

Staff Code of Conduct

Document

Document Name	Staff Code of Conduct
Brief Description	The purpose of this document is to outline the expectations SIBT and WSUSCC has with respect to the quality of its learning and teaching environment and awards, and the practices of staff employed by any SIBT and WSUSCC.
Responsibility	Senior Management Team
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Version Control

Date/Approval	Version No:	Summary of Changes	Reviewer Name and Department/Office
08/08/2020	1	Initial Release	GM Quality, Risk and Compliance UPA
10/8/2023	2	Adapted for SIBT and WSUSCC	Senior Management Team

Related Documents

Name	Location
Privacy Policy (Group)	Policy HUB
IT Usage Policy	Policy HUB
Values in Action (Group)	Values in Action
Sexual Assault, Sexual Harassment, Bullying and Mental Health and Wellbeing Policies and Procedures	Policy HUB
Copyright Policy	Policy HUB
TEQSA	https://www.teqsa.gov.au/
Higher Education Standards Framework (Threshold Standards) 2021	https://www.legislation.gov.au/
National Code of Practice for Providers of Education and Training to Overseas Students 2018	https://www.legislation.gov.au/
National Standards for Foundation Programs	National Standards for Foundation Programs
The ELICOS National Standards	ELICOS National Standards



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1 Purpose

- a) The purpose of the Staff Code of Conduct ("Code") is to define the standards of conduct required by all Sydney Institute of Business and Technology (SIBT) and Western Sydney University Sydney City Campus (WSUSCC) staff members. The Code also has an educative role and provides a guide to understanding the ethical obligations of staff members and aims to resolve issues which arise in the performance of duties or activities.

2 Application

- a) The Staff Code of Conduct applies to all members of SIBT and WSUSCC community including staff, whether full-time, part-time, casual or contractors. The Code also applies to the College's volunteers who contribute to its activities.

3 Code Details

3.1 Key Principles

- a) SIBT and WSUSCC are committed to principled performance from all members of the College community.
- b) SIBT and WSUSCC have a responsibility to provide a quality experience to students inclusive of (but not limited to), supporting student engagement; protecting academic integrity and enforcing the use of external referencing to ensure the quality of provision.
- c) SIBT and WSUSCC will continue to both ensure and assure the integrity of its awards and assessment processes.
- d) SIBT and WSUSCC's focus on principled performance will be supported by mission, vision and values as set out in UPA's strategic plan and in Navitas' [Values in Action](#).
- e) SIBT and WSUSCC will seek to employ staff and appoint leaders who have strong character and consistently direct their energies to the provision of a safe, quality based educational experience for students and, a rewarding, safe and worthwhile workplace for staff.
- f) SIBT and WSUSCC will breakdown silos and leverage common capabilities in all of its systems and processes to ensure that the College remains on track through effective governance and strategic management.
- g) SIBT and WSUSCC are committed to a performance management system that is fair and equitable.
- h) SIBT and WSUSCC will adhere to its commitment to fulfil all of its regulatory compliance obligations through an integrated governance, risk and compliance management system that will support and facilitate continuous improvement.
- i) SIBT and WSUSCC are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past students and other stakeholders, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. The

same standards of information security and integrity are extended to all our students, staff, suppliers and associates e.g., agents.

- j) SIBT and WSUSCC have a zero-tolerance approach to members of the College community improperly using their position or role to undertake or authorise any activity, which may result in any real or perceived disadvantage to the College, its community, or the parent company (Navitas Pty Limited).
- k) SIBT and WSUSCC are committed to the welfare and safety of all members of the College community and expect that each and every member of the community will, at all times, behave in a responsible, respectful and conscientious manner.
- l) SIBT and WSUSCC exercise a zero-tolerance approach to work and study-place bullying and any form of harassment and/or assault.

3.2 Ethics

- a) SIBT and WSUSCC always conduct all services honestly, with integrity and transparency and expect all members of the College community (students, staff, partners, suppliers, and other stakeholders) to do the same.
- b) SIBT and WSUSCC's educational provision take proper account of ethical considerations, together with the protection and enhancement of the moral position of students, staff, partners, and other stakeholders.

3.3 Professional Conduct

- a) SIBT and WSUSCC conduct all activities professionally and with integrity and always take great care to be completely objective in judgment.
- b) SIBT and WSUSCC expect that in the resolution of issues and concerns, decisions are never influenced by anything other than the best and proper interests of students, staff, and other stakeholders.
- c) Staff are expected to display ethical and professional conduct consistent with relevant SIBT and WSUSCC policy, including:
 - i. Ensuring that all actions are free from conflict of interest, or disclosing interests where conflict may arise or reasonably be perceived by others to arise;
 - ii. Displaying academic integrity and ethical practice in learning, teaching and research;
 - iii. Maintaining currency in their areas of work or scholarship, and in the professional, legal and ethical standards relevant to their areas of expertise;
 - iv. Safeguarding confidentiality and privacy of personal or commercial information entrusted to SIBT and WSUSCC.

3.4 Policy and Procedures

- a) Staff must comply with Navitas as well as SIBT and WSUSCC policies and procedures.
- b) Staff are expected to consult managers should require support to understand the application to the policies and procedures.

3.5 Copyright

- a) Staff are expected to comply with relevant copyright and screen rights laws specific to the reproduction and broadcast of materials where the work created by another

person is used in academic, student or course work activities or other administrative activities.

3.6 Conflict of Interest

- a) SIBT and WSUSCC will avoid any dealings that may conflict with the best interests of all of the staff and students in the SIBT and WSUSCC, UPA Division, and Navitas' strategic directions.
- b) It is important that staff recognise, declare, and manage conflicts of interest and situations where there is a potential or perceived conflict of interest. Conflicts of interests may be financial or personal and exist where a person's private interests are opposed to, or have the potential to interfere with, the performance of their duties at SIBT and WSUSCC.
- c) Conflicts of interests may be actual or perceived. Perceived conflicts of interest exist where it may be perceived that a staff member's private interests are at odds with their SIBT and WSUSCC responsibilities.
- d) SIBT and WSUSCC staff are expected to declare potential conflicts of interest between their private and/or financial interests and responsibilities.

3.7 Contracts

- a) The engagement with students, staff, and partners will usually be in the form of a written agreement and/or contract that makes clear what the aims are, what it is will be provided and what the timeframes, costs, and deliverables are.
- b) SIBT and WSUSCC always endeavour to meet the contractual commitments and obligations, particularly for situations where an external funding provider requires more official parameters and controls.
- c) All contracts will be aligned with the relevant law and regulations in our operating environments.

3.8 Leadership, Management and Supervisory Behaviour

- a) A member of the SIBT and WSUSCC community with leadership, management, and/or supervisory responsibilities has an important role to play in creating a fair and just working environment, which enables the culture of trust and transparency to thrive.
- b) Leaders, managers, and supervisors have a particular onus to maintain the standards of respect for others and to demonstrate integrity and ethical behaviour in all that they do.
- c) Leadership, management, and supervisory roles are found in the professional administrative area as well as the academic arena and flow into the student groups e.g. the Student Voice Committee. It is important therefore that people in these roles:
 - i. Act equitably and consistently in their dealings with all members of their teams and the wider community;
 - ii. Ensure their team members understand the performance standards expected of them as well as their rights and responsibilities as employees in accordance with their contract;
 - iii. Deal promptly and effectively with issues related to bullying and harassment of any kind;
 - iv. Maintain open, honest and courteous communication with all members of the community;

- v. Avoid interactions which may reasonably be perceived as bullying and/or harassment;
- vi. Ensure workplace health and safety obligations are met, so that everyone works in a safe and healthy environment;
- vii. Provide equitable access to appropriate development opportunities; and
- viii. Provide reasonable accommodation for those members of the SIBT and WSUSCC community with a disability, family responsibilities or to enable religious or cultural observance.

3.9 Quality Assurance

- a) SIBT and WSUSCC's quality assurance process for academic matters is aligned with the *Higher Education Standards Framework (Threshold Standards) 2021*.
- b) Quality assurance for all operational activity is aligned with Navitas' [Values in Action](#).
- c) The operational quality is maintained through constant ongoing reviews of courses, student, and staff surveys and review activities with our Partner University.
- d) All academic outcomes are reviewed each study period and through the intervention strategy framework, student-at-risk process, students who may need additional support and attention with their studies and adjustment to life on campus are monitored.
- e) The aims, activities, outcomes, and the cost-effectiveness of every activity are reviewed every quarter.
- f) Regular review meetings are encouraged and regular progress reports to the governing body are provided. SIBT is registered by TEQSA in accord with the *Higher Education Standards Framework (HESF)* and through robust compliance and risk management mapping processes, UPA ensures that it meets its regulatory obligations.
- g) All courses are developed in alignment with the *Australian Qualifications Framework (AQF)* (or equivalent framework depending on the legal jurisdiction); the Western Sydney University (Partner University); appropriately qualified academic staff; and, where appropriate business and industry experts.
- h) SIBT and WSUSCC participate in external referencing and benchmarking activities, and in the annual QILT surveys.
- i) Professional development and support programs are provided through the Division's Learning and Teaching Service and all colleges are encouraged to implement peer review programmes for teaching staff and, 'buddy' schemes/peer mentoring for students.
- j) All staff participate in an annual performance planning and appraisal process.

3.10 Equality and Inclusiveness

- a) SIBT and WSUSCC is committed to creating a welcoming and culturally inclusive environment based upon mutual respect. People of all genders and all cultural, social, and linguistic backgrounds are welcomed and supported.
- b) Staff and affiliates will ensure equality of opportunity by:
 - i. Supporting a culture of inclusiveness and respect for difference;
 - ii. Promoting the value of diversity at every level of campus life;
 - iii. Ensuring that decision making is reasoned, transparent, documented and conducted without bias, including decisions in relation to recruitment of staff;

- iv. Being proactive in learning about and respecting the cultural backgrounds of staff and students; and
 - v. Committing to a workplace and scholarly environment that is free from all forms of unlawful discrimination.
- c) SIBT and WSUSCC always strive to be fair, objective, and transparent in its advice and actions.
 - d) As a diverse and inclusive community, SIBT and WSUSCC reject any form of discrimination or prejudice.
 - e) Distinctions, exclusions, or restrictions based on sex, gender, sexuality, race, disability, religion, marital or parental status, age, political or religious conviction or any other factor that is irrelevant to a person's ability to work, study or access College's services is unlawful discrimination under relevant anti-discrimination laws. and may be considered staff misconduct.
 - f) Harassment is also unlawful under anti-discrimination laws. Members of the SIBT and WSUSCC community must not engage in behaviours which may be unwelcome, or which may be distressing, offensive or humiliating to others. Such behaviour may be unlawful and could be considered staff misconduct and may result in reporting to relevant authorities.

3.11 Attendance

- a) Participation is a standard measure of job performance. Punctuality, and committed and dedicated participation are expected of all staff members.
- b) Staff members with excessive unexcused absences or repeated tardiness may be subject to a performance management.
- c) SIBT and WSUSCC grant staff the flexibility of working from home where roles allow it and in consultation and as agreed with their supervisors and managers. Working from home arrangements are not an entitlement of employment and arrangements may change from time to time depending on the needs of the organisation, its students, and partners.
- d) Staff are expected to positively contribute to the Campus culture and values and are expected to contribute to team building and a collaborative working environment.

3.12 Privacy

- a) Members of the SIBT and WSUSCC community often have access to personal and sensitive information about students and other members of SIBT and WSUSCC's community.
- b) All members of the SIBT and WSUSCC community:
 - i. Must respect the privacy of others when they collect, process, or use personal information in the course of their duties or activities; and
 - ii. Should protect the privacy of others and maintain appropriate confidentiality regarding personal or professional matters at all times.
- c) All members of the SIBT and WSUSCC Community are advised to refer to the Navitas Pty Limited [Privacy Policy](#) and/or the business unit websites for further information.

3.13 Workplace Health and Safety

- a) All members of SIBT and WSUSCC's community have an obligation to:
 - i. Follow safe work and study practices;

- ii. Avoid actions which may harm themselves or others; and
 - iii. Report hazards in the work and/or study environment.
- b) In addition, managers, lecturers, and supervisors are responsible, within the limits of their authority, for ensuring that activities within their area are undertaken with due care and diligence for the health and safety of others.

3.14 Safer Campus Community

- a) SIBT and WSUSCC prides itself on being a safe, inclusive, and welcoming place of work and study. Reporting to the Senior Management Team, the SIBT and WSUSCC Safer Campus Communities Group (SCCG) ensures the campus has a clear plan around changing attitudes and behaviours, to foster a safe campus community for all. With a focus on sexual assault and sexual harassment (SASH) prevention and response, the SCCG continually monitors, evaluates, and improves its approaches to student and staff wellbeing and safety, reviews policies and procedures and recommends changes or adjustments for SIBT and WSUSCC.
- b) Managers and supervisors have a duty to prevent sexual harassment in the work and learning environment and may be held responsible for sexual harassment in the workplace unless all responsible steps have been taken to prevent or eliminate the harassment.
- c) It is the role of managers and supervisors to identify, prevent and redress potential problems. Any manager or supervisor who observes inappropriate behaviours of a sexual nature has a duty to raise it with the person exhibiting the inappropriate behaviour and to take further action if the behaviour does not cease. This duty exists even in the absence of a complaint.
- d) Managers and supervisors have a responsibility to:
- i. Monitor the teaching, learning and working environment to ensure that acceptable standards of conduct are observed at all times;
 - ii. Model appropriate behaviour themselves and, if required, seek advice and assistance from their SMT or SCCG in managing staff and students where behaviour may be inappropriate or harassing;
 - iii. Treat all complaints seriously and confidentially and take immediate action to resolve the matter;
 - iv. Ensure that no victimisation occurs against the person who makes a complaint; and
 - v. Refer complaints to the relevant Director where:
 - They are unable to resolve the situation;
 - There is a conflict of interest;
 - The complaint is particularly serious or complex and requires independent investigation.
- e) All staff have a responsibility to:
- i. Comply with SIBT and WSUSCC policies;
 - ii. Report incidences of potential sexual or other harassment or discrimination that they witness;
 - iii. Offer support to anyone who is being harassed and advise them on where to seek assistance and support; and
 - iv. Maintain confidentiality of information provided during an investigation of a complaint. Staff need to be aware that spreading gossip or rumours may constitute misconduct and/or expose them to defamation action.
- f) If a staff member witnesses a person being sexually harassed, they can help by offering support to the person being harassed. This can be done by:

- i. Refusing to join in with any sexually harassing behaviour;
- ii. Offering to act as a witness if the person being sexually harassed decides to report the incident;
- iii. Backing them up or supporting the person to say no to the harassment.

3.15 Gifts

- a) SIBT and WSUSCC acknowledges that the giving and receiving of gifts as a token of gratitude is not uncommon, however, it can create issues for both parties, which SIBT and WSUSCC wishes to avoid.
- b) SIBT and WSUSCC's staff should not accept gifts where there is an actual or perceived connection between the receipt of the gift and the performance of duties.
- c) Staff should not give gifts unless the decision to do so and the cost has been approved by the most senior person in the business unit.
- d) To alleviate any perceived conflict of interests that may arise from the giving and receiving of gifts, any gifts where the value of that gift is above \$100, staff are required to register the gift/s with the most senior person in the business unit or enabling function.

3.16 Use of College Property

- a) Members of SIBT and WSUSCC's community are expected to ensure that College's resources are used ethically, economically, efficiently, and effectively.
- b) All members of the community have a responsibility to ensure that College's resources are only used for legitimate purposes and are not wasted or abused.

3.17 Dress Standards

- a) All members of the SIBT and WSUSCC community should dress in an appropriate manner that is suited to the workplace.
- b) Clothes and accessories that could reasonably cause offence to other members of the SIBT and WSUSCC community should be avoided.
- c) SIBT and WSUSCC operates in a professional and education setting and expects that all staff members dress appropriately at work.
- d) Under no circumstances is clothing with offensive writing and images permitted.

3.18 Internet and Social Media

- a) Staff should familiarise themselves with the IT Acceptable Use Policy IT, which is available [here](#).
- b) Social media, which may include apps like Twitter, Snapchat, TikTok, Instagram, or other Internet networking applications like Facebook, must not be used during work hours except as it relates to business.
- c) Staff who spend inappropriate amounts of time on personal social media accounts during work hours may be subject to a performance management.
- d) Although social media should not be used at work, staff are expected to handle their personal social media accounts appropriately outside of the office.
- e) Staff members should always work to ensure that their personal accounts clearly state that their views do not represent our organisation.
- f) Staff members should never share any intellectual property, or the status of any of their assignments on social media.

- g) When representing the company, staff members should always be respectful and avoid speaking in specifics about their work.
- h) Staff members should never post discriminatory, offensive, or other illegal language on social media.
- i) Staff members must always correct or remove statements posted to their social media that are made on behalf of the company.
- j) Staff should avoid personal social media connections and contact with current students, even at the student's request, outside of professional networking sites such as LinkedIn.

3.19 Relationships

- a) SIBT and WSUSCC, do not prohibit personal relationships between staff of the same level. However, relationships between junior and senior staff are actively discouraged as it could give rise to issues around equity, transparency, and fairness.
- b) Personal relationships between staff and students result in an unacceptable power imbalance and may create risk of favouritism or abuse of authority. Staff are under duty to act with integrity and not to place themselves in a position of actual or apparent conflict. Any relationship between a staff member and a student must be disclosed immediately.
- c) All other relationships (family or friends) should be declared to avoid preferential treatment and/or conflict of interest.
- d) Staff are expected to maintain professionalism in the workplace regardless of the status of their relationship.
- e) In the event that staff begin a new, internally based relationship, the Human Resources Manager must be notified.
- f) The Human Resources Manager may ask staff to fill out a waiver that establishes the nature of the relationship and a start date for the relationship.
- g) During work hours, staff are expected to behave in a way that does not distract colleagues from their duties, take away from work hours, or create a hostile work environment.
- h) Staff that exhibit inappropriate behaviour in the workplace may be subject to disciplinary action.

3.20 The Code in Practice

- a) The Code will be used by SIBT and WSUSCC in order to ensure all staff are achieving the outcomes that are expected of them.
- b) The Code presents a series of reference points to:
 - i. Support staff in consolidating a quality focused working environment that values trust, transparency and respect for others;
 - ii. Implement UPA's educational mission, national quality arrangements, and regulatory requirements;
 - iii. Enable Government and Regulators to assess the reliability of College's provision of educational services in line with regulatory and statutory obligations;
 - iv. Facilitate appropriate internal and external oversight and review within the context of an overarching SIBT and WSUSCC and the Division approach;
 - v. Enable staff to conduct themselves in accordance with the principles of ethical conduct;

- vi. Facilitate transparency around staff appointments, promotion and termination of employment;
- vii. Facilitate transparency around assessment and examination protocols;
- viii. A series of expectations and understandings that are accessible and applicable across SIBT and WSUSCC, the Division and to UPA's wider stakeholder group; and,
- ix. Engagement from all staff as well as other stakeholders.