Code of Conduct – Online Delivery

Version:	2.2
Approved by:	General Manager Group Quality, Accreditation & Compliance
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Implementation Owner:	Academic Manager
Maintenance Owner:	General Manager Group Quality, Accreditation & Compliance

NextEd Group Limited (ABN 75105012066) is the ultimate holding company of Academy of Interactive Technology Pty Ltd
(ABN 35094133641) also trading as Coder Academy Australia and ISCD

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Content

Section 1 – Introduction

1) Purpose

This Code of Conduct outlines the Academy of Interactive Technology Pty Ltd (AIT) expectations for all those who participate in our online learning community, as well as the consequences for unacceptable behaviour.

2) Scope

This document applies to:

Academy of Interactive Technology Pty Ltd (also trading as Coder Academy) RTO: 90511, Registered Higher Education Provider PRV12005, CRICOS: 02155J

    i)   All students (domestic and offshore) participating in online learning of all courses (accredited and non-accredited).

    ii)   All staff of AIT including employees and contractors;

    iii)   Courses delivered by AIT including those delivered on its behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the AIT policy will apply.

3) Definitions

Word/Term	Definition
Disability	The total or partial loss of a part of a person's body or bodily or mental functions; the malfunction, malformation or disfigurement of a part of a person's body; a disorder or malfunction that affects a person's learning; a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement, or that results in disturbed behaviour. A disability may affect a person's mobility, ability to learn things or retain things learned, or ability to communicate easily. A disability may be visible or hidden, may be permanent or temporary, and may have a minimal or substantial impact on a person's abilities.
Discrimination	Treatment in a manner that is less favourable because of a characteristic or circumstance that has no bearing on the individuals or group's capacity to perform the activity being evaluated; Intellectual freedom (as defined by Article 19 of the Universal Declaration of Human Rights) means everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.
Natural Justice	the basic principles considered central to fair decision making and which can be summarised as follows: • The right to a fair hearing. This requires the decision maker to allow a person whose interests may be adversely affected by a decision to present his or her case; • The rule against bias. This requires a decision maker to be unbiased in relation to the matter to be decided; and • The rule of evidence. This requires that a decision be based on the evidence provided, and not or irrelevant issues.

Social Media	Any tool or service that facilitates comments and/or conversations over the internet and includes (but is not limited to) blogs, wikis, pod casting, RSS, social bookmarking, tagging, mash ups, virtual worlds (such as Second Life) and any social networks or networking sites including (but not limited to) Facebook, Linked In, Slack, Twitter, Pinterest and Flickr.
Student	A person who is currently enrolled in a course of study with the institution.
Staff Member	Anyone employed within the NextEd Group and includes all continuing, fixed-term, casual, adjunct or voluntary staff or who are a member of a NextEd education provider committee.

Section 2 – Policy

The Code of Conduct in Practice
AIT is committed to providing students and staff with access to education and training in relation to the requirements of the Code and related procedures.

Where staff, students, clients or partners are uncertain about the Code's application or interpretation, they should consult with the relevant Head of School, Academic Manager or higher authority if appropriate.

The Code should be read in conjunction with current policies and procedures.

AIT and its staff members, students, clients and partners are accountable for their conduct and behaviour in relation to the Staff and Student General Codes of Conduct.

The Code

Fairness
We value fairness characterised by openness and impartiality in the conduct of our study and work in decision-making and in supporting and attracting staff and students. Fairness is exercised in compliance with legislation and regulations, and is also demonstrated through mutual respect, constructive interpersonal relationships and honest communication.

We will act with fairness in all our dealings through, for example:

- Transparency and natural justice in processes that affect others;
- Impartiality in decision making, including in relation to staff attraction and recruitment;
- Communication of the rationale for decisions to relevant staff, students, clients or partners;
- Sharing and providing information that is accurate, complete and timely;
- Equitable treatment of others in our dealings with staff, students, clients and partners at all levels;
- Supporting and accommodating the needs of others who may be living with a disability or other disadvantage; and
- Committing to a workplace and study environment that is free from bullying and harassment.

Respect
We value respectful and polite conduct. We demonstrate consideration and regard for the rights, privacy and feelings of others, and for the differences across cultural backgrounds, beliefs and abilities.

We will act with respect for others through, for example:

- Courtesy in all forms of communication between staff, students, clients and partners – be it in person, in writing or through electronic or social media;

- Consideration and inclusion of the views of others;
- Valuing differences between our staff, students, clients and partners;
- Responsiveness and timeliness in dealing with the requests and requirements of others engaged in study, teaching, research and administration;
- Exercising care and probity in the use of equipment and financial resources;
- Sustaining our social, physical and natural environments through responsible planning and management of resources;
- Personal presentation that is appropriate and respectful of the expectations of others; and
- Respecting personal and professional privacy in our conversations.

Integrity and Professionalism

We value integrity and professionalism in our activities and across academic, teaching and management functions. Professionalism is characterised by competency, skill, quality service delivery, and the expectation that staff will conduct their duties in a responsible and conscientious manner.

We will promote integrity and professionalism through:

- Ethical and professional conduct consistent with our policies and the requirements of accreditation agencies;
- Modelling academic integrity and ethical practice in learning, teaching and research;
- Trust, which is modelled by responsibility, consistency and maintaining confidentiality;
- Honesty and openness in communication and actions, ensuring that information is conveyed in a timely manner;
- Mindfulness of our reputation when commenting publicly in formal settings (such as media interviews), as well as in informal settings (such as through the use of social media);
- Respect for the confidentiality of information held by RDH's commitment to ensuring that all actions are free from any conflict of interest, and commitment to disclosing interests where conflict may arise or reasonably be perceived by others; and
- Adherence to policies and procedures.

Accountability

We value accountability and take responsibility for our actions within the scope of our work, study and community engagement. This includes an obligation to report, explain and be answerable to the consequences of our actions.

We will ensure that accountability is practised by:

- Maintaining the high standards and reputation of RDH and its entities;
- Acting with care and diligence, and being accountable for official conduct and decisions;
- Acknowledging and taking responsibility for our actions;
- Using current and accurate information and evidence;
- Seeking to attain the highest possible standards in the performance of our duties and exercising our responsibilities;
- Adhering to codes of conduct and ethics of professional associations where applicable;
- Maintaining up-to-date knowledge in our areas of work or scholarship, and in the professional, legal and ethical standards relevant to our areas of expertise;
- Ensuring that intellectual freedom is exercised through the responsible and honest search for knowledge and its dissemination; and
- Complying with the principles of health and safety at work and study, and reporting health

and safety risks and incidents through appropriate channels.

Equality of opportunity

We value equality of opportunity and celebrate diversity. We recognise and support people from all ethnic, cultural and social backgrounds, including Indigenous Australians and people living with disability.

We will ensure that equality of opportunity is achieved through:

- Inclusiveness and respect for differences between people;
- Actively promoting the value of diversity;
- Transparent decision making in recruitment and retention of staff, and the attraction and retention of students;
- Awareness and respect for all cultural backgrounds through developing cultural competence and acknowledgement of diversity across the University; and
- Commitment to a workplace and study environment that is free from all forms of discrimination based on race, age, gender, marital status, religious belief, political affiliation, disability or sexual preference.

Values-based leadership

We value high standards of leadership. Senior Staff, as leaders and role models for other staff, students and the wider community, will adhere to the highest standards of property and truthfulness in scholarship, research and professional practice.
We are committed to values-based leadership through:

- Leading and modelling the standards and reputation of RDH through exemplary personal conduct;
- Discharging our responsibilities with integrity in accordance with the highest standards of professional practice, aligned with the policies and procedures;
- Managing our people through appropriate use of authority in dealings with staff, students, clients and partners at all levels; and
- Ensuring that compliance with legislation and regulations is observed at all times, and that it is undertaken in the spirit of the law.

Academic Integrity

We uphold the highest standards of academic integrity in our online learning environment:

- Providing clear guidelines on preventing and addressing academic misconduct in online settings
- Implementing robust systems for detecting plagiarism and other forms of academic dishonesty
- Offering resources and training on proper citation and research methods

Student Wellbeing and Safety

We are committed to ensuring the wellbeing and safety of all students in the online environment. This includes:

- Providing guidelines on digital safety and cyberbullying prevention
- Offering mental health support services for online learners
- Regularly reviewing and updating our online safety protocols

Diversity and Inclusion

We celebrate diversity and strive for inclusion in our online learning community:

- Implementing strategies to support diverse student populations in the online environment

- Providing culturally sensitive content and support services
- Ensuring that our online platforms are accessible to students with disabilities

Section 3 – Expectations

Students and staff of AIT are expected to always behave in a respectful manner. This includes when engaging in chatroom discussions, online forums and webinars, posting to closed groups on social media platforms and emailing in general.

Where students or staff identify or suspect inappropriate behaviour, they should follow the process of making a complaint using the appropriate form. Due processes will then follow.

Where people are found to be in breach of these expectations, AIT will formally investigate and apply appropriate sanctions.

Technological Considerations
We recognise the importance of technology in online learning:

- Providing guidelines and support to ensure students and staff have the necessary digital skills
- Offering provisions for equitable access to required technology and internet connectivity
- Implementing robust data privacy and security measures in compliance with relevant laws

Support Services
We are committed to providing comprehensive support services in the online environment:

- Offering academic support through virtual tutoring and mentoring
- Providing technical support for online learning platforms
- Ensuring access to counseling and mental health services

Where students or staff identify or suspect inappropriate behavior, they should follow the process of making a complaint using the appropriate form. Due processes will then follow.

Grievance Procedures
We have established a clear and fair process for addressing grievances:

- Providing detailed steps for the grievance process for online students
- Offering options for external appeals, particularly for international students
- Ensuring timely and transparent communication throughout the process

Where individuals are found to be in breach of these expectations, AIT will formally investigate and apply appropriate sanctions.

Please refer to the AIT Grievances, Complaints & Appeals Policy for further information on the process.

Quality Assurance and Reporting
We are committed to maintaining high-quality standards in our online delivery:

- Regularly reviewing and updating our online learning practices
- Providing clear procedures for reporting and addressing any breaches of the code of conduct
- Maintaining open communication with TEQSA and other relevant authorities

Section 4 – Reference and Supporting Information

Document name	Document type	Location
Change of Enrolment Policy	Policy	Internal
Student Code of Conduct	Policy	Internal
Student Handbook	Policy Guide	Internal
Under 18 Years Student Management and Supervision Procedure	Procedure	Internal
U18 International Students Guideline	Procedural Guide	Internal
National Code 2018 Standard 6: Student support services	Govt Standards	External
TEQSA Threshold Standards 2021 Standard 2.3: Wellbeing and Safety Standard 2.4: Student Grievances and Complaints Standard 5.2: Academic and Research Integrity Standard 6.2: Corporate Monitoring and Accountability	Regulatory Standards	External
ASQA Standards for RTO's 2025	Regulatory Standards	External
Broadcasting Services Act 1999	Legislation	External

Section 5 – Change History

Version	Approval date	Department	Approved by	Change
V1.0	23 March 2020	Group Accreditation & Compliance (RedHill Corporate)	CEO	Development and implementation of Group-wide Policy
V2.0	16 March 2023	NextEd Group Quality, Accreditation & Compliance	EGM	Update name and AIT template
V2.1	7 February 2025	Group Quality, Accreditation & Compliance	General Manager Group Quality, Accreditation & Compliance	Branding and entity name changes. Added additional values and expectations to code.

V2.2	21 July 2025	Group Quality, Accreditation & Compliance	General Manager Group Quality, Accreditation & Compliance	Update reference to RTO Standards