

PC001 Staff Code of Conduct

1. Purpose

The Staff Code of Conduct clearly outlines the minimum behavioural accountabilities and attitudes expected of you as a staff member of Wodonga Institute of TAFE. It is structured around the Institute's eight Guiding Principles and clearly complies with and supports the Code of Conduct of the Public Administration Act 2004 and Public Sector Principles.

Underpinning this code are several Codes of Practice with which you also need to be familiar. These Codes of Practice focus on the key areas of:

- Financial Propriety
- Privacy Protection
- Copyright and Intellectual Property
- Customer Service
- Conflict of Interest
- Use of Electronic Resources.

This Staff Code of Conduct also links to the procedures that apply in relation to:

- Staff Discipline
- Dispute Resolution
- Staff Grievances.

Breaches of this Staff Code of Conduct or the underpinning codes of practice may result in the initiation of disciplinary action.

The primary purpose of the Staff Code of Conduct is to provide guidance when you have to make personal, professional or ethical decisions in relation to your engagement with Institute staff, customers, partners and the community, or when dealing with Institute resources.

2. Scope

This Code of Practice refers to all staff of Wodonga TAFE and to any person contracted to carry out work on behalf of the Institute, during the period of that contract.

3. References

POL15 Staff Conduct Policy

PC002 Financial Propriety Code of Practice

PC003 Conflict of Interest Code of Practice

PC004 Customer Service Code of Practice

PC005 Privacy Protection Code of Practice

PC006 Copyright and Intellectual Property Code of Practice

PC007 Use of Electronic Resources Code of Practice

Code of Conduct for Victorian Public Sector Employees (No. 1) 2007

Public Administration Act 2004

PP042 Staff Discipline Procedure

PP043 Staff Dispute Resolution Procedure

PP044 Staff Grievance Procedure

4. Code

Guiding Principles We...	Behavioural Expectations
<p>1. lead with passion and commitment to actively promote, support and implement our vision</p>	<ul style="list-style-type: none"> a) Behave consistently with the Institute vision and strategic directions and actively contribute to the realisation of its business objectives. b) Advocate for the Institute and its vision. c) When representing the Institute or when you are recognisable as an Institute employee, speak positively about the Institute and promote its reputation at all times with clients and learners and in the community. d) Whenever possible, and where appropriate, resolve work related issues within the Institute, using approved Institute procedures or legislative frameworks. e) Present a professional image consistent with your job role. f) Make public comment[†] on Institute activities only when authorised to do so. g) Ensure that any public comment as an Institute employee is consistent with Institute policy.
<p>2. are responsive and accessible to our communities, customers, learners, and staff; we seek and act on their feedback to improve performance</p>	<ul style="list-style-type: none"> a) Every staff member is responsible for excellent customer service to both internal and external clients and learners. b) Provide a timely and relevant response to both internal and external clients and learners. c) Comply with the Institute’s <i>PC004 Customer Service Code of Practice</i>. d) Ensure clients and staff are fully aware of all entitlements. e) Be proactive in recognising and removing barriers for both customers and staff.

[†] Public comment refers to comments made to external people or agencies (for example the media, research or data collection agencies etc) where you are expressing an opinion that could reasonably be interpreted as the Institute’s official position. This behavioural expectation does not refer to those external communications that are considered to be a normal part of your job role.

<p style="text-align: center;">Guiding Principles</p> <p>We...</p>	<p style="text-align: center;">Behavioural Expectations</p>
	<ul style="list-style-type: none"> f) Actively seek the views of all stakeholders on a regular basis in accordance with your responsibilities. g) Acknowledge these views and use them to improve service quality. h) Address complaints quickly, fairly and in such a manner as to protect the privacy of all involved.
<p>3. show respect in our interactions with an inclusive attitude towards diversity and difference</p>	<ul style="list-style-type: none"> a) Be respectful towards the opinions, beliefs, experiences and culture of all people. b) Recognise and acknowledge the contributions of all members of the Institute community. c) Recognise and utilise the diverse skills and experiences of all staff to achieve business outcomes. d) Aim to employ a workforce that reflects the diversity of the community. e) Be considerate of the needs of others and act in a manner that will not cause them offence or undue hardship.
<p>4. act with integrity, treating all with honesty, fairness and discretion</p>	<ul style="list-style-type: none"> a) Build and maintain public trust. b) Avoid real or apparent conflicts of interest and comply with the Institute <i>PC003 Conflict of Interest Code of Practice</i>. c) Manage staff in a consistent manner that shows respect for human dignity and worth. d) Set realistic goals, timelines and workloads for staff and learners. e) Give due credit to the contributions of others. f) Take all reasonable steps to protect the privacy of clients and staff and be aware of and comply with the privacy principles as outlined in the Institute's <i>Privacy Policy and Privacy Protection Codes of Practice</i>. g) Ensure all stakeholders have access to all required information in a timely manner. h) Communicate in a clear, open and transparent manner. i) Be punctual to scheduled activities.
<p>5. are accountable, with open and transparent decision making and performance of duties</p>	<ul style="list-style-type: none"> a) Use your best abilities and knowledge in the performance of your assigned duties. b) Recognise and work in accordance with the financial and organisational accountabilities associated with your position. c) Comply fully with the Institute's <i>PC002 Financial Propriety Code of Practice</i>. d) Define and work towards clear objectives in accordance

<p style="text-align: center;">Guiding Principles</p> <p>We...</p>	<p style="text-align: center;">Behavioural Expectations</p>
	<p>with position responsibilities.</p> <ul style="list-style-type: none"> e) Take responsibility for your actions and results. f) Contribute constructively to decision making and system improvement processes. g) Involve relevant stakeholders (both internal and external) in decision making wherever possible. h) Ensure that relevant stakeholders understand decision making processes. i) Make decisions without bias, based on consideration of all the relevant information. j) In the context of your position identify and manage the risks associated with your job role. k) In the context of your position maintain the currency of your Institute and VET sector knowledge. l) Effectively use the tools and systems provided to keep up to date with Institute activity. m) Be aware of the requirements of the Institute Quality Management System and comply with Institute policies, procedures and codes of practice where they apply. n) Comply with the Institute's <i>PC006 Copyright and Intellectual Property Code of Practice</i>.
<p>6. act responsibly and sustainably towards our bio-physical, social and economic environments</p>	<ul style="list-style-type: none"> a) Contribute to the Institute's achievement of its environmental objectives. b) Use Institute facilities and equipment properly and economically. c) Comply with the Institute's <i>PC07 Use of Electronic Resources Code of Practice</i>. d) Avoid waste and extravagance in the use of Institute resources. e) In the context of your position help to ensure the security of the Institutes assets. f) Help to prevent accident or injury by acting in accordance with Institute policy and Occupational Health and Safety legislation. g) Ensure our workplace is free from intimidation, harassment, discrimination and bullying. h) Take action to prevent Wodonga TAFE becoming involved in any activity that is unlawful or unethical. i) Do not engage in any unlawful activities at any time and ensure that the Institute is informed about any such issues if they arise. j) Ensure that alcohol, drugs or other substances do not affect your work performance or official conduct as an Institute employee.

Guiding Principles We...	Behavioural Expectations
<p>7. share knowledge and opportunities through collaboration, teamwork and partnerships with those committed to our vision</p>	<ul style="list-style-type: none"> a) Behave ethically in all interactions with staff, customers and partners. b) Maintain a cooperative and collaborative approach to working relationships. c) Actively seek and utilise the knowledge and skills that reside in all staff at all levels and in all roles. d) Clearly articulate responsibilities and expectations of all parties engaged in Institute activities. e) Ensure that staff always have access to the information they need to perform their roles. f) Ensure that Institute protocols are followed when interacting with external entities and organisations.
<p>8. recognise and value our staff; we support them to pursue excellence, innovation and continuous improvement</p>	<ul style="list-style-type: none"> a) Provide an encouraging and supportive environment. b) Celebrate and reward good effort and good results. c) Strive to remain at the forefront of your area of expertise. d) Address any performance issues directly and appropriately utilising Institute and legislated policy and procedures.

Appendix

Appendix 1: Staff conduct policy and underpinning document

