

POLICY & PROCEDURE

ZERO TOLERANCE TO
AGRESSION AND VIOLENCE

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1. Purpose

- 1.1 The purpose of this Policy is to give clear direction as to the responsibility and manner in which all employees, third parties, students and other stakeholders will assist to create and maintain an environment that treats all people equally and fairly, without fear of aggression or violence.

2. Scope

- 2.1 This policy relates to Allens Training Pty Ltd RTO 90909, its trainers and assessors and employed staff. It includes any third party providing services on behalf of the RTO, including their trainers and assessors and administration staff. It also covers students of the RTO and third party providers.
- 2.2 Allens Training will:
- Implement procedures that support the principles of equity for all persons and align with all relevant State and Federal legislations;
 - Provide training and awareness programs for all of its employees, third parties and trainers;
 - Promote appropriate standards of conduct at all times.

3. Policy Statement

- 3.1 Allens Training does not condone and enforces zero tolerance of the following behaviours:
- a) Harassment – behaviour that is directed at an individual or group of individuals which is considered by the individual, group, or other reasonable person to be offensive, humiliating or intimidating.
 - b) Sexual Harassment – behaviour of a physical, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered by the individual, group or other reasonable person to be of a sexual nature and offensive, humiliating or intimidating.

- c) Bullying – behaviour of a physical, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered unreasonable or anti-social behaviour that is offensive, degrading, intimidating or humiliating. This behaviour can include but is not limited to public reprimand or behaviour intended to punish, ridicule, insult, unsubstantiated allegations and cruelty.
- d) Discrimination – behaviour that results in a person being treated less favourably than another or others due to certain personal attribute. These attributes may include, but are not limited to, ethno/religious background, gender, pregnancy, marital status, disability, and age.

3.2 Unreasonable or obstructive behaviour is not acceptable and such behaviour could compromise the health, safety and security of Allens training staff, third parties delivering training on behalf of Allens Training or RTO Personnel.

Examples of unacceptable behaviour include, but are not limited to:

- Acts of aggression, verbal or written abuse.
- Derogatory, racist, or defamatory remarks.
- Harassment, intimidation, or physical violence.
- Rude, confronting and threatening correspondence.
- Threats of harm to self or others, direct or indirect threats with a weapon or threats to damage property, including bomb threats.
- Stalking (in person or online).
- Emotional manipulation.
- Persistent or continued contact with Allens Training staff after being informed that a matter has been deemed resolved and/or concluded.
- Implied or continual allegations of wrongdoing by the Allens Training staff members where no evidence can be provided.
- Demanding that Allens Training staff members issue correspondence to other RTOs or the public in support of their own views or opinions.
- Adverse, derogatory or controversial comments about Allens Training, Allens Training representatives or Allens Training activities.
- Constant or continual critiquing of Allens Training published or supplied information.
- Incessant demands that Allens Training change or amend practices that are not agreed with by the individual.
- Frivolous and/or vexatious enquiries of and/or communications to Allens Training.
- Allegations or complaints against Allens Training, their third parties, trainers or students that cannot be substantiated with evidence.

3.3 Obstructive and unreasonable behaviour may result in suspension or termination of employment, enrolment or a third party agreement.

3.4 Allens Training will enforce zero tolerance to complaints of a frivolous or malicious nature.

4. Procedures

- 4.1 It is anticipated that the parties will endeavour to resolve issues directly in the first instance.
- 4.2 If an individual feels they have been subjected to behaviours as described in this policy and a resolution is not achieved, they must immediately report details of the event to their line manager or to the General Manager Services (or alternatively the General Manager Regulatory Compliance).
- 4.3 If the General Manager Services is unable to mediate a resolution, the issue should be referred to the General Manager Regulatory Compliance for action.
- 4.4 Should General Manager Regulatory Compliance intervention not lead to resolution the issue is to be referred to the Chief Executive Officer for action.

- 4.5 In the event that the CEO is unable to achieve a resolution: - Notice is to be provided by the relating to possibility of legal action; - Parties involved in the dispute should be advised of their legal rights and responsibilities.
- 4.6 Proposed changes or considerations will be discussed and decided between the General Manager of Regulatory Compliance and the CEO.

5. Responsibilities

- 5.1 The General Manager Services and/or the General Manager Regulatory Compliance is responsible for the handling of the zero tolerance policy and will be responsible to keep the CEO informed throughout the process.

Compliance, monitoring and review

- 5.2 The General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring, and ensuring compliance with this policy.

Reporting

- 5.3 No additional reporting is required.

Records management

- 5.4 Employees must maintain all records in Training Desk relevant to administering this policy securely.

6. Definitions

Terms and definitions

Zero tolerance policy – A zero-tolerance policy draws a clear line that an employer does not condone certain behaviours, whether that's discrimination, sexual harassment, theft or use of racial slurs. And employers should most definitely set such standards and create a workplace culture that upholds those values.

7. Related Legislation & Documents

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Commonwealth Disability Discrimination Act 1992](#)

[Commonwealth Disability Standards for Education 2005](#)

[Privacy Act 1988](#)

[Equal Opportunity Act 2010](#)

8. Feedback

- 8.1 Feedback about this document can be emailed to compliance@allenstraining.com.au.

9. Approval and Review Details

Approval Authority		Next Review Date	
CEO		June and December of each year	
Version	Effective Date	Author(s)	Description
Draft	01.06.2022	Ferne Robinson	Initial draft for review and approval by Senior Management
V1	01.01.2023	Ferne Robinson	Version 1