

Students are required to follow the Code of Behaviour at all times. Failure to follow the Code of Behaviour may result in removal from the course. The Code of Behaviour is as follows.

The Code of Behaviour requires the following rights to be respected and adhered to at all times by students:

- the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- the right to be free from all forms of intimidation
- the right to work in a safe, clean, orderly and cooperative environment
- the right to have personal property (including computer files and student work) and the MSAC Institute of Training's property protected from damage or other misuse
- the right to have any disputes settled in a fair and rational manner (this is accomplished by the Appeal & Complaint Resolution Procedure)
- the right to work and learn in a supportive environment without interference from others
- the right to express and share ideas and to ask questions
- the right to be treated with politeness and courteously at all times

For non-compliance with the Code of Behaviour the following three-step procedure for discipline will be followed:

- A member of the MSAC Institute of Training staff will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where the issue or behaviour continues, students will be invited for a personal interview with the RTO Administrator to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should the issue or behaviour continue, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, training services will be withdrawn and the student will be notified in writing that their enrolment has been terminated.
- At any stage of this procedure students are able to access the Appeal & Complaint Resolution Procedure to settle any disputes that may arise.