



SINCE 2015
pinnacle
INSTITUTE
DELIVERING EXCELLENCE...

Code of Conduct (International Students)

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Triple Five Group Pty Ltd T/A Pinnacle Institute

RTO No: 41329 | ABN: 42 607 056 959 | CRICOS: 03942G

Email: admin@pin.edu.au | Web: www.pinnacleinstitute.edu.au

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Document Control

Version	Date	Key Changes
1.0	October 2021	New policies defined and outlined
1.1	October 2022	New policies defined and outlined
1.2	July 2023	Due to the approval of new courses policies reviewed before October

Review Process

This policy shall be reviewed annually in compliance with the [VET Quality Framework](#) including the [Standards for Registered Training Organisations \(RTOs\) 2015](#) and [Australian Qualifications Framework \(AQF Framework\)](#); and the [Education Services for Overseas Students \(ESOS\) Framework](#) including but not limited to: [The Education Services for Overseas Students Act 2000 \(ESOS Act 2000\)](#), [Education Services for Overseas Students Regulations 2019 \(ESOS Reg 2019\)](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (The National Code 2018); and all other applicable State and Commonwealth legislation.

Next review is due by **July 2024**.

Code of Conduct

Pinnacle Institute is passionate about providing a safe and welcoming educational facility. We take the behaviour, actions and teachings in our institute SERIOUSLY.

The Code of Conduct is established to ensure both students and staff are provided with an environment where they are free of any behaviour which may cause a negative impact.

All students and staff are expected to follow all rules and policies.

- No smoking is permitted on campus, inside or outside the building. Smoking is banned in public and commercial buildings in Australia by law and you must not smoke within 5 metres from the entrance of any building. Also, if you choose to smoke, please make sure that you put all your cigarette butts in an ashtray/bin. Public bins and ashtrays are available in most public areas. Littering in a public place is not accepted in Australia.
- Aggressive behaviour, bullying or racism is not tolerated.
- The Institute prohibits the use of illegal drugs on the premises and during other institute activities. Appropriate action will be taken against individuals who breach this policy.
- Staff or students are not permitted to possess or consume alcohol on the Institute premises except under special circumstances approved of by the Senior Management.
- Acts of vandalism, including graffiti will be dealt with by the police where appropriate.
- Classrooms are intended for learning and teaching purposes and must only be used in the presence of a teacher. No food or drinks are permitted in the classrooms or study areas at any time. Food and drink are permitted only in specially designated areas.
- All equipment belonging to Pinnacle Institute should be treated with respect and you should advise a staff member of Pinnacle Institute if anything is not working properly.
- No mobile phones are to be used during class.
- All break times must be taken according to the times allocated by the teacher.
- Students must be seated in class prior to the expected start time. Class times will start at the times indicated on the course timetables unless otherwise notified.
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around, but place it into the bins provided. Make sure the doors and windows are shut and lights and relevant equipment turned off.
- Give consideration to others and keep the toilets and other public areas clean and hygienic after your use.
- A reasonable standard of dress and hygiene is to be maintained at all times. It is recommended that closed shoes be worn at all times.
- Pinnacle Institute trainers and staff can refuse admittance to class, if you do not turn up with the prescribed textbooks, course materials, learning materials, tool kits and appropriate OH&S clothing and equipment, if applicable.
- Any serious breach of the institute IT Acceptable Use Policy can lead to cancellation

Pinnacle Institute

Head Office: 6/34 Old Cleveland Rd, Stones Corner QLD 4120



of your account/ enrolment.

- All students and staff must comply with WHS policies and procedures at all times.
- Any serious breach of any other Institute policy can also result in cancellation of your enrolment. Institute policies are available at the Institute Reception.
- Institute Fees and charges: Students MUST pay their course fees in advance, by the due date, as per the written agreement. If fees are not paid on time, staff will attempt to make contact with you to arrange an appointment with the CRICOS Administration and you will be given the opportunity to discuss any compassionate and compelling circumstances and get your fees up to date. Should staff be unable to establish contact with you, a week after fees were due, Pinnacle Institute will charge a late fee of \$50 and will send a Notification of Intention to Report for outstanding fees, which may lead to cancellation of your enrolment.
- Continuation in the course is dependent upon satisfactory academic progress and payment of the required tuition fees before the commencement of subsequent study periods.
- If you are required to repeat any subjects, miss any practical assessments then you are encouraged to discuss this with your trainer and assessor. No fee will be payable for this service.
- If a student achieves an unsatisfactory result for any assessment item, they will have a further two (2) opportunities to attempt the assessment. It is up to the trainer's discretion if the trainer will permit an additional attempt of an assessment. Such attempts attract a administration fee of \$100 per assessment.