to reception and ask for the teacher they wish to speak to.
 - If the teacher is available, they will come out to see the student.
 - If the teacher is unavailable and no alternative teacher is available from the same trade, a University employee will email the teacher to make an appointment with the student that is suitable for both parties.
 - Students are not allowed in the staffroom or main office areas.
 - If the teacher is attending another class, students must not disturb them; students will need to wait until their teacher is available.
 - Students can email their teacher their questions, and the teacher will respond.

Mobile phone use

- 3.18 The teacher may permit phones in the class for specific purposes such as taking a photo of board writing or using as a calculator. Students must follow the teacher's instructions.
- 3.19 If phones are not allowed, students must leave their phone in their bag or pocket with the sound/vibration off.
- 3.20 Do not take videos and photos of other people in the class.

Phone calls

- 3.21 Unless organised and approved prior to the commencement of the class, all phone notification sounds including the vibration option must be set to "off". Alternatively, students can turn their phone to "flight mode" to ensure they will not be disturbed in class or disturb the learning of others. Disturbing a student's learning is considered [misconduct](#) by the University and will be treated in accordance with this policy and procedure.

Texting (SMS)

- 3.22 In most cases, a text is not urgent and should be sent outside class time.

3.23 All phone notification sounds including the vibration option must be set to 'off' during class times.

Social media (WebChat, Facebook, Line, Twitter etc.)

3.24 Social media must only be used outside class time.

Eating and drinking

3.25 Only bottled water is allowed in classrooms. Food, including chewing gum, and other drinks are prohibited in classrooms, laboratories, computer rooms, and workshops.

3.26 Campuses have outdoor seating areas for students' use. Empty containers should be placed in the bin or the student's bag.

Dress code

3.27 All dress attire on campuses must comply with acceptable community, industry, and commerce standards. Students must wear enclosed footwear covering the heel and the toes. Tank tops, singlets, thongs, scuffs and slip-ons are not allowed on campus.

3.28 Students must wear hard hats, safety boots with laces tied and clear safety glasses when in a designated area and:

- signage states mandatory safety equipment must be worn, or
- the teacher instructs it.

3.29 Students who work outside should wear ultraviolet (UV) protection rated safety glasses to protect their eyes from the sun.

3.30 Students who do not follow the mandatory or appropriate personal protective clothing and equipment requirements will be removed from the workshop for their safety.

Student parking

3.31 Student parking is provided, and signed as such, at University campuses. Where parking is marked for employee parking only, these areas are not to be used by students without prior permission.

3.32 Students must follow all speed signage in the parking areas for the safety of pedestrians and themselves.

3.33 There must be no hooning or dangerous driving on or near the University. All incidents of this behaviour will be reported to the police. The University takes safety seriously.

Smoking

3.34 University campuses are smoke-free environments. Smoking (including vaping) is prohibited anywhere in campus buildings or on campus grounds. When smoking off campus, cigarette butts should be disposed of appropriately. Littering is an offence.

Safety in the workshop or laboratory

3.35 Students should be aware of their surroundings and the available safety equipment within the workshop/laboratory environment to ensure they are prepared for emergencies.

Workplace health and safety

3.36 The following information applies to students training at any of the University's campuses.

3.37 STN students are known as 'workers' under the [Work Health and Safety Act 2011](#) (Qld). Under section 28a of the [Work Health and Safety Act 2011](#) (Qld), a worker has the following obligations:

- a) take reasonable care for his or her own health and safety

- b) take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this [Work Health and Safety Act](#), and
- d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Access through other trade areas

3.38 When accessing other trade areas, students must:

- have authorisation from the teacher in the workshop
- stay on the yellow paths
- not interrupt other classes in progress, and
- quietly make their way through the workshop.

Use of workshop/laboratory machines

3.39 If students need to use workshop/laboratory machines, they must:

- not use any machine they have not been trained to use
- have their teacher go through the Standard Operating Procedure before use, and
- assess any risks before commencing a task. In some instances, students may need to complete a Job Safety Analysis. The teacher will advise if these are required.

Service outlets

3.40 Some workshops and laboratories have electrical, tapped gas, tapped water and compressed air outlets.

- Do not turn taps on unless an approved hose, tool, or appliance is connected.
- Do not leave it unattended. Taps must be turned off if leaving the room.
- If the hose or tool leaks when used, stop, turn off the supply and disconnect any equipment attached. "Tag out". Report to the Teacher and replace it with a new hose or tool.
- Do not touch emergency stop buttons unless in an emergency.

Misconduct

3.41 The following conduct, if it occurs while a student is in their role as a student, will be treated as [misconduct](#):

- a) impeding a [University member's](#) ability to study or participate in a University activity
- b) acting in a manner which is threatening, intimidating, disrespectful, disorderly, inappropriate, or unprofessional
- c) breaching or failing to follow a University policy document, including the [student conduct expectations](#) and [attendance and general requirements](#) listed in this policy and procedure
- d) breaching the University's expectations and requirements for the use of its information and communications technology (ICT) resources, including network, devices, and services, including externally hosted or cloud-provided services as per the [Information and Communications Technology Acceptable Use Policy and Procedure](#)
- e) failure to follow placement rules or breaching professional practice requirements, while on placement
- f) any act or omission which disrupts the peace and good order of the University or negatively impacts on the University's reputation
- g) being complicit in or aiding another in misconduct.

3.42 Cases of [serious misconduct](#) are managed under the [Student Conduct Policy and Procedure](#).

4 PROCEDURE

- 4.1 Where a student's behaviour is considered [misconduct](#), the University will manage it through a three-step warning process aimed at notifying the concerned parties about the observed behaviour and encouraging collaborative efforts to address and rectify any issues. This procedure aligns to the student's current STN course admission at the time of the breach. Previous imposed breaches and subsequent warnings are not invoked for new or future University admissions.
- 4.2 It is imperative for students to recognise the gravity of the situation and actively participate in rectifying their behaviour during each stage of the warning process. The termination of training is considered a last resort, and the University encourages collaboration and cooperation to foster a positive and respectful learning environment for the whole University community.

First written warning

- 4.3 Where an incident or action occurs that is considered [misconduct](#), the teacher will give the student an immediate verbal warning and advise the student that a written warning will be issued. Where a student is absent from class (i.e. the breach involves a non-attendance concern), the student will be provided a verbal warning on their next scheduled class day. The teacher will note on the roll and complete a Breach Notification Form, providing a copy to the relevant Head of Course/Educational Team Lead.
- 4.4 The Head of Course/Educational Team Lead will issue a formal written warning to the student within three business days of the incident or action.
- 4.5 The written warning will be sent to the student's university email account, the authorised high school contact and the STN Team, and will:
- explain why the behaviour or action is considered misconduct
 - remind the student about the University's expectations and requirements outlined in this policy and procedure
 - allow the student the opportunity to provide explanation, discuss the matter or dispute the warning, and
 - warn the student that any further breaches will progress to a second warning and may result in the student being withdrawn from the course.

Disputes of first warning

- 4.6 Where a student feels that the warning has been unfairly or incorrectly imposed, they can dispute the warning, in writing, to the Head of Course/Educational Team Leader within five business days from the date the warning is issued.
- 4.7 Disputes should directly address the behaviour/s and explain what happened or why they believe they did not breach any requirements. Any evidence or documentation that supports their statements, such as a letter of support from the student's high school or medical certificate, should also be included.
- 4.8 The student's response and/or evidence will be considered by the Head of Course/Educational Team Lead, and the written warning may be revoked at their discretion.
- 4.9 If the student does not respond to the written warning within the time allowed for a response, the Head of Course/Educational Team Lead may accept such failure to respond as acceptance of the notice and the consent to proceed with a determination.
- 4.10 The outcome of any dispute and reasons for decision will be sent to the students university email account within 10 business days from the date the first warning was issued. The student's school and STN Team will also be notified.

Second written warning

- 4.11 Where a second incident or action occurs that is considered [misconduct](#) after a first imposed warning (regardless of the reason for the initial breach), the teacher will verbally advise the student that a second warning will be issued. Where a student is absent from class (i.e. the breach involves a non-attendance concern), the student will be provided a verbal warning on their next scheduled class day. The teacher will note on the roll and complete a Breach Notification Form, providing a copy of to the relevant Head of Course/Educational Team Leader.
- 4.12 The Head of Course/Educational Team Leader will issue a formal second warning to the student within three business days of the incident or action.
- 4.13 The second written warning notice will be sent to the student's university email account, the authorised high school contact and the STN Team, and will:
- explain why the behaviour or action is considered misconduct
 - remind the student about the University's expectations and requirements outlined in this policy and procedure
 - allow the student the opportunity to provide explanation, discuss the matter or dispute the warning, and
 - warn the student that any further breaches will progress to a third warning which may result in the student being withdrawn from the course.

Disputes of second warning

- 4.14 Where a student feels that the warning has been unfairly or incorrectly imposed, they can dispute the second warning in writing to the Head of Course/Educational Team Lead within five business days from the date the warning is issued.
- 4.15 Disputes should directly address the behaviour/s and explain what happened or why they believe they did not breach any requirements. Any evidence or documentation that supports their statements, such as a letter of support from the student's high school or medical certificate, should also be included.
- 4.16 The student's response and/or evidence will be considered by the Head of Course/Educational Team Lead, and the written warning may be revoked at their discretion.
- 4.17 If the student does not respond to the written warning within the time allowed for a response, the Head of Course/Educational Team Lead may accept such failure to respond as acceptance of the notice and the consent to proceed with a determination.
- 4.18 The outcome of the dispute and reasons for decision will be sent to the student's university email account within 10 business days from the date the second warning was issued. The student's school and STN Team will also be notified.

Third written warning - notice of intention to cancel course

- 4.19 Where a student's behaviour continues to be considered [misconduct](#), despite first and second warnings, the teacher will advise the student that a written warning and a notice of intention to cancel the student from the course will be issued. The teacher will note on the roll and complete a Breach Notification Form, providing a copy of the form to the Deputy Dean VET.
- 4.20 The Deputy Dean VET will issue a formal third warning and notice of intention to cancel the student from the course within three business days of the incident or action. Cancelling a student from a course will only be considered when previous interventions have failed, and the University deems it necessary to protect the educational environment and wellbeing of fellow students and employees.
- 4.21 The third written warning and notice of intention to cancel the student from the course will be sent to the student's university email account, the authorised high school contact and STN Team, and will:
- explain why the behavior or action is considered misconduct
 - explain why the University is intending on cancelling the student

- remind the student about the University's expectations and requirements outlined in this policy and procedure, and
 - allow the student the opportunity to provide explanation, discuss the matter or dispute the warning.
- 4.22 The STN Team and the student's school will be advised of the incident and provided a copy of the third warning and notice of intention to cancel the student from the course.

Disputes of third warning/notice of intention to cancel course

- 4.23 Where a student feels that the warning and notice of intention to cancel their course is unfairly or incorrectly imposed, they can dispute the third warning in writing to the Deputy Dean VET within five business days from the date the warning is issued.
- 4.24 Disputes should directly address the behaviour/s and explain what happened or why they believe they did not breach any requirements. Any evidence or documentation that supports their statements should also be included.
- 4.25 The student's response and/or evidence will be considered by the Deputy Dean VET, and the third warning and notice of intention to cancel the course may be revoked at their discretion.
- 4.26 If the student does not respond to the written notice of intention to terminate training/cancel course within the time allowed for a response, the Deputy Dean VET may accept such failure to respond as acceptance of the notice and the consent to proceed with a determination.
- 4.27 The outcome any dispute and reasons for the decision will be sent to the students university email account within 10 business days from the date the third warning and notice of intention to cancel the course was issued. The student's school and STN Team will also be notified.

Appealing a cancellation determination

- 4.28 Students who have received a determination to be cancelled from their course, and can demonstrate that the process in this policy and procedure was not followed or that new evidence is available, may lodge an appeal to the Director Governance/University Secretary (by emailing conduct@cqu.edu.au).
- 4.29 Appeals must be lodged within 10 business days of the student receiving the official written outcome/decision notice from the Deputy Dean VET.
- 4.30 The University will ensure that students are advised of their option for internal appeal in the written outcome notification, including information about the support services (i.e. student advocacy) available to assist in the process.
- 4.31 Appeal submissions should include:
- the student's name, student number and contact details
 - the decision that is being appealed
 - the basis of grounds for the appeal:
 - why the student believes the decision is incorrect, unreasonable, or wrong, or
 - that there is new information or evidence now available and how it is relevant to the appeal
 - any new information or evidence that should be considered
 - what outcome the student is hoping for, and
 - copies of relevant documentation and/or supporting evidence.
- 4.32 An appeal may not proceed if:
- there are no reasonable grounds for the appeal

- the student has not set out why they believe the decision was incorrect, unreasonable or wrong, or the student has not provided any new information or evidence that was not already considered by the Deputy Dean VET
- the student has not ensured that they can receive notifications from the University. Late or no receipt of official communications will not be accepted as grounds for appeal, or
- the appeal is lodged outside of the 10 business day timeline specified above.

4.33 The outcome of the appeal and reasons for the decision will be sent to the students university email account within 10 business days of the appeal being lodged.

4.34 The student and the student's school will be advised in writing if the student is cancelled from the course.

Further options

4.35 If all internal procedures have been followed, but the student is not satisfied with the outcome of their appeal or does not feel they have been dealt with fairly, they may lodge a complaint to an external body. Time limits for lodging an external complaint may apply.

4.36 Students have a right to access an external complaints process at minimal or no cost. A list of external bodies who provide these processes is provided on the University's [website](#).

5 RESPONSIBILITIES

Compliance, monitoring and review

5.1 Students are responsible for conducting themselves in accordance with this policy and procedure.

5.2 Teachers are responsible for:

- working with students to address and rectify any unacceptable behaviour or [misconduct](#) where possible, and
- reporting incidents or actions that are considered misconduct.

5.3 The Head of Course/Educational Team Lead are responsible for:

- issuing first and second warnings, and
- reviewing disputes and determining outcomes of first and second warning notices.

5.4 The Deputy Dean VET is responsible for:

- issuing third warnings and notice of intention to cancel a student from a course, and
- reviewing disputes and determining outcomes for third warnings and notice of intentions to cancel a student from a course.

5.5 The Director Governance/University Secretary is responsible for:

- determining appeals submitted relating to the University's notice of intention to cancel a student from a course, and
- managing the process for [serious misconduct](#) in accordance with the Student Conduct Policy and Procedure.

5.6 The Director Global Brand and Marketing is responsible for implementing, monitoring, reviewing, and ensuring compliance with this policy and procedure.

Reporting

5.7 No additional reporting is required.

Records management

- 5.8 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 5.9 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

Terms and definitions

Absenteeism: failure to arrive and commence training at the designated time or leave the class prior to the finish time without prior agreement from the University.

Misconduct: conduct by a student while in their role as a student, that is contrary to the [student conduct expectations](#) or [attendance and general requirements](#) outlined in this policy and procedure.

Serious misconduct: conduct by a student while in their role as a student, that is contrary to the [student conduct expectations](#) or [attendance and general requirements](#) outlined in this policy and procedure and is not listed in this document. Refer to the [Student Conduct Policy and Procedure](#) for further information.

University member:

- members of the University Council and Committees
- an office holder or board member of a University controlled or non-controlled entity
- adjunct or honorary appointees of the University
- University employees and students, and
- any other person/s appointed or engaged by the University to perform duties or functions on its behalf, including contractors, consultants and/or volunteers.

7 RELATED LEGISLATION AND DOCUMENTS

Breach Notification Form

[Freedom of Speech and Academic Freedom Policy](#)

[Human Rights Act 2019](#) (Qld)

[Information and Communications Technology Acceptable Use Policy and Procedure](#)

[Personal Protective Equipment and Sun Safety Procedure](#)

[Smoking, Alcohol and Other Drugs in the Workplace Policy](#)

[Student Conduct Policy and Procedure](#)

[Work Health and Safety Act 2011](#) (Qld)

8 FEEDBACK

- 8.1 Feedback about this document can be emailed to policy@cqu.edu.au.

9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Delegated Approval Authority	Vice-President (Student Success)
Advisory Committee	N/A
Required Consultation	N/A
Administrator	Director Global Brand and Marketing
Next Review Date	15/08/2027

Approval and Amendment History	Details
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