

PURPOSE

The purpose of this document is to ensure Clear to Work (CTW) maintains a safe, healthy, and respectful learning space and workspace for CTW staff, stakeholders, and students.

SCOPE

This policy and procedure refers to all CTW students (past and present), staff, contractors, and any stakeholders involved in the running of business.

POLICY STATEMENT

CTW's foundation for a stress-free and enjoyable workplace and learning space requires a clear framework of behavioural expectations from all parties.

This framework is based on 3 main pillars:

1. Respect for others

Under **no** circumstances will the following behaviour be accepted or engaged with from any parties mentioned in the scope of this policy:

- Bullying
- Name calling
- Swearing
- Belligerence
- Threats
- Mocking
- Contempt, disrespect or disdain for a person's culture, sexual proclivity, or gender
- Acts of aggression (verbal or written)
- Offensive language or rhetoric

2. Respect for CTW

CTW strongly discourages the following behaviour from all parties mentioned in the scope of this policy:

- Writing unfounded, false, or defamatory information on public websites. If such claims are deemed to be unfounded, false, or defamatory in nature, CTW may respond by engaging legal action.
- Seeking external means of mediation and appeal, without first seeking guidance and support internally from CTW.

3. Respect for learning

CTW strongly encourages the following behaviour from all parties mentioned in the scope of this policy:

- CTW staff and stakeholders will be fair, honest, impartial, and professional at all times
- CTW staff and stakeholders will follow all internal policies and procedures
- CTW staff and stakeholders will follow the Standards for RTO's 2015
- CTW Students follow the Student Handbook and all guidelines outlined on the CTW website

PROCEDURE

Systematic approach for dealing with unwarranted behaviour

CTW must follow the below procedure when dealing with cases of unwarranted behaviours:

1. Receipt of unwarranted behaviour

On identification of a potential 'unwarranted behaviour' case, CTW staff members are required to forward all information and evidence immediately and directly to a/or all CTW Executive Managers (Compliance Manager, Chief Operations Officer, and Chief Executive Officer).

2. Review process and behaviour against the framework of behavioural expectations

The CTW Executive Managers will review and evaluate the parties involved, the product and service experience had by the student/customer, and the incident that has occurred resulting in the behaviour. On review of all information, management will decide if the behaviour falls into any of the main pillars mentioned in the Policy Statement.

3. Identification of breach and proportionate response

A case manager will then be allocated, predominantly the Compliance Manager, to ascertain the appropriate course of action. Responses are to be curated and in standardised format. Responses must always include information on appropriate means of complaints and/or appeals processes.

a. Respect for others

CTW values the health and safety of its employees and students and does not, under any circumstances, tolerate the disrespectful treatment of staff.

Students found engaging in these behaviours are to be:

- cancelled from the course without a refund

b. Respect for CTW

Students found engaging in these behaviours will be subject to the following:

- Enrolment will be cancelled and no refund will be given
- Face engagement from the CTW legal team

c. Respect for learning

Students who are found to be behaving in a way that goes against any guidelines outlined in the Student Handbook or on the CTW website will have their case escalated to the CTW executive managers for review. Ramifications for this will depend on frequency and severity of the concern and will be addressed proportionately.