



Hendersons Educational Services Pty Ltd (Hendersons)
Student, Parent/Guardian and Visitor Code of Conduct

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This Code of Conduct applies to interactions Students, Parent/Guardians and Visitors have with Hendersons Staff (Management, Teaching and Administration).

Student, Parent/Guardian and Visitor Code of Conduct

Purpose

Hendersons is committed to ensuring a respectful environment that is safe, positive and supportive for all students, staff and their families.

It is the intention of Hendersons to provide clear guidelines to all Students, Parents/Guardians and Visitors regarding the conduct expected of them whilst on Hendersons premises or when engaging with Hendersons Staff both within and outside of the classroom, including communications conducted via phone, website and email.

Application

This Code applies to all Hendersons Students, Parents/Guardians and Visitors. The application of this Code is not limited to the Hendersons office site and office opening hours. It extends to all communication that is conducted with Hendersons Staff, both within and outside of hours.

The Code also requires that Students, Parents/Guardians and/or Visitor actions do not bring Hendersons into disrepute at any time.

Definition of a 'Student, Parent/Guardian or Visitor'

For the purposes of the Code of Conduct, a 'Student,' includes anyone who has attended, is attending, or who intends to attend classes (face to face or online). A 'Parent/Guardian' may have children who are former, current or future students of Hendersons. A 'Visitor' is anyone attending Hendersons onsite, or virtually, who engages with Staff, Students and/or their families. They may be future customers, or they may be visitors of current or former students and/or staff. Hendersons current employees and contractors should refer to Hendersons Employee Code of Conduct.

Conduct and Bearing of All Students, Parent/Guardians & Visitors

It is expected that every Student, Parent/Guardian and Visitor will accept responsibility for their own actions, consider their behaviour towards others and treat others with dignity and respect.

At all times, Students, Parent/Guardians and Visitors will:

- comply with all policies and procedures in place
- comply with all policies and procedures in place at Hendersons
- treat all other students, staff, parents and visitors with courtesy and respect and must not harass, intimidate, threaten, bully or undermine other people
- refrain from using language, gestures, jokes, images, messages or communication that is likely to offend or cause harm to another person including (but not limited to) racist, homophobic, transphobic, ableist, sexist, discriminatory or inappropriate language or slurs
- behave in a manner that does not endanger the health, safety and wellbeing of themselves or others
- express themselves in a respectful and dignified manner
- uphold Hendersons values all times
- listen, value and respect the individual differences of others

- respect the property of other students, teachers, visitors and of the Hendersons premises
- abide by all health and safety rules and procedures operating within Hendersons
- ensure that their actions do not bring the business into disrepute
- respect the authority of members of staff and observe rules as required

Breach

Where a Student breaches the Code of Conduct, the staff member in charge will take action as appropriate. If the matter is deemed serious in nature, it will be escalated to Management and the parent will be contacted and class continuation will be reviewed.

Parents who breach the Code of Conduct will be contacted by the Management team either via letter (delivered via email), or telephone. Appropriate action may include the removal of all future workshops and practice exams for the offending parents' child. They may also be banned from re-enrolling their daughter/son in Hendersons programs in the future and prohibited from entering Hendersons premises and contacting Hendersons staff via any and all means of communication. The seriousness of the breach and the appropriate action is at the absolute discretion of the Executive Management Team.

In accordance with applicable legislation and the Child Safety Policy, the Police and/or Department of Human and Health Services will be informed of any unlawful breaches of this Code.

The Student, Parent/Guardian and Visitor Code of Conduct is aligned with Hendersons Human Rights Policy, Child Safety Policy, Child Safety Code of Conduct, Employee Code of Conduct and Cyber Safety Policy.

Policy Updates

This Policy may change from time to time and these changes will be communicated with customers.

Governance

1. The Code of Conduct applies to every Student, Parent/Guardian and Visitor of Hendersons Educational Services Pty Ltd.
2. Hendersons shall record and report internally all legitimate complaints of bullying or behaviour in line with the Student, Parent/Guardian and Visitor Code of Conduct.

Related Policies

- Human Rights Policy
- Child Safety Policy
- Child Safety Code of Conduct
- Employee Code of Conduct
- Cyber Safety Policy