

Code of Conduct

This Code of Conduct outlines the standard of behaviour required of all employees/contractors engaged by *Lifetime Learners (The Company)*. It is based upon the principles that the professionalism and standing of our employees and contractors and the safety of students are of paramount importance.

The purpose of the Code of Conduct is to maximize the professional conduct and standing of Lifetime Learners' employees and contractors and reduce opportunities for harm or abuse, particularly the abuse of children. It also assists in understanding how to avoid or better manage risky behaviours and situations. It is intended to complement child safety legislation, Lifetime Learners' policies and procedures and professional standards and ethics as they apply to our employees and contractors.

The Code of Conduct applies in all Company situations. All employees and contractors of Lifetime Learners are expected to comply with the Code of Conduct by observing the expectations for appropriate behaviour below.

Professional conduct

Employees and contractors must always behave in a manner that is appropriate to the needs of parents/caregivers, students and other clients with whom they are working by:

- remembering that, as professional educators, they are a role model for students;
- being well prepared for each tutoring session with relevant content and resources;
- attempting to engage students in the tutoring session;
- offering students educational support, encouragement and positive reinforcement;
- using language and topics of conversation appropriate to the tutoring situation;
- treating everyone, children and adults with whom they come into contact in the course of their work with courtesy, sensitivity and respect;
- ensuring that their tutoring respects and caters for the diverse learning needs of their students;
- ensuring that parent/caregiver, student, client and tutor relationships are maintained on a professional basis.
- working co-operatively with Lifetime Learners' management and employees, students, parents/caregivers, clients and other professionals to support them in the interests of students and accept differences in personal style.
- keeping appropriate records of work undertaken and claims lodged to support the monitoring, assessment and reporting requirements of Lifetime Learners and to provide these records to Lifetime Learners Management at any time upon request.

Employees and contractors must not:

- be alone with a student in any room with the door closed or with a student in any location that is not in visual contact by other adults unless there is a legitimate reason for doing so for the student's own safety and welfare;
- tutor any student in a bedroom or other private, inappropriate or secluded place;
- engage in any behaviour that could be construed to constitute harassment, discrimination or bullying of any kind towards fellow employees and contractors, students, parents/care givers or clients;
- engage in any form of plagiarism or cheating;
- smoke or use or be under the influence of tobacco, alcohol or illegal drugs whilst at work or in the presence of students; or
- engage in private or public behaviour which might otherwise compromise their ability to carry out their role and/or bring Lifetime Learners' reputation into disrepute.

Health and Safety

All employees and contractors of Lifetime Learners have a duty to develop and maintain a safe working environment and to take such measures as are reasonable in the circumstances to protect students, other employees/contractors and themselves from known hazards and/or harm which could arise by:

- ensuring that any equipment being used is safe for use;
- not attending work/a tutoring session if they are unwell or have a contagious illness, advising their manager or the student's parent/caregiver in advance if they cannot attend a session;
- assessing the situation and contacting the student's parent/caregiver if a student becomes unwell or is injured;
- familiarising themselves with any emergency or evacuation procedures or other Health and Safety requirements for the location in which they are working; and
- familiarising themselves with Lifetime Learners Health & Safety policies.

Child Safety

All employees and contractors of Lifetime Learners share responsibility for supporting the safety, participation, wellbeing and empowerment of children by:

- at all times, upholding Lifetime Learners *Statement of Commitment to Child Safety and Code of Conduct* ;
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another;

- promoting the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification);
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination);
- promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities);
- reporting any allegations of child abuse or other child safety concerns to Lifetime Learners' management;
- understanding and complying with all reporting or disclosure obligations (including mandatory reporting) as they relate to protecting children from harm or abuse; and
- if child abuse is suspected, ensuring as quickly as possible that children are safe and protected from harm.

Employees and contractors must not:

- ignore or disregard any suspicions or disclosures of child abuse;
- develop any relationships with children that could be seen as favouritism or amount to 'grooming' behaviour (for example, the offering of gifts or special treatment for specific children);
- exhibit behaviours or engage in activities with students which may be interpreted as abusive or not justified by the educational or professional service delivery context of tutoring;
- ignore behaviours by other adults towards students when they appear to be overly familiar or inappropriate;
- do things of a personal nature that a child can do for themselves, such as toileting or changing clothes;
- discuss content of an intimate or personal nature or use sexual innuendo with students, except where it occurs relevantly and with parental guidance in the context of delivering an educational curriculum;
- use inappropriate, obscene or offensive language in the presence of children;
- express personal views on cultures, race or sexuality in the presence of children;
- discriminate against any child, including because of culture, race, ethnicity or disability;
- have contact other than accidental contact with a child or their family outside of our organisation without our management's knowledge and/or consent (for example, no babysitting) (See Also: *Professional Conduct; Conflicts of Interest*); and
- have any online contact with a child or their family (except as necessary to provide the tutoring and related services supplied by Lifetime Learners.).

For your Guidance:

1. Lifetime Learners expects that **ALL** incidents of suspected child abuse will be reported irrespective of whether the employee/contractor is mandated by law to do so.
2. The law provides protection for you when making such reports if you reasonably suspect abuse has occurred and if the report is made in good faith.

3. Contact Lifetime Learners on **1300 373 314** to report suspected child abuse. Tell our reception staff that you wish to speak to the Director about a **confidential child safety matter**.
4. All reports of suspected child abuse will be passed on to the relevant Authorities in your State or Territory and/or the Police.
5. If you believe a child is at immediate risk of abuse **phone 000 and report the matter to the police**.

Conflicts of interest

Employees and contractors must avoid situations in which their personal, professional or financial interests might conflict with the terms of their engagement with Lifetime Learners.

Examples of Potential Conflicts of Interest:

A conflict of interest would normally exist where an employee or contractor

- is a student's family member;
- tutors a student who is the family member of an associate of the employee or contractor;
- tutors a student who is a member of a class that they normally teach in their regular school employment;
- tutors a student with Lifetime Learners that they have previously tutored either in a private capacity or with another organisation; or
- tutors a student with whom they have or have had contact in another capacity, for example as a sporting coach or manager or in another professional setting/context.

Employees and contractors should discuss any and all potential conflicts of interest with Lifetime Learners' management.

Gifts and benefits

Employees and contractors must not seek or accept additional payment, favours or gifts for services performed in connection with their engagement with Lifetime Learners.

Parents/Caregivers/Student/Client behaviour

Parents/caregivers, students and other clients have a responsibility to treat Lifetime Learners employees and management with respect and courtesy.

- Employees/Contractors should advise parents/caregivers/clients if their or their child's behaviour is inappropriate or offensive.
- Employees/Contractors should also make a record of the incident for reference.
- If unacceptable student behaviour continues or a parent/caregiver/client displays inappropriate behaviour, Lifetime Learners management should be informed of the matter and circumstances.

Privacy

Lifetime Learners complies with the principles of the National Privacy Policy.

Employees and contractors must:

- respect the privacy rights of students, parents/caregivers and clients;
- ensure that personal information is handled sensitively and securely; and
- not use or disclose the personal information they obtain from students and their families except as expressly permitted by the student's parent/caregiver/client in writing or as required by Lifetime Learners in order to provide its services or as required or authorised by law.

Compliance with the Code of Conduct

- By accepting and signing an Employment Agreement or Contractor Agreement with Lifetime Learners you are signifying that you acknowledge and accept the terms of this Code of Conduct as amended from time to time.
- By accepting and signing an Employment Agreement or Contractor Agreement with Lifetime Learners, you acknowledge your responsibility to immediately report any breach of this Code to Lifetime Learners' management.
- Breaches of the Code of Conduct may result in disciplinary action being taken up to and including the termination of the employee's/contractor's employment with Lifetime Learners.
- If an employee's/contractor's manager has information to suggest that an employee/contractor has breached the Code of Conduct, they may undertake an investigation into the suspected breach. If the employee/contractor will not participate in the investigation or if Lifetime Learners' Director is not satisfied with the results of the investigation, the employee's/contractor's contract may be terminated.
- If Lifetime Learners has information to suggest that an employee/contractor has breached the Code of Conduct, the Company may undertake its own investigation and/or inform the employee's/contractors' manager. If circumstances warrant, the Company may direct the manager to suspend or terminate a tutor's/contractor's contract.

For more information about Tutor Roles and Responsibilities, see www.lifetimelearners.com.au

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