

CODE OF CONDUCT



AMBITION



SCHOLARSHIP



PASSION



INTEGRITY



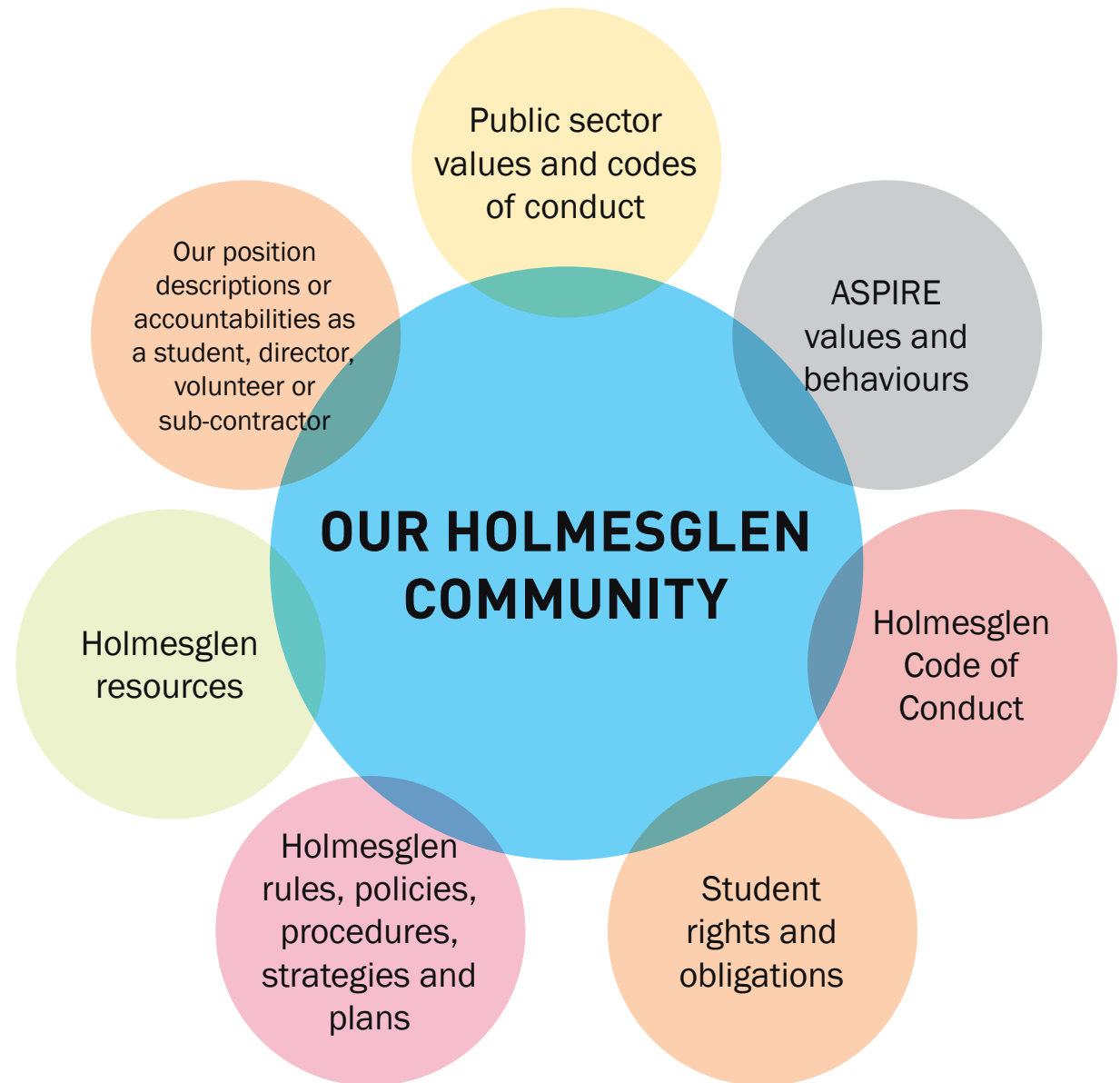
RESPECT



EXCELLENCE

OUR CODE

The Code of Conduct is a group of standards that all Holmesglen staff, students, industry, government and community stakeholders agree to uphold.



OVERVIEW

As members of the Holmesglen community, we continually and consistently apply our ASPIRE values.

Staff and directors are also responsible for upholding the Victorian public sector values and acting in accordance with the public sector code of conduct relevant to their role. Holmesglen's students also have rights and obligations relevant to their role and engagement in our learning community.

Our **ASPIRE** values set the standard of expected behaviours and this code guides our work and engagement in teaching, learning, applied research and our business. It helps us think about what we do, how we do it and to understand our responsibilities and obligations.

Our code applies to all members of the Holmesglen community – employees, directors, external members of committee and other governing bodies, students, volunteers, sub-contractors and visitors.

OUR OVERALL RESPONSIBILITIES

As members of the Holmesglen community, we have responsibilities to:

- Treat others with dignity, kindness, courtesy and respect
- Behave with propriety, transparency and honesty
- Take accountability for our actions and comply with all requirements relevant to our role
- Freely speak about matters and express our opinions and beliefs within areas of our expertise and in our personal capacities subject only to prohibitions, restrictions or conditions imposed by law or our policies
- Maintain public trust and confidence in our operations, alumni, partnerships and engagement activities
- Understand Holmesglen's rules, policies and procedures and follow these as relevant to our duties or studies
- Report a breach of our code or an activity or behaviour that could compromise our code

Managers are the champions of the code across the organisation. They demonstrate how it applies, support all members of our community to uphold it and ensure there is no retaliation against anyone who raises a concern.



If you are faced with a difficulty, ask for guidance and support from a manager in your area.



Holmesglen has **zero tolerance** for misconduct and unsatisfactory performance, and will take action as necessary.

WE SET THE STANDARD FOR COMPLIANCE

At Holmesglen, our focus is on serving the needs of our stakeholders – students, industry, government and the community.

Holmesglen holds its managers accountable for ensuring staff understand our stakeholders' needs and their responsibilities, and can perform their duties in a compliant manner. To do this, managers will:

- Communicate the importance of compliance at every appropriate opportunity
- Personally set the example through their actions and words
- Set realistic goals, timelines and provide adequate resources to complete work
- Encourage staff to provide constructive feedback so compliance policies, processes and systems can be improved
- Monitor and evaluate staff members' contributions to achieving compliance
- Inform and consult with staff about changes to work requirements
- Identify, respond and escalate compliance risks, including taking corrective actions and addressing poor performance
- Make decisions in the best interests of our stakeholders

WE UPHOLD OUR ASPIRE VALUES



AMBITION

Strive to be the best we can be and seek the best in others.

- ✔ Support and encourage others
- ✔ Get out and achieve goals
- ✔ Innovate
- ✔ Seek opportunities
- ✔ Drive improvement



SCHOLARSHIP

Keep learning and apply it to your work.

- ✔ Take responsibility for your learning
- ✔ Stay up-to-date in your field
- ✔ Share your knowledge
- ✔ Stay connected inside and outside your work



PASSION

Show enthusiasm and care for the work we do.

- ✔ Have pride in what we do
- ✔ Be positive and energetic
- ✔ Go the extra mile



INTEGRITY

Know and do what is right.

- ✔ Make consistent and fair decisions
- ✔ Use authority responsibly
- ✔ Act ethically and be transparent
- ✔ Be accountable
- ✔ Report improper conduct



RESPECT

Treat others as we expect to be treated.

- ✔ Value differences, promote diversity and foster belonging
- ✔ Show empathy, kindness and consideration
- ✔ Be fair and objective
- ✔ Promote an environment free of discrimination, harassment and bullying
- ✔ Support organisational decision making
- ✔ Work constructively with others and listen to what they say
- ✔ Respect others' privacy



EXCELLENCE

Deliver exceptional service and outcomes.

- ✔ Be responsive, adaptive and agile
- ✔ Know our customers and what they want
- ✔ Innovate and create to improve outcomes
- ✔ Seek and respond to feedback
- ✔ Don't compromise on quality
- ✔ Learn from experience

WE PROMOTE A SAFE AND SUPPORTIVE LEARNING COMMUNITY

WORKING AND LEARNING TOGETHER

As members of the Holmesglen community, we:

- Perform our duties and engage in our studies diligently, responsibly and to the best of our abilities.
- Are kind, compassionate and considerate of others' opinions and choices.
- Work co-operatively with others and acknowledge their work and contribution.
- Promote and protect the safety, welfare and wellbeing of children.
- Support the wellbeing of children and young persons, remain vigilant and ensure mandatory reporting of suspected child abuse and neglect.
- Respect the diversity of the Holmesglen community and treat everyone equitably, consistently and appropriately.
- Do not discriminate against, harass or bully anyone.
- Never make unwelcome sexual advances to anyone with whom we work or study.
- Behave and communicate in ways that do not offend, degrade or humiliate.
- Admit mistakes, work to rectify problems and implement agreed actions to improve quality.
- Act at all times in the best interests of Holmesglen, our stakeholders and in accordance with this code.
- Lead by example.

LEARNING FOR LIFE

- Value the freedom to enquire, examine and challenge in the search for knowledge and understanding and behave with intellectual honesty at all times.
- Plan and participate in learning and development activities throughout the year and actively engage in these to continually improve our skills and knowledge.
- Build and maintain the currency of our knowledge and skills through professional development, applied research and scholarly activities.
- Participate in professional, student and educational bodies and associations relevant to our roles and areas of expertise.

STAYING SAFE

As members of the Holmesglen community, we:

- Observe occupational health and safety requirements.
- Report any situation we think is a health and safety hazard.
- Use and wear all required personal protective equipment.
- Look out for each other and be mindful of our own health, safety and wellbeing.
- Report any safety and security risks including any cyber risks such as suspicious emails to our Holmesglen accounts.



WE UNDERSTAND OUR RESPONSIBILITIES

FOLLOWING OUR POLICIES AND PROCEDURES

As members of the Holmesglen community, we:

- Are aware of and comply with laws, regulations and agreements relevant to our duties and studies.
- Maintain an awareness of and act in accordance with our values and all relevant rules, policies and procedures.
- Ask for help, if we don't know what to do.
- Follow reasonable directions from managers.
- Report to a manager any breach of law, rule or regulation, fraud or corruption, substantial mismanagement of public resources or dangers to public health or safety or to the environment.

PROVIDING SERVICES

As members of the Holmesglen community, we:

- Present ourselves in a professional manner in our attire and appearance.
- Are courteous and interact professionally face-to-face, by telephone, on social media or in writing including email.
- Perform official duties with professionalism, care, skill, fairness and diligence.
- Are responsive and prompt in serving the needs of members of Holmesglen community.
- Provide accurate, complete and current information promptly and in an easily understood form.

MAKING DECISIONS

As members of the Holmesglen community, we:

- Base our actions on facts and evidence.
- Are reliable and make sure decisions are implemented.
- Provide sound advice and work to achieve positive outcomes.

IMPROVING ALWAYS

As members of the Holmesglen community, we:

- Seek and respond to feedback to improve performance, relationships and the Holmesglen experience.
- Identify and actively promote strategies, methods and processes that lead to improved outcomes for individuals and the Holmesglen community as a whole.
- Pursue excellence in all areas of learning and teaching, applied research and client service.
- Value the view of members of the Holmesglen community and use these views to improve.
- Provide candid, accurate and evidence-based comments and feedback to identify best practice and improvement opportunities.
- Actively contribute to processes of review and evaluation.

MAKING PUBLIC COMMENTS

As members of the Holmesglen community, we:

- Develop and share knowledge in our areas of expertise on matters of community and professional interest.
- Are responsible for any content, comments or other artefacts we share or make public in our professional or personal capacities.
- Only speak on behalf of the Institute if we are authorised by the Chief Executive to do so.



WE DO THE RIGHT THING

GIVING AND RECEIVING GIFTS AND BENEFITS

As members of the Holmesglen community, we:

- Only give and receive gifts or benefits according to our rules, policies and procedures and report these as required.

MANAGING CONFLICTS OF INTEREST

As members of the Holmesglen community, we:

- Avoid actual, potential or perceived conflicts between our private interests and the interests of Holmesglen.
- Declare actual and potential personal interests that may affect or be affected by the Institute's operations.
- Step aside from decision-making processes where we may be compromised or influence any result or award in which we have an interest.

MAKING FINANCIAL TRANSACTIONS

As members of the Holmesglen community, we:

- Are fully acquainted with our financial management rules, policies and procedures and comply with them if we have responsibilities for financial transactions.



USING HOLMESGLEN'S RESOURCES

As members of the Holmesglen community, we:

- Only use Holmesglen's facilities and equipment for Institute business, teaching, learning and applied research.
- Use our Holmesglen emails only for matters related to our duties and studies.
- Treat the property of others with consideration and respect.
- Appropriately use Holmesglen provided Wi-Fi on personal devices and make sure our personal usage is reasonable.



DEFINITIONS

The Holmesglen community: Includes all Relevant Persons - directors, external members of committee and other governing bodies, employees, students, visitors, volunteers and sub-contractors working on Holmesglen premises.

Misconduct: Conduct that may justify the imposition of a sanction such as a warning or termination/exclusion (with notice). For example:

- Improper conduct in an official capacity or as a student
- A contravention, without reasonable excuse, of a lawful direction given by a person authorised to give the direction
- Making improper use of your position for personal gain
- Making improper use of information gained from Holmesglen or another member of its community

Unsatisfactory performance: Failure to perform to the required standards or expectations of your role, including complying with Holmesglen's Code of Conduct and Institute rules, policies and procedures, and/or minor behavioural issues.

Imposed by law: means any restrictions, burdens or conditions on a freedom including those imposed by statute law, common law (including the law of defamation), duties of confidentiality, restrictions deriving from intellectual property law and restrictions imposed by contract.

Discrimination: taking action on the grounds of someone's sex, gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, political or religious belief or activity, industrial activity, personal association or employment activity.

Workplace bullying: Repeated, unreasonable behaviour directed towards a worker or group of workers that create a risk to health and safety.

Sexual assault: The intentional touching of another in a sexual manner, where consent has not been given. Touching includes that done with any part of the body or object and may be 'sexual' due to the area touched, or circumstances of the touching.

Sexual assault includes any unwanted sexual behaviour that makes a person feel uncomfortable, threatened or scared. It covers:

- Rape: forced, unwanted sex or sexual acts
- Child sexual abuse: using power over a child to involve that child in sexual activity
- Indecent assault: indecent behaviour before, during or after an assault

Sexual assault is a subset of sexual harassment.

Sexual harassment is defined as:

- An unwelcome sexual advance
- An unwelcome request for sexual favours
- Engaging in other unwelcome conduct of a sexual nature that is offensive, humiliating or intimidating

Examples of sexual harassment include staring or leering, unwelcome touching, suggestive comments, taunts, insults or jokes, displaying pornographic images, sending sexually explicit emails or text messages, and repeated sexual or romantic requests. It also includes behaviours that may be considered criminal offences, such as sexual assault, stalking or indecent exposure.