



# Code of Conduct


Living our values

[tafensw.edu.au](http://tafensw.edu.au)



**TAFE**NSW





TAFE NSW acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the lands on which our campuses are located and where we conduct our business. We pay our respect to Elders past and present, and we are committed to honouring Australian Aboriginal and Torres Strait Islander Peoples' unique Cultural and spiritual relationships to the land, waters, and seas, as well as their rich contribution to society.

**The TAFE NSW Code of Conduct provides a framework for all employees to use when facing a variety of legal and ethical questions. It provides guidance to empower employees to make decisions on how to manage situations and how to seek assistance if they are unsure.**

All TAFE NSW employees contribute to a respectful culture and are responsible for their own conduct.

### **What this means for you**

- Read, understand and comply with this Code.
- Act as a role model for this Code and Our Shared Values, and hold yourself and others accountable for understanding and complying with this Code.
- Contribute to a culture where employees feel comfortable to ask for help, share suggestions or challenge the status quo without fear of negative consequences.
- Value the diversity of others and foster an inclusive environment in which all people feel they belong.
- Understand that breaches of this Code are taken seriously, and may have potentially serious consequences for individuals, including disciplinary action.





TAFE NSW is a strong and trusted organisation that has been working with industry to skill the workforce of the future for more than 130 years.

As an employee you are committed to our Code of Conduct and Our Shared Values, where we have a customer-focused culture underpinned by integrity, collaboration, and excellence.



At all times you will act in a way that's consistent with this Code and Our Shared Values, both as individuals, and as a representative of our organisation.

This Code applies to all TAFE NSW employees, contractors, consultants, volunteers, Board and committee members and to any other person who is notified that the Code applies to them.

This Code should be read in conjunction with the NSW Public Service Commission's Code of Ethics and Conduct for NSW Government Sector Employees and all relevant policies and procedures. Relevant policies and procedures are listed on the final page of this document. These documents are not exhaustive, and you are expected to be familiar with all policies, procedures and other documents that apply to your role.

If you're uncertain how to apply this Code to a given situation, you should ask for guidance and support from a colleague or manager or refer to the relevant policy and procedure.



# 1.0 Customer First

We place customers at the centre of our decisions.

We exist to create stand-out learner experiences and to provide our customers with personalised and quality services that allow them to achieve their goals.



## 1.1

# Personal and professional behaviour

At TAFE NSW, we always behave professionally and ethically in everything we do.

## What this means for you

- Act professionally and with integrity, honesty and fairness at all times.
- Be accountable for your behaviour, actions and decisions.
- Take proactive steps to ensure our students and customers have a positive experience.
- Perform your duties diligently and efficiently.
- Always act in a manner which promotes confidence in the integrity of TAFE NSW as a provider of vocational education and training.
- Comply with all relevant TAFE NSW policies, procedures, guidelines and delegations.
- Behave ethically and comply with all laws, regulations and standards relevant to your role and workplace.
- Act responsibly and within your delegated authority.
- Comply with all lawful and reasonable directions given by or on behalf of TAFE NSW.
- Ensure that your personal and professional behaviour doesn't damage TAFE NSW's reputation.
- Cooperate as directed by TAFE NSW with any investigation, enquiry, claim or litigation related to TAFE NSW's business.
- Work in a co-operative and collaborative manner, and don't behave in a way which undermines, demeans or creates division between colleagues.
- Complete all required training and competency requirements, and maintain all current qualifications and accreditations required for your role.

## 1.2

# Supporting the community and environment

At TAFE NSW, we have an obligation to the NSW Government to serve the people and communities of NSW. We work respectfully with community stakeholders to identify and address barriers to education and employment.

We're committed to protecting the environment in which we operate and aim to operate in an environmentally sustainable way in accordance with all relevant environmental laws and regulations.

## What this means for you

- Respect the traditions and cultures of the communities in which we operate.
- Work in a way that respects the rights, including the right of self-determination, of Aboriginal and/or Torres Strait Islander Peoples.
- Understand and support TAFE NSW's commitment to helping vulnerable and disadvantaged people and communities.
- Understand that TAFE NSW has an obligation to provide an accessible and inclusive environment for all students and staff.
- Use and manage resources in an environmentally sustainable way.
- Actively take steps to avoid and minimise environmental impacts associated with your work.

A woman wearing a black hijab and a gold watch is smiling and drawing a green circle on a glass surface with a green marker. The text "2.0 Integrity" is overlaid on the circle.

## 2.0 Integrity

We act professionally with honesty and transparency.

We act with purpose.

We are accountable for our actions and can be trusted to deliver in times of change.

We treat people fairly and with respect.

## 2.1

### Relationships with students

At TAFE NSW, employees hold a unique position of influence and trust with students that must not be breached or compromised. TAFE NSW follows mandatory reporting guidelines for minors and young people and we expect everyone at TAFE NSW to always behave ethically and in ways that promote the safety and wellbeing of our students.

#### What this means for you

- Maintain professional boundaries with students at all times, whether at work or outside of work, and avoid socialising with students online.
- Don't enter into a personal, sexual or romantic relationship with any student, and declare any pre-existing relationships.
- Understand and comply with all reporting and disclosure obligations (including mandatory reporting) relating to the protection of children from harm or abuse.
- Always treat students respectfully, equitably and fairly, and don't engage in any bias or favouritism.
- Don't take unfair advantage of, or exploit any relationship with, students in any way.

## 2.2

### Accountability

We all need to act in the best interests of TAFE NSW at all times and not allow our personal interests, or the personal interests of others, to affect our duty as public officials.

#### What this means for you

- Act in the best interests of TAFE NSW at all times.
- Ensure that your personal interests don't conflict with, or have the potential to conflict with, your duties at TAFE NSW wherever possible. Promptly declare any actual, potential or perceived conflicts of interest, and appropriately manage them in an honest and transparent way.
- Only use TAFE NSW property and resources for the benefit of TAFE NSW unless otherwise approved in accordance with relevant policies and procedures.
- Don't undertake any secondary employment without obtaining approval or otherwise in accordance with relevant policies and procedures.
- Don't use any TAFE NSW information or your position within TAFE NSW to obtain any personal gain or benefit for yourself or any third parties. Never offer or accept any bribes, secret commissions, facilitation payments or other improper benefits.
- Perform your duties honestly and don't engage in any form of misconduct, or corrupt or illegal conduct (including theft or fraud).
- Safeguard public finances and trust by only claiming legitimate business expenses and keeping appropriate receipts or invoices to support any such expenses.
- Don't solicit or accept any gifts or benefits, including any offers of sponsored travel, accommodation or entertainment from third parties, contrary to relevant policies and procedures. All gifts and benefits received must be declared and approved in accordance with relevant policies and procedures.



A photograph of two men in a field. The man on the left is wearing a blue shirt and dark pants, looking down at the ground. The man on the right is wearing a striped shirt, jeans, and a cap, holding a small object in his hands. They are standing in a field with some vegetation and a red metal structure in the background.

# 3.0 Collaboration

We are inclusive.

We work together towards a shared vision and to leverage opportunities for mutual benefit.

We partner with industry to deliver the best outcomes.



## 3.1

### An inclusive and safe organisation

We're committed to providing an environment where dignity, trust, fairness, respect and the promotion of diversity and inclusion are valued. We foster an inclusive environment in which all people feel they belong.

#### What this means for you

- Treat everyone equally, and with dignity, trust, fairness and respect.
- Make employment-related decisions based on merit and take appropriate steps to counterbalance any unconscious bias.
- Don't engage in, or support (whether by action or inaction), any unacceptable behaviour, including any form of racism, harassment, discrimination, intimidation, victimisation or bullying.
- Take appropriate measures to protect the safety of TAFE NSW employees and students, including providing a safe working and learning environment free of sexual harassment and violence.
- Contribute to an environment that is culturally and psychologically safe and demonstrate behaviour that is inclusive, collaborative and supportive.
- Never knowingly behave in a way that is, or may be perceived by others to be, offensive, malicious or inappropriate, including displaying or distributing any offensive or inappropriate material.

## 3.2

### Work health and safety

We all have an important part to play in creating a safe and healthy working and learning environment. We're committed to developing a strong safety culture. We support and promote health and wellbeing, and have prioritised 'wellbeing as a way of working'.

#### What this means for you

- Understand and comply with all relevant health and safety requirements and lawful directions, and help others to do the same.
- Only undertake work which you are trained, competent and medically fit to do.
- Assess your work environment to make sure any safety hazards are controlled before you commence work.
- Always use personal protective equipment as required.
- Never knowingly act in a way that endangers you or places others at risk of harm.
- If you see an unsafe or potentially dangerous situation, take immediate steps to make the situation safe, or if it's unsafe for you to do so, get help.
- Handle and dispose of all materials properly, safely and lawfully.
- Don't attend the workplace or undertake work if you are affected or impaired by alcohol or drugs (illegal, legal or prescribed).
- Make sure you know what to do in an emergency and ensure that your students and visitors are familiar with relevant emergency procedures.
- Immediately report any accidents, injuries, incidents (including near misses), unsafe conditions, hazards or environmental spills.

### 3.3

## How to raise a concern

We're committed to a culture of speaking up. If you become aware of anything that doesn't meet the expectations described in this Code or which may be illegal you must raise your concerns openly, honestly and professionally.

### What this means for you

- If you witness or experience any unacceptable behaviour, speak up in the first instance and follow the complaint process if the behaviour persists. This involves contacting your manager or another senior manager.
- Immediately report any wrongdoing or suspected breaches of this Code, such as:
  - corrupt and fraudulent conduct;
  - theft of money or other property;
  - maladministration;
  - serious or substantial waste of public money;
  - improper use of information; and
  - any other kind of wrongdoing or serious integrity breach.
- Only report matters that you honestly believe to be true and not mere speculation or for malicious intent. Don't take reprisal action against any person who makes a report, irrespective of the merits of the report.







# 4.0 Excellence

We are passionate and strive to be the best at what we do.

We encourage and celebrate creativity and innovation.

We have a global outlook and seek out opportunities to display entrepreneurialism.

## 4.1

# Communicating responsibly

We care about the reputation and brand of TAFE NSW, so when we communicate about TAFE NSW and release information externally, we do so responsibly. This includes making sure that TAFE NSW's communications are lawful, accurate and complete.

## What this means for you

- Don't make any public announcements or statements about TAFE NSW, or speak to the media on behalf of TAFE NSW, unless you are authorised to do so.
- Don't establish any TAFE NSW social media account or presence unless you are authorised to do so.
- Don't use TAFE NSW social media channels or TAFE NSW email addresses for personal use.
- Ensure that your personal use of social media doesn't interfere with your duties at TAFE NSW.
- Don't make any comment or post any material that could damage TAFE NSW's reputation or bring TAFE NSW into disrepute.

## 4.2

# Intellectual property

TAFE NSW's Intellectual Property\* (IP) and brand are valuable assets and we act in ways that protect and promote our IP and brand. We also respect the IP rights of others, including the rights of Aboriginal people to protect their knowledge and culture.

## What this means for you

- Manage TAFE NSW's IP rights and respect the IP rights of others in accordance with relevant policies and procedures. This includes protecting it and not misusing it.
- Understand that any IP created by you in the course of your employment is owned by TAFE NSW.
- Before using, copying or sharing any third party IP (including any material downloaded from the internet), ensure that you are not infringing that third party's IP rights.
- Only use a third party's IP as permitted in writing by that party or as otherwise permitted by law.



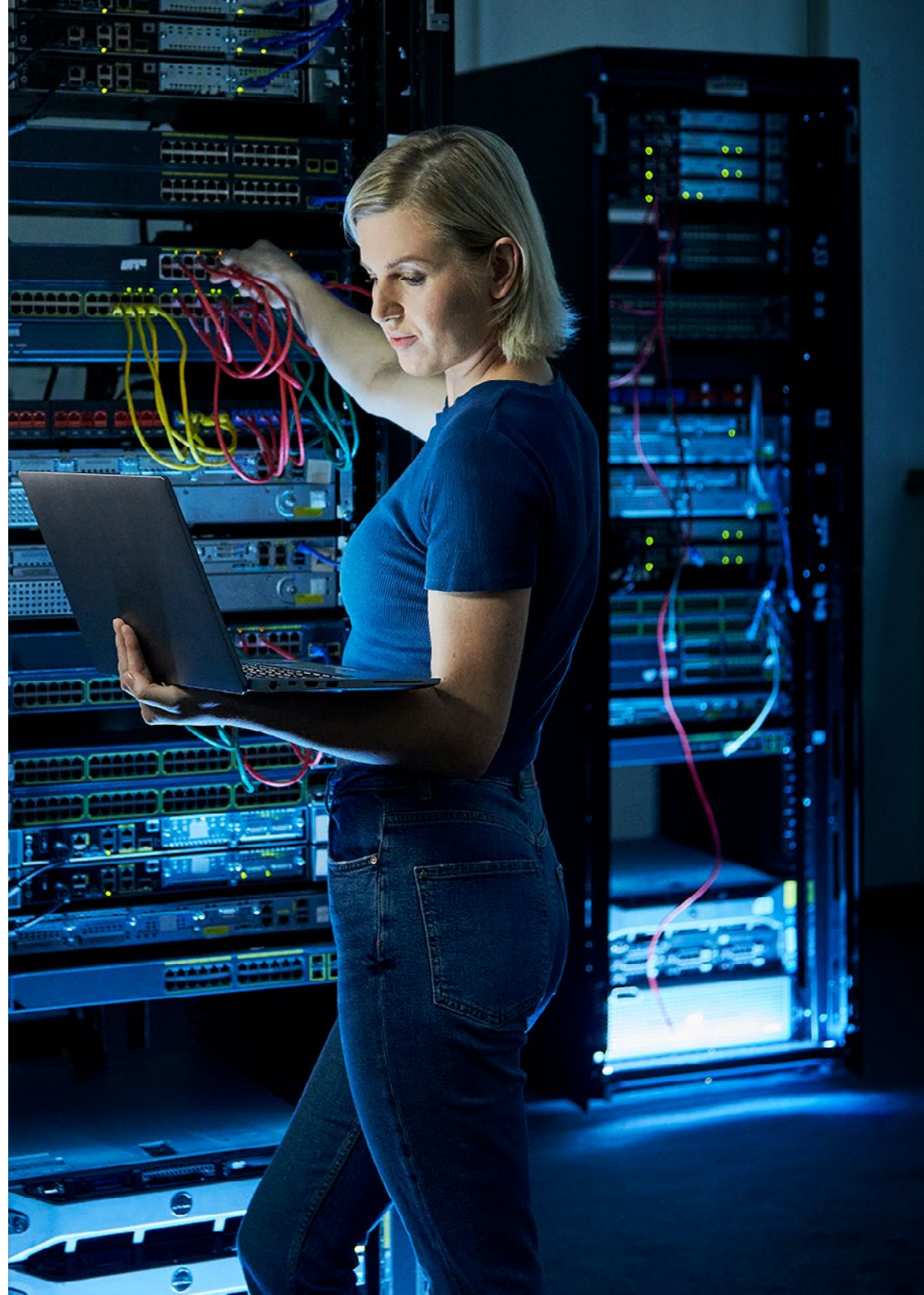
## 4.3

# Resources, recordkeeping and information security

The resources we use at TAFE NSW, including technology and employee time, are publicly funded. We use and safeguard these resources responsibly and appropriately including the protection of intellectual resources as well as all personal and sensitive information.

## What this means for you

- Use TAFE NSW funds, property and other resources appropriately, responsibly and prudently.
- Only access and use TAFE NSW systems, information and resources relevant to your duties and to which you are authorised to access and use.
- Safeguard TAFE NSW property and resources under your control, and keep track of all TAFE NSW property and resources allocated to you.
- Use only approved software, hardware and applications.
- Keep your passwords and other security information private, and don't use access details that are not yours.
- Never use any TAFE NSW systems to store, display or transmit any inappropriate material, such as any illegal, sexually explicit, defamatory, discriminatory, abusive or violent material.
- Maintain the integrity, confidentiality and privacy of TAFE NSW information and records in accordance with relevant policies and procedures, and the law.
- Ensure that all TAFE NSW information under your control, including any personal information and student records, is kept safe and secure.
- Don't disclose confidential or sensitive information to any third party, unless authorised to do so or otherwise in accordance with relevant policies and procedures.
- Keep complete and accurate records of all business activities, transactions and decisions in accordance with relevant policies and procedures. Don't misappropriate, falsely or improperly alter any records.
- Manage and destroy TAFE NSW records and information in accordance with relevant policies and procedures, and the law.





# Policy Index

## 1.0 Customer First

### Key policies and procedures

- Delegations Manual
- Environmental Sustainability Design Guideline
- Mandatory Training Procedure
- Preventing and Resolving Unacceptable Workplace Behaviour
- Reconciliation Action Plan
- Workplace Standards Policy
- Welcome and Acknowledgement to Country Policy
- Welcome and Acknowledgement to Country Guidelines

### Where to go for assistance

- Manager
- The People Hub, call 1300 823 343

## 2.0 Integrity

### Key policies and procedures

- Close Personal Relationships Policy
- Gifts and Benefits Policy
- Gifts and Benefits Procedure
- Procurement Policy
- Public Interest Disclosure Procedure
- Register of Private Interest Procedure
- Secondary Employment Procedure
- Travel Policy

### Where to go for assistance

- Manager
- The People Hub, call 1300 823 343
- Internal Audit [internalaudit@tafensw.edu.au](mailto:internalaudit@tafensw.edu.au)



## 3.0 Collaboration

### Key policies and procedures

- Alcohol, Tobacco and Other Drugs Policy
- Anti Discrimination Procedure
- Chemical Management Procedure
- Dispose of Plant and Equipment Procedure
- Diversity and Inclusion Policy
- Emergency Management Procedure
- Fraud and Corruption Control Policy
- Non-Smoking Policy
- Protective Clothing and Equipment Policy
- Preventing and Resolving
- Public Interest Disclosure Internal Reporting Policy
- Public Interest Disclosure Procedure
- Safe Driving Procedure
- Unacceptable Workplace Behaviour Procedure
- Work Health and Safety Policy
- WHS Incidents and Corrective Actions Procedure
- WHS Risk Management Procedure

### Where to go for assistance

- Manager
- The People Hub, call 1300 823 343
- Internal Audit  
internalaudit@tafensw.edu.au
- Fraud and Corruption Reporting  
Hotline on (02) 7921 1111 or  
FraudCorruptionHotline@tafensw.edu.au

## 4.0 Excellence

### Key policies and procedures

- Acceptable Use of Information and Technology Policy
- Brand Policy
- Information Management Policy
- Media Policy
- Information Security Policy
- Information Security Management System Controls Manual
- Intellectual Property Ownership and Management Policy
- Password Management for Users Guideline
- Release of Student Personal Information Policy
- Sensitive Information Labelling and Handling Procedure
- Social Media Policy
- State Records Management Policy
- Records Management Procedure
- TAFE NSW Brand Book
- TAFE NSW Privacy Policy
- TAFE NSW Privacy Management Plan
- Use of Indigenous Knowledge and Culture Policy

### Where to go for assistance

- The People Hub, call 1300 823 343
- Executive and Ministerial Services
- Corporate Communications
- Company Secretariat
- ICT Security Operations
- Your Records and Information Officer
- Legal Services

