

1. POLICY: CANDIDATE MISCONDUCT POLICY

2. DATE: April 2016

3. INTRODUCTION

The Royal Life Saving Society in providing a quality service to its customers has developed a Candidate Misconduct Policy to deal with misconduct concerning assessment, attitude and inappropriate behaviour including but not limited to bullying, harassment and exclusion.

Both candidates and The Royal Life Saving Society staff member are governed by the normal laws which regulate our daily lives. But in addition The Royal Life Saving Society has its own rules and policies for candidates participating in training programs.

4. POLICY

All forms of cheating, plagiarism or behaviour that is deemed inappropriate, will be reported to the relevant Training Manager who will:

- (a) impose a penalty with respect to the assessment of the course, or
- (b) will disallow the participant from participating in that course, or
- (c) if considered an act of grave misconduct, refer the case to the General Manager, Operations to deal with. The General Manager, Operations may cancel the enrolment of any participant.

4.1 Example of misconduct may include but are not limited to:

- taking unauthorised materials into an assessment
- impersonation in assessments
- permitting another student to copy answers in an assessment
- exchanging notes between candidates in an assessment
- improperly obtaining prior knowledge of an assessment paper and using that knowledge in the assessment
- removing an assessment paper from an examination room when it is specified that the paper is not to be retained by the student
- conduct which unduly disrupts or interferes with a class
- conduct detrimental to The Royal Life Saving Society property, such as stealing, destroying or deliberately damaging equipment
- using The Royal Life Saving Society computing or communications facilities in a manner which is illegal or which will be detrimental to the rights and properties of others
- acting so as to cause candidates, staff or other persons within The Royal Life Saving Society to fear for their personal safety
- bullying or harassment

4.3 Natural Justice in the application of The Student Misconduct Policy

The Royal Life Saving Society will apply the principles of natural justice when dealing with any allegation in relationship to student behaviour. This will include;

- the person who is the subject of concern must know all the allegations in relation to their behaviour
- they must have a full opportunity to put their case
- all parties to the complaint must have the right to be heard
- all relevant submissions and evidence must be considered
- the decision-maker must be fair and just

5. PROCESS

The process for dealing with misconduct is as follows:

Level 1 – Initial complaint

The staff member involved will inform the relevant Training Manager in writing who will contact all persons involved and will request they detail their complaint in writing. The relevant Training Department Manager will investigate the complaint. A written reply regarding the outcome will be provided within 10 working days.

If the complaint is of a harassment or serious nature the relevant Training Manager will immediately report the complaint to the General Manager, Operations.

If the customer is still not satisfied the complaint will progress to the level 2.

Level 2 – Meeting with Manager, Staff Member and Customer

Should the customer still not be satisfied, a meeting with the relevant Training Department Manager, staff member and customer is arranged to attempt to resolve the issue.

Level 3 – Resolution by Executive Officer

Should the matter still remain unresolved the customer is advised that the General Manager of Operations will be notified by the Training Department Manager and provided with all the information to progress the investigation to its final conclusion.