

Behaviour expectations for learners, visitors and staff

1 Purpose

1.1 The mission of Goleman Training is to create a fun, focussed, fair and safe learning environment that breed success, achievement and upskilling of its learners, preparing them to meet and exceed industry standards and contribute to a productive, safe workforce. Goleman Training is responsible for ensuring the safety, welfare and progress of all training attendees. To be able to achieve this, a standard of behaviour is necessary.

2 Scope

2.1 All learners, visitors and staff of Goleman Training shall abide by the behaviour expectations outlined in this policy.

2.2 All procedures and events pursuant of behaviour expectations are guided by the standards outlined in this policy.

2.3 All procedures established by authority bodies (for example MoE, MoH, NZ Government, MBIE etc) to be carried out/enacted by Goleman Training Ltd, will be adhered to. Including but not limited to Declared State of Emergency, Pandemics (i.e. Covid 19 contact tracing, physical distancing and hygiene specifications) etc

3 Policy

3.1 It is the policy of Goleman Training to have available for learners, visitors and staff, written advice on the behaviour expectations to which they are subject while attending training provided or facilitated by Goleman Training.

3.2 Rights

Students have the right to being treated fairly, respectfully and can expect high standards of conduct, support, teaching and learning at Goleman Training.

Responsibilities include:

- Contributing to a healthy safe environment and complying with all Health and Safety policies and procedures.
- Being aware of hazards and complying with hazard management in accordance with Goleman Training's Risk Management Policy; wearing and using appropriate clothing and equipment.
- Act in a way that does not intentionally or unintentionally, endanger themselves or others.
- Complete all assessments honestly and adhere to the Copyright Act 1994 (and its amendments since)
- Respect the learning environment and property of Goleman Training.

- Treating **all** others with respect no matter their ethnic, religious, cultural or diverse backgrounds.
- Taking responsibility for their own learning.
- Comply with Immigration New Zealand requirements.
- Ensure you are not under the influence of drugs or alcohol when at any Goleman Training learning activities, sessions and facilities.

Unacceptable Behaviour may include, but is not limited to:

- Any conscious act (behaviour, intent, omission) that is criminal and breaks NZ laws (e.g. assault, theft)
- Unwanted, uninvited and unacceptable behaviour of a sexual nature or of sexual content (e.g. sexual harassment, accessing pornography/other restricted material)
- Any form of harassment, bullying, intimidation or discrimination, including on social media.
- Any mode of cheating including plagiarism and other dishonest practices.
- Violence or threats of violence towards any person/s, animal, property, equipment of facility of Goleman Training Ltd.
- Any behaviour that will likely bring Goleman Training into disrepute.
- Vandalism or abuse of Goleman Training property, equipment, facilities or buildings.
- Any reoccurring misconduct, not necessarily for the same offense.
- Substance misuse or abuse, including drugs and alcohol, affecting behaviour, health or safety.
- Misuse of technology, software, hardware, or communication systems provided by Goleman Training including wilful damage, copyright and software infringements and use for purposes other than the academic mission or administrative processes.
- Smoking in all buildings and vehicles belonging to Goleman Training or on Goleman Training land; including perimeters such as car parks, green spaces, and external eating areas; not designated as a smoking area.
- Disruptive behaviour in class and or designated learning areas (e.g. arriving late, unauthorised use of technology, interfering with the learning of other individuals).

3.3 Expectations of conduct when using Goleman Training ICT:

Users of ICT resources at Goleman Training facilities and training activities (on or off site) must use them in a manner that supports the academic mission and administrative functions of Goleman Training. Any misconduct relating to ICT use may be met with disciplinary action.

Goleman ICT resources refers to any computer, tablet, computer-based systems and software, telecommunications, audio visual device or internet connection owned by, or under the care and control of Goleman.

Appropriate use includes, but is not limited to:

- Respecting the privacy of others including confidential emails, data and personal files.

- Respect all intellectual property rights of Goleman Training materials.
- Adhere to all copyright and software agreements.

Misuse may include, but is not limited to (unless it is part of or related to Goleman Training set course work or work tasks):

- Gaming
- Social networking
- Non-training related emails
- Web browsing
- Sizeable personal or commercial activity
- Downloading games, video and music
- Any and all unlawful or illegal purposes i.e. spreading viruses, obscenities, harassment, fraud, plagiarism, intentionally changing or destruction of data, attempting unauthorised access to another computer system etc
- Wilful damage to ICT equipment, software and technology.

3.4 Pursuant Student Disciplinary Procedures

Disciplinary procedures may follow if a learner does not comply behaviour expectations set out in this document.

Once a misconduct action or event occurs and is reported an objective and transparent investigation will ensue to determine learner culpability, or the allegation has any substance.

All parties concerned will be inform of their rights and the procedures to follow.

An unbiased panel (that will include the senior managers) will investigate the reported incident. Evidence, such as assessments, photographic evidence etc will be collected. Witnesses may be interviewed. A written report on the findings will be available to all parties involved. After deliberation the panel will make recommendations to the CEO on the outcome and disciplinary actions to follow. These may include:

- Mediation and/or restorative practices
- Immediate withdrawal from course
- Exclusion from further enrolments with Goleman training
- Legal Action

Right of Student during disciplinary proceedings.

All learners involved have the right to:

- A support person and counselling
- Confidentiality
- Access to their learner records and personal information and any and all allegations and reports in which they are mentioned (as per the Privacy Act 1993)
- All relevant Goleman Training policies and procedures and incident related material will be made available for them
- Log a formal complaint (following the Complaints policy and procedures)

- Appeal any decisions made relating to themselves (refer to appeals policy and procedures).

3.5 Fees liability

A learner who is withdrawn from the course remains liable for all administration fees and unpaid accounts.

Delegations

Goleman Training Governing members – to ensure the purpose and effectiveness of this policy is reviewed, updated and upheld.

Academic Training Manager – to monitor, record, support and report on the achievement of the purpose, principles and effectiveness of this policy, and contribute to its review processes.

Goleman Training Trainers – to contribute to and actively participate in the achievement of the purpose and actionable principles of this policy and its review processes.

Definitions

Related Documents

Including but not limited to:

- Staff Recruitment Policy
- Terms and Conditions of Enrolment
- Professional Code of Conduct Standards Policy
- Code of Trainer Professional Practice Standards
- Learning Assessment Policy
- Quality Assurance Policy
- Education Act 1989
- New Zealand Legislation

Procedure Review			
Policy created:	November 2018	Policy Review and Approval:	Goleman Training Governing Members
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Reviewed	01 – 07 - 2020	Staff Delegated:	Academic Training Manager
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