

Pegasus International College strives to provide a supportive, inclusive and positive learning experience where all learners and staff feel respected, valued and safe. This policy outlines the standards of behaviour expected of learners and the procedures for managing any breaches of the Student Code of Conduct.

Policy Name	Student Code of Conduct
RTO Name	Pegasus International College
RTO Code	46222
Standard	Standards for RTOs 2025 – Standard 4.1, 4.2, 4.3, 4.4
Version	V1
Effective Date	March 2026
Review Date	June 2027
Policy Owner	CEO

## 1) SCOPE

This policy applies to:

- All staff and learners; and
- All processes, systems and environments involved in the delivery of training and assessment services, including online delivery via Microsoft Teams and Moodle.

## 2) RESPONSIBILITIES

### CEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Communicates outcomes of misconduct investigations to learners.

### Administrative and Support Staff

- Records and retains records of breaches, associated evidence and behavioural management outcomes.
- Manages communications between the relevant learner and staff during any investigation of misconduct.

### Trainers and Assessors

- Models exemplary behaviour to act as a benchmark for learners.
- Maintains and respects the privacy of learners and other staff members.
- Supervises learner conduct and responds immediately to observed misconduct to maintain a safe environment. Where behaviour is of a violent nature, immediately notifies the CEO who will decide whether police authorities are to be called.

### 3) GENERAL PRINCIPLES

At Pegasus International College, we are committed to:

- Providing a safe, respectful and inclusive environment for all learners and staff.
- Protecting the rights of all individuals.
- Providing adequate guidance to learners on acceptable and unacceptable behaviours during the Induction Program.
- Building a culture of acceptance, honesty and respect.
- Observing zero tolerance to the use of violence, alcohol or drugs in any training environment at all times.
- Addressing all forms of misconduct promptly and transparently and addressing promptly to resolve behavioural issues.

### 4) CODE OF CONDUCT

To ensure all learners receive equal opportunity to gain the maximum benefit from their training program, learners are expected to:

- Treat others with respect, dignity and fairness at all times.
- Respect the rights and privacy of other learners and staff members.
- Accept cultural, gender, racial, religious and other individual differences of other learners and staff members.
- Engage in practices that provide a positive, safe and secure learning environment for all.
- Follow all reasonable instructions and directives from staff members.
- Attend classes punctually via Microsoft Teams and be responsible for their own learning and development by maintaining progress with their studies.
- Participate in training and assessment activities actively and positively.
- Seek assistance where required from their Trainer and Assessor or Administrative and Support Staff.
- Not disrupt the online class consistently or egregiously.
- Maintain the peace of the online learning environment.
- Act and present their work honestly and ethically, without plagiarism, cheating or collusion – refer to our Assessment Integrity, Plagiarism and AI Use Policy.
- Not be aggressive or behave in a violent manner towards any individual.
- Not use or behave in an offensive, bullying, discriminatory or harassing manner – refer to our Bullying, Discrimination and Harassment Policy.
- Refrain from any activity that deliberately obstructs, offends, harms or injures others.
- Abide by all laws, regulations and terms of enrolment.

## 5) LEGISLATIVE AND STANDARDS COMPLIANCE

This policy aligns with the following:

### Standards for RTOs 2025

- **Outcome Standards:**
  - **Standard 2.6** – The wellbeing needs of the VET student cohort are identified and strategies put in place to support these needs.
  - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
  - **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
  - **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support continuous improvement.
- **Compliance Standards:**
  - **Standard 20** – Compliance with laws.

### Legislation

- Work Health and Safety Act 2011
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration or reputational damage.
- **For Staff Members** – staff who fail to model appropriate behaviour or manage misconduct may face disciplinary action.
- **For Learners and Clients** – non-compliance could lead to disruptions in training and assessment services, or suspension or cancellation of enrolment.

## 6) CONTINUOUS IMPROVEMENT

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our Continuous Improvement Schedule and areas for improvements are documented in our Continuous Improvement Register.
- Internal audit review questions for self-assurance purposes should include:
  - Is the language used in the Student Handbook on this policy clear and easily understandable?

- Are Trainers and Assessors adequately equipped to model appropriate behaviour and manage student conduct in the classroom?
- Are behavioural issues or misconduct incidents documented, including evidence and actions taken?
- Is there a consistent and transparent process for addressing breaches of the Code, including formal warnings and investigation outcomes?
- Are repeat or serious misconduct cases escalated appropriately and reviewed?
- Does the RTO analyse incident data or feedback to identify behavioural trends and improve the Code or related processes?

## 7) RELATED DOCUMENTS

- Bullying, Discrimination and Harassment Policy
- Complaints and Appeals Policy
- Continuous Improvement Register
- Continuous Improvement Schedule
- Deferral, Suspension, Withdrawal and Cancellation of Enrolment Policy
- Student Handbook

# BREACH PROCEDURE

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## 1. BREACH OCCURS

- i. Where a learner breaches the Student Code of Conduct, the initial response will depend on the severity of the breach:
  - a. For minor to moderate breaches — document the incident, notify the CEO and proceed to the investigation process below
  - b. For serious breaches posing a risk to others — the learner may be immediately suspended for a period not exceeding 10 business days pending investigation
  - c. Where the behaviour is violent or aggressive, or where State or Commonwealth law appears to have been breached — contact police immediately"

### INFORM THE CEO

- ii. The CEO is to be notified of the breach immediately.

## 2. MEETING WITH THE LEARNER AND ANY WITNESSES

- i. A meeting will be organised with the learner to find out more about the misconduct: what caused it, why they believed that was their only course of action, and what they believe is appropriate action.
- ii. Witnesses to the event should also be interviewed separately to get a complete picture.

## 3. IMPOSE A BEHAVIOURAL MANAGEMENT STRATEGY

- i. The CEO will decide on a behavioural management strategy, which may include:
  - a. Issue the learner with a Formal Warning.
  - b. Suspend the learner from their enrolment for a period of time.
  - c. Implement a behavioural management plan, including monitoring arrangements and consequences for repetition of the misconduct.
  - d. Cancel the learner's enrolment where serious misconduct involves violence, damage to property, or a breach of any law.

## 4. OUTCOME COMMUNICATED

- i. The learner will be advised in writing of the action taken by Pegasus International College within 2 business days.
- ii. The learner will be advised of their right to appeal in accordance with our Complaints and Appeals Policy.
- iii. Where the learner continually breaches the Student Code of Conduct and has been formally warned on at least two occasions, their enrolment will be cancelled.

## 5. RECORDS MANAGEMENT

- i. Administrative and Support Staff are to record all notes and evidence on the student's file on Avetmiss Done and OneDrive/SharePoint.

# STUDENT CODE OF CONDUCT – BREACH PROCESS FLOW-CHART

