

Code of Conduct for ALA Learners

At Assured Learning Australia, we are committed to providing high-quality, industry-relevant training that supports your professional growth. Our mission is to deliver practical, up-to-date technical education in a safe, inclusive, and respectful environment. We value integrity, excellence, and cultural safety, and we actively promote wellbeing and resilience to help you succeed.

As a learner enrolled in nationally recognised training, you have both **rights and responsibilities**. These ensure that your learning experience is positive, fair, and supportive for everyone.

Your Rights:

You have the right to:

- Receive accurate and clear information before you enrol, including course outcomes, fees, and support services.
- Be treated fairly, with respect and without discrimination or harassment.
- Learn in a safe and inclusive environment.
- Access support services that help you progress through your training.
- Request reasonable adjustments if you have a disability or learning need.
- Make a complaint or appeal a decision without being treated unfairly.
- Receive your AQF certification (e.g. a qualification or statement of attainment) when you complete your course and all fees are paid.
- Have your personal information kept private and handled in line with privacy laws.

Your Responsibilities:

As a learner, you are expected to:

- Attend scheduled training sessions (or log in regularly if studying online).
- Actively participate in learning and complete all required activities and assessments.
- Ask for help when you need it and engage with support services.
- Submit work that is your own and follow the academic integrity policy.
- Follow safety instructions and report any risks or incidents.
- Treat trainers, staff, and other learners with respect and courtesy.
- Keep your contact details up to date.
- Follow Assured Learning Australia's policies and procedures (refer back to the Resources section on our website at <https://www.assuredlearning.com.au/learnerresources>).

Why this Matters

By understanding your rights, you can confidently access the help you need and expect fair treatment. By meeting your responsibilities, you contribute to a positive, productive, and professional atmosphere that benefits all learners. Together, these principles ensure that your training experience is not only successful but also enjoyable and empowering.

Respectful Behaviour and Anti-Vilification

Our organisation is committed to providing a safe, respectful and inclusive learning and working environment for all learners, staff and visitors. All members of our community are expected to treat others with dignity, respect and fairness always. Vilification, discrimination, harassment or intimidation of any person will not be tolerated.

Expected Behaviour

Learners and staff must:

- Treat all people with respect, regardless of their race, religion, nationality, culture, gender, sexuality, disability, age or background.
- Communicate respectfully in person, in writing, online and through social media.
- Support an environment where everyone feels safe to participate in learning and work activities.
- Raise concerns appropriately through organisational reporting or support processes.

Unacceptable Behaviour

The following behaviours are not acceptable and may result in disciplinary action:

- Racism, antisemitism, or any form of prejudice or hatred directed toward individuals or groups.
- Vilification, including behaviour that humiliates, intimidates, insults or threatens another person because of their identity or background.
- Encouraging hatred, hostility or violence toward individuals or groups.
- Displaying or sharing offensive symbols, images or messages that target a particular group.
- Bullying, harassment or intimidation in person, online or through electronic communication.

Respectful Discussion

Our organisation supports respectful discussion and debate about social, political and global issues. However, these discussions must not involve harassment, antisemitism, discrimination, vilification or hostility toward any group or individual.

Breaches of the Code

Any breach of this Code of Conduct may be investigated and may result in disciplinary action in accordance with organisational policies and procedures.

Lyle Barrett

CEO & Director
Assured Learning Australia