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Staff Code of Conduct

Overview

Builders Academy Australia (BAA) is committed to maintaining a professional, respectful and ethical working environment for all staff, students, employers and stakeholders.

The Staff Code of Conduct sets out the standards of behaviour expected of all staff when performing their duties and interacting with students, colleagues and other stakeholders. These expectations apply across all work environments, including training delivery, workplaces, online platforms and any BAA-related activities.

Staff are required to act with integrity, professionalism and respect at all times and must comply with this Code of Conduct and all other BAA policies and procedures.

BAA complies with all applicable funding contract requirements and does not engage, employ, contract or otherwise deal with any disallowed person in connection with those contracts.

For the purposes of this policy:

- staff refers to all individuals employed by BAA.
- students refers to current, past and prospective students
- employers refers to current, past and prospective employers engaging BAA for training services

This Code of Conduct applies to all staff in all roles and functions across the organisation.

Staff Responsibilities and Conduct

Staff are expected to demonstrate professional, ethical and responsible behaviour at all times when performing their duties.

Staff must:

- behave honestly and with integrity at all times
- act with care and diligence
- comply with all applicable laws, standards, contracts and BAA policies and procedures
- follow lawful and reasonable directions
- use BAA resources appropriately
- not misuse information obtained through their role, duties or authority
- participate in internal and external audits when required
- maintain appropriate professional boundaries when interacting with students, colleagues and stakeholders

Staff must not:

- knowingly provide false or misleading information to students, employers or other stakeholders
- offer unauthorised incentives or inducements
- misrepresent BAA in any way
- make negative or disparaging statements about BAA, UP Education, regulatory bodies or stakeholders in public or on social media
- provide financial advice to students or employers

BAA expects all staff to follow all policies and procedures.

Staff are expected to uphold the principles outlined in the **Fair Treatment and Equal Opportunity Policy** and the **Cultural Safety, Diversity and Inclusion Policy**, which support inclusive, respectful and safe training environments.

Trainers and Assessors

The conduct of BAA's Trainers and Assessors has a direct influence upon our reputation and the skills and knowledge of industry.

Assessment decisions made by all Trainers and Assessors must meet the Standards for RTO's 2025 Rules of Evidence and the Principles of Assessment.

Trainers and Assessors must:

- discuss any potential conflicts of interest in the assessment process or outcomes with their line manager
- not allow personal or interpersonal factors that are irrelevant to the assessment of competence to influence the assessment outcomes
- ensure assessment decisions are based on evidence that can be produced and verified by another assessor, is available for audit and can be verified against the rules of evidence (validity, sufficiency, authenticity and currency)
- ensure there is no evidence of plagiarism, cheating or collusion in assessment outcomes
- ensure assessments are conducted within the boundaries of all BAA's assessment system, policies and procedures.

Ethical Standards

Ethical Conduct

The conduct of all staff has a direct influence on our reputation. It is essential that the conduct of all staff is maintained to the highest standard at all times. All staff must adhere to fundamental ethical practices and principles.

Staff must avoid the following situations where possible:

- holding a substantial financial interest in any company with whom we have business dealings (e.g. competitors, suppliers and clients).
- the acceptance by a representative from any party or supplier of services, either directly or indirectly, of cash payments (other than reimbursements for reasonable out of -pocket expenses), services, loans (except from banks or other financial institutions) or discounts (except those offered to all Staff of the company).

- accepting any gifts of monetary value or of an expensive nature (over \$250 in non-monetary value) from any business party involved with Builders Academy Australia over the course of the business relationship.

Problems arising through these situations can usually be avoided by conducting any business transactions in an ethical and honest manner. If you are in a situation where you believe you may have a conflict of interest, you must discuss the matter immediately with your manager.

Respectful and Inclusive Behaviour

Staff must treat all students, colleagues, employers and stakeholders with dignity, fairness and respect at all times.

Staff must not engage in behaviour that is discriminatory, harassing, offensive or inappropriate.

This includes, but is not limited to, the following behaviours:

- discrimination based on race, religion, ethnicity, cultural background, gender, disability, age or sexual orientation
- harassment, bullying or threatening behaviour
- vilification of individuals or groups based on race, religion or cultural identity
- antisemitism and other forms of religious hatred
- use of offensive, inappropriate or discriminatory language or behaviour
- behaviour that creates or contributes to a hostile, unsafe or exclusionary environment

Staff are expected to contribute to a safe, respectful and inclusive learning environment in all training and work-related settings.

Incentives and Inducements

Staff – regardless of their role – are strictly prohibited from offering incentives or inducements to:

- induce prospective students into enrolling
- encourage employers to enrol their staff into courses with us
- incentivise students to complete assessments or attend training activities
- encourage staff and third parties to enrol students that would not otherwise enrol
- influence the outcome of internal or external student or employer surveys
- influence the outcomes of trainer and assessor internal or external surveys
- directly or indirectly influencing enrolment, participation or assessment outcomes through inappropriate incentives
- other purposes not listed above

Incentives and inducements include, but are not limited to, offers of:

- cash
- discounts
- free or discounted devices and tools (such as iPads, Smart Phones, drills, etc.)
- free or discounted services
- employment with BAA, UP Education, their trainer (where they own their own business) or other related entities

Australian Apprenticeships Incentives Program (AAIP)

Staff will refer all enquiries regarding the AAIP from students and employers to an Australian Apprenticeships Support Network (AASN) provider for accurate and specific client advice.

Staff will not provide tax advice regarding AAIP incentives.

Financial Advice

Staff must not provide students or employers with financial advice even if they are qualified financial advisors. Any student or employer seeking advice, should be referred to their personal or company financial advisor.

Financial advice includes:

- recommendations about which payment method is best for the student or employer where a choice is offered
- recommendations about how to repay government student loans
- advice or speculation about tax repayments
- other advice or recommendations that a person may make a financial decision about

Financial advice does not include:

- factual information (such as tax rates, or loan repayment rates)
- information for funding eligibility or student loan eligibility
- discussion of available payment options
- charges and fees (including eligibility for concession charges)
- costs of tuition fees and other associated costs

Negative and Disparaging Remarks

Staff must communicate professionally and respectfully at all times, including in public and online environments.

Staff must not make any negative or disparaging remarks in public about:

- BAA, BAA management or staff
- UP Education and any entity that falls within the group
- ASQA and other regulatory bodies
- key government education departments (including funding bodies)
- employers and other clients associated with BAA
- Australian Apprenticeships Support Network providers
- state and territory licensing and registration bodies relevant to the training and services delivered by BAA
- other bodies as relevant

'Public' means:

- in the media (print, radio or television)
- social media (i.e., Facebook, Instagram, LinkedIn, Google Circles etc.)
- comments made to competitors, journalists or other unauthorised persons
- comments made to students, employers or other clients of BAA

Anti-Competitive Statements

Staff are prohibited from making any public anti-competitive statements about organisations that provide similar products and services to BAA or UP Education.

Specific Requirements in Client Service Provision

Staff must provide accurate and timely client advice at all times. A broad range of training and professional development activities are provided to all team members to ensure that they have the knowledge relevant to their work role, to provide accurate advice. At all times team members should refer enquiries to BAA management if the advice requested is outside their scope of knowledge and/or work role.

Staff must meet the following requirements where relevant to their role:

- identify and appropriately disclose any potential conflicts of interest
- protect and uphold the rights of students, employers and other clients in accordance with BAA policies, including the Fair Treatment and Equal Opportunity Policy
- maintain confidentiality of all client information
- ensure that advice and decisions are fair, transparent and consistent with BAA policies and procedures

Reporting and Addressing Behaviour

Staff must report behaviour that is inconsistent with BAA policies, including discrimination, harassment or vilification, in a timely and appropriate manner.

Concerns may be addressed in accordance with the **Grievances, Complaints and Appeals Policy**.

Consequences of Breaching this Policy

Breaches of this policy, including behaviour that is discriminatory, harassing or involves vilification, may result in disciplinary action.

Any BAA representative suspected or found to be engaging in a breach of any of the above activities will be the subject of full internal and/or external investigations and may have their engagement suspended pending investigation. If the misconduct is upheld, this may lead to termination.

Misconduct may result in disciplinary action from a written warning to termination, depending on the severity of the offence. Any disciplinary action will be recorded in staff files and will be taken into consideration when reviewing opportunities for advancement within the company.

Below are examples of behaviours that may result in disciplinary action. This list is not exhaustive and may be interpreted at the discretion of management:

- removing, misplacing or unauthorised use of BAA property, equipment, client records or company documentation
- failure to comply with the requirements of this Staff Code of Conduct
- breach of any BAA policy or procedure
- falsification or misrepresentation of qualifications, experience or records
- damaging or destroying BAA property, including student or employer records
- withholding BAA records, including enrolment forms, attendance records or assessment documentation
- failure to follow lawful and reasonable directions from BAA management
- non-compliance with internal policies, procedures or employment requirements

BAA’s goal is to create a fair and efficient environment for all staff.

Disciplinary Action

Where disciplinary action becomes necessary the following procedures will take place:

- **Stage 1:** Discussion and Verbal Warning - This is a verbal conversation where an individual and their immediate manager will discuss the events/incidents. This will result in recommendations for improvements, together with an action or training plan with timelines where appropriate.
- **Stage 2:** First Written Warning - If there is no significant improvement in performance as agreed in Stage 1, or another incident takes place, the manager will issue a written warning. Staff have the right to discuss this document and comment in writing. If the individual wishes to discuss the matter, the conversation may take place in the presence of a witness. Documents related to the matter will be placed on the Staff file.
- **Stage 3:** Second Written Warning - This is a final warning issued if there is no marked improvement. The manager will complete the written warning where practical in the individual’s presence, detailing the reasons. A copy will be placed on the Staff file.
- **Stage 4:** Termination: If the disciplinary review process fails, employment will be terminated. Where the incident or conduct has been unacceptable and of serious nature, immediate dismissal will take place. Documents of reason and action taken will be placed on Staff file.

When undergoing disciplinary action, an individual may have someone of their preference present in disciplinary process meetings to act as a witness only. This person would generally be another Builders Academy Australia representative or a union representative.

Declaration and Verification

All staff are required to adhere to this Staff Code of Conduct by signing the below declaration which will then be placed into the staff member’s file.

Staff to complete	
<p>I,, declare that I have read and understood the requirements outlined in this Staff Code of Conduct.</p> <p>I acknowledge that I am required to comply with this policy and all associated obligations.</p> <p>I understand that failure to comply with this policy may result in disciplinary action, which may include termination of my employment with CWBTS.</p>	
Signature	