Staff Code of Conduct Policy

Bendigo Kangan Institute Policy Merge Transition Statement

In November 2014, the Bendigo Kangan Institute (BKI) Board approved this policy as a BKI policy going forward. The content of this policy originated from either Bendigo TAFE, Kangan Institute or VETASSESS, and therefore could contain roles, departments and structures that have changed with the BKI merger. This policy will be reviewed and updated by its owner in 2015. Until it is updated any requirement to clarify a role, department or structure can be directed to the Policy Owner, who is identified in section 9.

1.0 Purpose

Content for this section was not available from the previous policy. When this policy is next reviewed by its owner, content for this section will be developed.

2.0 Scope

Content for this section was not available from the previous policy. When this policy is next reviewed by its owner, content for this section will be developed.

3.0 References

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4.0 Principles

As an organisation, Bendigo Kangan Institute uses the following code of conduct principles:

- Impartiality – Treat all people fairly. Base actions, decisions and advice on a consideration of all relevant facts, and implement relevant Government policy and programs equitably.
- Integrity – Maintain public trust by acting in the public interest and reporting any unethical behaviour at work.
- Accountability – Achieve results through the best use of Bendigo Kangan Institute’s financial, physical and human resources.
- Responsive Service – Provide a relevant and timely service to clients. Provide information to which a person is entitled, promptly and in an easily understood form. Make sure it is accurate, current and complete.

5.0 Policy Statement

Introduction

This Code of Conduct outlines the standard of behaviour expected of employees of Bendigo Kangan Institute. It is designed to help you to understand your responsibilities and obligations. It is also designed to provide guidance if you are faced with an ethical dilemma or conflict of interest in your work.
Staff Code of Conduct Policy

A Code of Conduct cannot cover every situation. If you are unsure what action to take in a particular situation, discuss the matter with your supervisor and refer to the relevant Bendigo Kangan Institute policies and procedures.

Staff who breach the standards of this Code will be subject to disciplinary action which, for serious breach, could involve summary dismissal, and in the case of suspected criminal act(s) may involve reference of the matter to the relevant law enforcement authority.

Our Values

As a staff community we embrace 8 core values as the foundation to guide how we work at Bendigo Kangan Institute. These values, (which are reinforced in this Code), are:

- Respect for People
- Continuous Improvement
- Working Together
- Customer Value
- Integrity
- Built-in Quality
- Accountability
- Elimination of Waste

It is expected that all staff will at all times engage in behaviours that demonstrate these values.

The Bendigo Kangan Institute Staff Code of Conduct includes required standards under a number of broad categories. These are:

5.1 Conflict of Interest
5.2 Declaration of Interests
5.3 Intellectual Property and Copyright
5.4 Court Attendance
5.5 Customers
5.6 Confidential Information
5.7 Ethics
5.8 Behaviour of Managers and Staff
5.9 Outside Employment
5.10 Performance
5.11 Receipt of Fees and Gifts
5.12 Security
5.13 Use and Release of Information
5.14 Use of Bendigo Kangan Institute Resources
5.15 Children in the Workplace
5.16 Use of Internet – Internet Code of Practice
5.17 Use of Social Media
5.1 Conflict of interest

5.1.1 Conflicts of interest between an individual’s private interests and their work obligations in respect of the interests of his/her employer may arise for various reasons.

5.1.2 As an individual employee of Bendigo Kangan Institute, you may have private interests that from time to time conflict with your work obligations and the interests of Bendigo Kangan Institute.

5.1.3 Bendigo Kangan Institute requires that where such conflict occurs it will be resolved in favour of Bendigo Kangan Institute’s interest(s).

5.1.4 Listed below are the minimum requirements of Bendigo Kangan Institute in relation to potential conflicts of interest of employees. However, this list is not exhaustive and if you are in doubt as to whether a conflict exists, raise this with your manager. In some circumstances, the appearance of a conflict of interest could itself jeopardise your integrity. You should step down in any decision-making process where a conflict arises where you may be compromised or where you consider that there is a reasonable appearance of bias, or inability to deal with the matter objectively in the interests of Bendigo Kangan Institute, particularly in the following circumstances:

a) You must not use your position to obtain a private benefit for someone else. Family or other personal relationships must not improperly influence your decisions at work.

b) You should disclose potential conflicts of interest to your manager when your work involves dealing with any relatives, friends or business acquaintances.

c) When employing or selecting staff for employment, you should exclude yourself from the selection or appointment process for members of your family.

d) Staff working for Bendigo Kangan Institute off-campus (e.g. with organisations overseas or locally), must ensure that any problems or grievances relating to their employment by Bendigo Kangan Institute are discussed with Bendigo Kangan Institute, not with the organisation in which they are placed.

5.2 Declaration of Interests

5.2.1 People employed in the following positions are required to declare to Bendigo Kangan Institute their private interests that may conflict with their duties, including but not limited to, the ownership of shares in publicly listed companies:

a) The Chief Executive Officer

b) Executive managers employed under Ministerial Directions pursuant to the Education and Training Reform Act 2006 as amended.

c) Other management staff employed under TAFE executive officer terms and conditions pursuant to the Education and Training Reform Act 2006 as amended.
5.3 Intellectual Property and Copyright

5.3.1 Except where a formal, written agreement to the contrary has been negotiated between the Institute and a staff member, the Institute owns Intellectual Property created by staff:
- during the course of employment; or
- on professional development; or
- arising from research, design, scholarships, teaching, administration; or
- any other activity within the course of employment that takes place in the Institute of utilising Institute resources.

5.3.2 All materials, print and electronic documents developed by staff at the direction of, or while employed by Bendigo Kangan Institute, remain the property of Bendigo Kangan Institute and are not to be used, re-produced or altered in any fashion without the approval of the Chief Executive Officer or his/her authorised delegate.

5.3.3 Unless otherwise agreed, Bendigo Kangan Institute retains the copyright of work produced by you during your employment with Bendigo Kangan Institute.

5.3.4 Bendigo Kangan Institute retains all proprietary rights and copyright over any discovery by or inventions of a Bendigo Kangan Institute staff member including but not limited to patents, trademarks, industrial designs and all other forms of intellectual property or any benefits resulting from a discovery or invention subject to:
   a) applicable State and Federal laws; and
   b) any express authorisation by Bendigo Kangan Institute to the contrary.

5.4 Court Attendance

5.4.1 If you are summonsed, subpoenaed or called as a witness or juror at a court of law or any legally constituted tribunal or inquiry, you should advise your manager immediately and, unless otherwise excused by the court, or appropriately authorised body or person attend the court, tribunal or inquiry as specified.

5.4.2 Where you attend any form of legal proceedings in your capacity as an employee of Bendigo Kangan Institute:
   a) you are entitled to claim expenses incurred by you arising necessarily from your attendance; and
   b) you must forward to Bendigo Kangan Institute all fees received by you in respect of your attendance.
5.5 Customers

5.5.1 Providing excellent customer service is the way in which Bendigo Kangan Institute develops and improves its business. In your work at Bendigo Kangan Institute, your customers may be external (e.g. students, industry, government), or internal (e.g. other staff at Bendigo Kangan Institute). You should treat all people with whom you have contact in the course of your work fairly, equitably, professionally, and with courtesy and sensitivity. You should endeavour to demonstrate these attributes in your actions.

5.5.2 All Bendigo Kangan Institute staff should value customer feedback, once given, as a means of identifying business improvement opportunities. In relation to customer feedback, staff should take appropriate action in conjunction with their manager.

5.5.3 All staff should be helpful and courteous when dealing with customers, giving prompt and satisfactory service to reasonable requests and managing sensitive issues with due care and consideration.

5.5.4 When providing advice to customers, ensure the advice is timely, accurate and based on the most current information.

5.6 Confidential Information

5.6.1 You must not either during or after your employment with Bendigo Kangan Institute, use or disclose or allow others to use or disclose confidential information obtained during your employment with Bendigo Kangan Institute. Confidential information includes information which, by reason of:

- the nature of the information;
- the employment position held by the employee, as a result of which the employee has access to the information; and/or
- the general circumstances in which the employee becomes aware of the information.is reasonably understood to be treated as confidential.

5.6.2 Without limiting the circumstances in which clause 5.6.1 will be breached, a breach of clause 5.6.1 will occur where an employee uses or discloses confidential information:

- with the intention of directly or indirectly gaining an advantage for themselves, or someone else, or causing detriment to Bendigo Kangan Institute; or
- negligently or recklessly as to whether the use may result in themselves or someone else directly or indirectly gaining an advantage, or in causing detriment to Bendigo Kangan Institute.

5.6.3 Confidential information includes any information constituting or relating to:

- Institute contract or commercial dealings
- Bendigo Kangan Institute correspondence or other internal or external communications conducted on a private basis.
5.7 Ethics

5.7.1 You are required to always act with honesty and integrity in all aspects of your work for Bendigo Kangan Institute.

5.7.2 You should report any unethical behaviour or wrong doing by another staff member to your immediate manager. Where such a report relates to your immediate manager, you should approach the person to whom your immediate manager reports (“the manager once removed”). If you suspect such wrong doings, you should also discuss these matters confidentially with your manager or the manager once removed.

5.7.3 All lawful directions relating to workplace ethics given by your manager or another manager should be complied with promptly.

5.8 Behaviour of Managers and Staff

5.8.1 All staff should work together to pursue Bendigo Kangan Institute’s goals. Below is a non-exhaustive list of guidelines to assist Bendigo Kangan Institute staff to maintain good working relationships with other staff and to maintain acceptable behaviour when conducting oneself in the workplace. The Institute’s values provide the foundation to guide the standard of behaviour expected of all staff.

5.8.2 You should:

a) Respect the professional opinions of colleagues in their areas of competence and acknowledge their contribution.

b) Support and encourage other staff members’ new ideas, learning, and personal development.

c) Endeavour to support and assist other staff members in developing new skills.

d) If you manage or supervise staff, treat them fairly. Involve them in decisions that affect them, and provide them with equal opportunity to develop their skills.

e) Respect diversity and recognise it as an organisational strength. You should attempt at all times to support Bendigo Kangan Institute’s emphasis on managing diversity, which involves understanding, anticipating and managing the needs and issues that emerge from demographic and cultural diversity.

f) Attempt to create a supportive environment for all staff and students, regardless of their gender, culture, age, location, disability or disadvantage.

g) Act in accordance with relevant sections of Bendigo Kangan Institute policies and procedures which are available on Bendigo Kangan Institute’s Intranet and should be referred to for further clarification.
5.9 Outside Employment

5.9.1 If you are a full-time employee, you must advise your Manager if you are regularly employed or self-employed in another position outside Bendigo Kangan Institute.

5.9.2 You should not be in any way involved with the conduct of a business, regardless of whether you are a full-time, part-time or casual employee, trade or profession, outside your employment with Bendigo Kangan Institute where it interferes with the proper performance of your work, or where it could give rise to a conflict of interest with your position at Bendigo Kangan Institute.

5.10 Performance

5.10.1 In relation to the performance of your work duties for Bendigo Kangan Institute you are expected to:

a) engage in behaviours and conduct that support the Institute’s values
b) perform your work diligently, impartially and responsively, to the best of your ability;
c) observe relevant occupational health and safety requirements;
d) bring to the attention of your manager any situation, which is, or may be, a health or safety hazard;
e) only be absent from work with permission;
f) avoid waste and extravagance in the use of public resources;
g) if possible, identify improvements to administrative systems and procedures and communicate these to your manager;
h) ensure that in financial matters, including the handling of money, you are fully accountable in relation to any advice or transaction in which you are involved. If you have financial responsibilities you are required to observe the relevant legislative and regulatory requirements.

5.10.2 You must not harass anyone or discriminate on the grounds of sex, sexual preference, age, marital status, pregnancy, the state of being a parent, childless or a de facto spouse, race, colour and national extraction, lawful religious or political belief or activity, or impairment. You are required to fully support the principles of Victorian and Commonwealth Equal Employment Opportunity and Anti-Discrimination Legislation.

5.10.3 Your activities outside working hours at Bendigo Kangan Institute must not diminish public or industry confidence in Bendigo Kangan Institute, or your ability to perform your duties.

5.10.4 The consumption of alcohol or improper use of drugs or other substances must not adversely affect your work performance or official conduct. In particular you must not be under the influence of alcohol or any other substance which hinders your ability to perform the requirements of your position with Bendigo Kangan Institute.
Staff Code of Conduct Policy

5.10.5 If you are charged with any criminal offence punishable by imprisonment during your employment at Bendigo Kangan Institute, you must advise your manager immediately.

5.10.6 You must comply with the requirements of all Bendigo Kangan Institute policies and procedures, and all other applicable standards, legislation, guidelines, codes or regulations relevant to your position and duties, and those governing the terms and conditions of your employment including the terms of this document. Bendigo Kangan Institute’s policies and procedures are available on Bendigo Kangan Institute’s Intranet and you should refer to these for further clarification.

5.11 Receipt of Fees, Gifts and Favours

5.11.1 Unless otherwise agreed by the Chief Executive Officer, any fees received for performing official duties must be paid to Bendigo Kangan Institute.

5.11.2 If you are personally offered any inducements by a student, a supplier or any other external parties to undertake an activity, you should refuse this offer promptly and report the matter to your manager.

5.11.3 You should not seek or accept favours or gifts for services performed in connection with your work including, but not limited to gifts in kind, such as free travel/accommodation or entertainment vouchers. In general, you should not seek or accept favours or gifts from anyone who could benefit by influencing you.

5.11.4 The acceptance of monetary gifts such as cash, cheques, money orders or store gift cards or vouchers is strictly forbidden and you must not accept a gift of this nature.

5.11.5 Entertainment related gifts or favours e.g. tickets to the Tennis, Golf, Football etc. will need to be approved by the Chief Executive Officer prior to acceptance.

5.11.6 Gifts of more than $100.00 in value are considered to be the property of Bendigo Kangan Institute and must be reported to the Chief Executive Officer in accordance with the Declaring Gifts and Favours procedure (IP3.242). Such gifts or favours will be placed on the Gifts and Favours register located in the Chief Executive Officer’s office.

5.11.7 You may accept token gifts in the nature of souvenirs, mementos or symbolic items of low material value unless advised otherwise.
5.12 Security

5.12.1 All staff members have a responsibility for security whilst at work. These responsibilities include, but are not limited to:

a) ensuring that classrooms and offices are secured when not in use;

b) promptly reporting actual and suspected loss or damage to Bendigo Kangan Institute property to your manager or general manager;

c) reporting actual and suspected acts of dishonesty and fraud to your manager or general manager;

d) promptly reporting any criminal acts to your manager, who will then deal with the matter appropriately, including where necessary, reporting the matter to the police;

e) fully co-operating with any police investigations; and

f) taking responsibility for the safety and security of other staff members and students whilst on campus. You should render or seek assistance promptly if another staff member, student or visitor is facing a threatening situation.

5.13 Use and Release of Information

5.13.1 As a member of the community, you have the right to make public comment and enter into public debate on political and social issues. Public comment includes public speaking engagements, comments on radio, television, the Internet, in newspapers, books, journals and notices, where it might be expected that the publication or circulation of the comment will spread to the community at large. There are circumstances where public comment is inappropriate unless authorised by the Chief Executive Officer including, but are not limited to, a situation where:

a) it is implied or stated that the public comment is in some way an official Bendigo Kangan Institute comment;

b) the public comment would compromise your ability to implement Bendigo Kangan Institute policy or programs.

5.13.2 When making any public comment you must not use or disclose any confidential information gained in the course of your employment with Bendigo Kangan Institute.

5.13.3 You may disclose official customer or employee information acquired in the course of Bendigo Kangan Institute employment only when required by law. Information pertaining to Bendigo Kangan Institute employees, students or customers must remain confidential, except for use in the course of your work related duties and, where appropriate, permission has been granted by the relevant person and the Chief Executive Officer or authorised delegate, to release his/her personal information.

5.13.4 You must not divulge any personal information about other staff members, students or other customers unless you have their express permission.
5.13.5 You must not make public comment on the administration of any State department, in accordance with section 95(1) of the Victorian Constitution Act 1975.

5.14 Use and Return of Bendigo Kangan Institute Resources

5.14.1 Bendigo Kangan Institute does allow staff to make incidental personal usage of telephone, facsimile, computer, Internet and electronic mail facilities. However, such use should be kept to a minimum and should not interfere in the performance of your duties or the capacity of your department or Bendigo Kangan Institute to meet its objectives. (Refer also to the Bendigo Kangan Institute’s Information Technology Usage Policy, below)

5.14.2 You must not remove Bendigo Kangan Institute resources from Bendigo Kangan Institute for private usage unless permission from your manager has been granted, or the relevant loan system has been adhered to (e.g. library loans).

5.14.3 On cessation of employment with Bendigo Kangan Institute, you are required to return all Bendigo Kangan Institute property, materials and information resources to the relevant manager/department prior to departing in accordance with Institute procedures. This includes items such as:

a) Keys to the Security Department
b) Library resources to the Library
c) Laptop computers, printers and software to the Information Systems and Services Department
d) Department materials and resources to your manager.

The Human Resources Department will provide departing non-casual staff with a checklist form to assist them with this requirement.

5.15 Children in the Workplace

In the interest of the health and safety, children are not permitted to attend the workplace, except with prior permission from the Manager to do so. Staff must fully consider the Institute's legal obligations not to put at risk the health and safety of both children and staff. The ultimate responsibility for the safety of all persons on campus resides with the Institute and the Institute cannot accommodate a child where this could create a situation of danger, stress or undue irritation to the child, the parent, other staff or students. The Institute therefore reserves the right to decide whether a child should be permitted in, or should be allowed to remain in, any particular location.

If permission is granted, children must be supervised at all times whilst on the premises.
Staff Code of Conduct Policy

5.16 Information Technology Usage Policy
The Staff Code of Conduct should be read in conjunction with the Information Technology Usage policy which applies to the use of the Bendigo Kangan Institute network to access the Internet and Internet services including electronic mail and the World Wide Web. Breaches of the Information Technology Usage policy by staff shall constitute a breach of the Institute Code of Conduct. This could lead to disciplinary actions which can include dismissal.

5.17 Use of Social Media
In support of the Staff Code of Conduct and the Information Technology Usage policy, the Institute provides specific advice and guidance on the Use of Social Media policy by staff of the Institute. You are required to read this policy to ensure you comply with the expectations and standards that apply where you use social media about Bendigo Kangan Institute, its products and services, its people, its clients, its competitors and/or other business-related stakeholders. Breaches of this policy may lead to disciplinary action under the Staff Code of Conduct.

6.0 Roles and Responsibilities
Content for this section was not available from the previous policy. When this policy is next reviewed by its owner, content for this section will be developed.

7.0 Definitions
Content for this section was not available from the previous policy. When this policy is next reviewed by its owner, content for this section will be developed.

8.0 Supporting Procedures
Content for this section was not available from the previous policy. When this policy is next reviewed by its owner, content for this section will be developed.
9.0 Version Control and Change History

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10.0 KI Policy and Procedure Portal / BT BMS Requirements

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