

Child Safety Code of Conduct for Staff, Visitors and all associated with CHT

To aid Complete Hospitality Training in providing a safe environment and a positive educational climate, staff and visitors are asked to comply with this code of conduct. This code of conduct has been formulated to clarify the type of conduct that is expected of staff and visitors attending Complete Hospitality Training.

All are to observe similar standards of behaviour and ethical conduct to those required of staff. For example, you are expected to act within the law, be honest and fair, respect other people (including students), and work to the best standard within your ability.

All persons working with children on behalf of Complete Hospitality Training Pty. Ltd are required to provide a current working with children assessment notice, not exceeding five years from the date of issue.

All students and staff at Complete Hospitality Training have the right to study and work in a positive environment, which values diversity, and which protects all on site from any form of discrimination or harassment. For more detail see QM-Pol - 1 Access and Equity Policy.

Complete Hospitality Training has zero tolerance for sexual discrimination or harassment, or discrimination or harassment because of age, marital status, sexual orientation, religion, race, national origin, handicapping condition or any other basis made unlawful by Australian law. This applies to all persons involved in the operation of the company and prohibits unlawful discrimination or harassment by any employee, including supervisors and co-workers.

Unlawful discrimination or harassment includes unwelcome verbal, physical and visual conduct, threats, demands or retaliation. For more detail see QM-Pol - 11 Client Harassment Policy

Appreciate that staff and students have rights and aspirations and as such are to be treated with dignity and respect, this includes respecting their personal space and cultural, religious beliefs.

General Rules of Personal Space:

- Never touch anyone you don't know.
- Stand approximately 1 metre away from a person unless you know him or her well or unless the training involves personal guidance which may be within this space. Guidance can be distinguished from inappropriate behaviour as it is directly related to the training and offered to all persons in need of guidance.
- When someone leans away from you, you are probably in that person's space that makes him or her uncomfortable. So take note and move to an acceptable distance.

- Never lean over someone else's shoulder to read something unless invited.
- Never go through anyone else's personal belongings.
- Don't fling your arm around someone's shoulder or slap anyone on the back unless you know the person very well.

Appreciate the fact that different people learn in different ways and at different rates and as such shall not be subjected to ridicule or embarrassment for their learning style.

Bullying will not be tolerated. "Bullying is an ongoing misuse of power through repeated verbal, physical and/or social behaviour that causes physical and/or psychological harm. It can involve an individual or a group misusing their power over one or more persons. Bullying can happen in person or online, and it can be obvious or hidden."

Observe confidentiality in respect of all information gained through your participation. All information held by schools should be handled with care. Some information is especially sensitive. Sensitive and/or personal information requires additional caution in the way it is treated, you should not discuss nor disclose personal information about students or staff.

Accept and follow directions from the Principal/Teachers/ Managers and seek guidance through clarification where you may be uncertain of tasks or requirements.

Observe safe work practices which avoid unnecessary risks, apply reasonable instructions given by supervisors, and report to the supervising staff and school administration any hazard or hazardous practice in the workplace.

Report any problems as they arise to your supervisor/contact person, including incidents, injury or property damage.

Appreciate that teachers have a special duty of care for students that cannot be delegated or transferred to others. Appreciate also that the principal is the spokesperson for the school.