NEW ERA INSTITUTE
CRICOS No.: 03509B • National Provider no.: 41543

Student Code of Conduct

All Students | New Era Institute | V1.0 | Effective 2026 | Review 2028

1. Purpose

This Code sets the behaviour, safety, respect, human rights, academic integrity and reporting expectations for all students of New Era Institute. It supports a safe, inclusive and respectful learning environment where every student can participate without discrimination, harassment, bullying, victimisation or vilification.

This Code applies in classrooms, online learning spaces, Moodle, email, social media connected to Institute activities, practical workshops, work placement, industry settings, excursions, events and any other activity connected with New Era Institute.

2. Human rights, child rights and inclusive practice

New Era Institute recognises that all people have the right to be treated with dignity, equality, fairness and respect. Students must respect the rights, safety, culture, faith, identity and privacy of others.

- Human rights principle: everyone is entitled to learn and participate without discrimination because of race, colour, nationality, ethnic or national origin, religion, faith, gender, sex, sexual orientation, disability, age, family responsibilities, political opinion or any protected attribute.
- Child rights principle: where a student is under 18, or where students interact with children during training or placement, New Era Institute expects conduct consistent with the United Nations Convention on the Rights of the Child, including non-discrimination, best interests of the child, the right to be heard, protection from harm, access to education and respect for cultural and religious identity.
- Cultural safety: students must contribute to an environment where people from all cultural, racial, faith, language and community backgrounds are respected and are not required to hide, defend or justify their identity.
- Inclusive learning: students should seek support early if they need reasonable adjustment, wellbeing support, language support, accessibility assistance or help understanding requirements.

3. Student rights

- To be treated fairly, respectfully and without discrimination, harassment, bullying, victimisation or vilification.
- To access information about course requirements, support services, assessment, attendance, complaints, appeals and student obligations.
- To raise concerns or complaints without victimisation or reprisal.
- To be supported if affected by discrimination, harassment, bullying, racial or religious vilification, antisemitism, sexual harassment, family violence, critical incidents or wellbeing concerns.
- To procedural fairness when New Era Institute considers a complaint, conduct concern, academic issue or disciplinary action.
- To privacy and confidential handling of personal information, subject to safety, legal and regulatory reporting obligations.

4. Student responsibilities

1. Treat all students, staff, trainers, assessors, visitors, host employers, clients and community members with dignity, courtesy and respect.
2. Follow New Era Institute policies, reasonable directions, course requirements, assessment instructions, WHS requirements, online learning requirements and lawful directions from authorised staff.
3. Attend scheduled classes, practical sessions, assessments, support meetings and work placement as required, and notify New Era Institute promptly of absences or issues that may affect attendance or course progress.
4. Participate honestly in learning and assessment and submit only their own work unless group work is authorised.
5. Maintain appropriate language, behaviour, dress, hygiene and professional presentation for the learning or workplace setting.
6. Protect the privacy, confidentiality, dignity and safety of others.
7. Report incidents, hazards, discrimination, harassment, bullying, vilification, wellbeing concerns, unsafe conduct, online abuse or work placement concerns as soon as practicable.
8. Cooperate with reasonable investigations and support processes.

5. Respectful and inclusive behaviour

Students must not engage in conduct that undermines student safety, inclusion or wellbeing. Prohibited conduct includes, but is not limited to:

- discrimination, harassment, bullying, victimisation or intimidation;
- racial vilification or religious/faith-based vilification, including antisemitism, Islamophobia or hostility toward any faith or cultural group;
- public comments, symbols, images, jokes, gestures, online posts or messages that could incite hatred, serious contempt or severe ridicule toward a person or group because of race, ethnicity, nationality, religion or faith;
- threats, aggressive conduct, physical violence, coercion, stalking, sexual harassment or unwanted contact;
- misuse of Institute systems, computers, email, social media, messaging groups or online platforms to offend, humiliate, harass, threaten, vilify, exploit or discriminate against others;
- retaliation against any person who raises a concern, makes a complaint, supports a complaint or participates in an investigation.

6. Racial and religious vilification, including antisemitism

New Era Institute will not tolerate racial, cultural or religious vilification. Antisemitism may be treated as discrimination, harassment, bullying, racial vilification, religious vilification, victimisation, a wellbeing risk, a safety incident, or misconduct depending on the conduct and context.

Term	Student-facing meaning
Racial vilification	A public act, statement, display, online post or conduct that could incite hatred, serious contempt or severe ridicule toward a person or group because of race, colour, nationality, descent or ethnic, ethno-religious or national origin.
Religious / faith-based vilification	A public act, statement, display, online post or conduct that could incite hatred, serious contempt or severe ridicule toward a person or group because of religion, faith, belief or perceived religion/faith.

Antisemitism	Hostility, prejudice, discrimination, harassment, vilification or violence directed at Jewish people or Jewish identity, culture, faith, symbols, community institutions or perceived Jewish identity.
Public act	Conduct that occurs in a public place, at campus, in class, at an Institute event, during work placement, on social media, in online learning spaces or in any forum where others may see, hear or receive it.

Students who experience or witness vilification should contact Student Support, a trainer/assessor, the Academic Manager, the CEO, or emergency services if there is immediate danger.

7. Academic integrity and assessment conduct

- Submit work that is authentic, honest and based on the student's own effort unless collaboration is expressly allowed.
- Do not plagiarise, copy another person's work, purchase assessment work, falsify evidence, use unauthorised AI tools or devices, forge signatures, falsify placement hours or misrepresent competency evidence.
- Use artificial intelligence tools only where permitted by the trainer/assessor and acknowledge use where required.
- Maintain respectful conduct during assessments, practical sessions and workplace observations.

8. Health, safety and wellbeing

- Take reasonable care for personal health and safety and avoid conduct that may harm others.
- Follow evacuation, emergency, first aid, hygiene, infection control, security and practical workshop safety requirements.
- Do not attend campus, practical activities or placement under the influence of alcohol or drugs, or bring prohibited items to Institute activities.
- Notify New Era Institute if a medical, disability, wellbeing, family violence, accommodation, financial, cultural, religious or other support issue may affect learning, attendance, safety or progress.
- Seek support early. Student Support may assist with academic support, wellbeing referral, reasonable adjustment, intervention plans, external support services or emergency escalation.

9. Practical training and work placement

Students undertaking practical training or work placement must comply with this Code, course-specific placement declarations, host workplace policies and lawful directions. Course-specific codes, including ECEC placement requirements, supplement this all-student Code and do not replace it.

- Attend induction and complete all pre-placement checks before commencing placement.
- Respect the rights, dignity, privacy, culture, faith, safety and wellbeing of clients, children, families, residents, service users, staff and other students.
- Stay within approved student scope, supervision requirements and assessment instructions.
- Report incidents, injuries, hazards, concerns, abuse, neglect, discrimination, harassment, bullying, vilification, unsafe practice or boundary concerns immediately to the host supervisor and New Era Institute.

- Do not photograph, record, publish or share information about clients, children, families, staff, services or host organisations unless expressly authorised for assessment and written consent/approval is in place.

10. Reporting concerns and accessing support

Concern	What to do
Immediate danger, threat, violence or medical emergency	Call 000 and notify New Era Institute as soon as safe.
Discrimination, harassment, bullying, racial/religious vilification or antisemitism	Contact Student Support, a trainer/assessor, the Academic Manager or CEO. Preserve evidence such as screenshots, emails or messages.
Wellbeing, mental health, accommodation, family, financial or personal issue	Contact Student Support for support, referral or reasonable adjustment options.
Assessment, attendance, course progress or academic concern	Contact your trainer/assessor, Academic Coordinator or Student Support.
Complaint or appeal	Use the Complaints and Appeals Policy. Students may also seek external review where applicable.

11. Breach of this Code

New Era Institute will consider the seriousness, risk, context, intent, impact, prior behaviour and safety needs when responding to an alleged breach. Immediate action may be taken where required to protect safety, wellbeing, children, vulnerable people, staff, students, workplace hosts or Institute integrity.

- Possible outcomes may include informal guidance, warning, support plan, behaviour agreement, restorative action, temporary removal from class/placement, disciplinary meeting, assessment consequences, referral under another policy, exclusion from placement or course, or referral to external authorities where required.
- Students will be given procedural fairness unless immediate action is required for safety or legal reasons.
- Students may access complaints and appeals processes for adverse decisions.

12. Regulatory and standards mapping

Instrument / standard	How this Code supports compliance
Standards for RTOs 2025 – Outcome Standard 2.5	Sets expectations that foster a safe, inclusive and culturally safe learning environment and protects students from discrimination, harassment and vilification.
Standards for RTOs 2025 – Outcome Standard 2.6	Identifies wellbeing and safety risks and tells students how to seek support and report concerns.
Standards for RTOs 2025 – Outcome Standards 2.7 and 2.8	Links conduct concerns, complaints and appeals to fair, confidential and timely processes.
Standards for RTOs 2025 – Outcome Standards 4.3 and 4.4	Supports risk management, records, incident monitoring and continuous improvement.

National Code 2018 – Standards 6, 8 and 10	Supports overseas student welfare, course progress/attendance management and complaints/appeals arrangements.
Human rights and child rights	Embeds dignity, equality, non-discrimination, safety, child-safe conduct and respect for cultural and religious identity.

Declaration and acknowledgement

☐ I have read and understood this Code of Conduct.

☐ I agree to follow the Code while participating in New Era Institute activities, including campus, online, practical training and work placement activities.

☐ I understand that breaches may be managed under New Era Institute policies and may result in action in accordance with procedural fairness, safety requirements and applicable law.

☐ I know how to report concerns, incidents, discrimination, harassment, bullying, racial or religious vilification, including antisemitism.

Field	Details
Student full name	
Student ID	
Signature	
Date	