

# PSA Learner Conduct Policy

3.0  
2024

## 1 Purpose

The purpose of the learner conduct Policy is to ensure every learner of the Pharmaceutical Society of Australia has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the well-being of individuals.

## 2 Scope

This policy relates to all training and educational courses/programs offered by PSA.

## 3 References

- *PSA Complaints Policy*
- *PSA Appeals Policy*

## 4 Policy

### 4.1 Learner responsibilities

Each PSA learner is expected to:

- treat other learners and PSA staff with respect and fairness
- follow any reasonable direction from PSA staff
- be punctual and regular in attendance
- refrain from using mobile phones in workshops
- refrain from excessive or offensive swearing
- return PSA equipment and materials on time
- observe normal safety practices such as wearing approved clothing and protective equipment
- refrain from smoking, vaping in PSA buildings and designated areas
- Submit assessment events by the due date or seek approval to extend the due date.
- Follow this code of conduct policy and abide by it at all times

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- Approach their course with due personal commitment and integrity
- Provide any reasonably requested documentation and or information to PSA in a timely manner

Complete all assessment tasks, learning activities and assignments with academic integrity

Academic integrity breaches may include\*: (Sourced: Student Guide 2023 TAFE NSW)

- plagiarism – presenting other people’s ideas, writings, or work as your own
- academic fraud – deliberately misrepresenting the truth for personal gain, for example, using altered test results, transcripts and testamurs
- inappropriate use of Generative Artificial Intelligence tools .i.e. ChatGPT.
- sharing your course work, for example completed assessments, via file-sharing websites or other means of distribution.
- any other dishonest behaviour related to training or assessments, including cheating, bribery, contract cheating, impersonation and collusion.

PSA learner must not at any time:

- harass fellow learners or PSA staff
- damage, steal, modify or misuse property (including electronic records)
- be under the influence of alcohol or drugs while in workshops (whether in person or virtual/digital) and or at any PSA premises
- engage in any other behaviour which could offend, embarrass or threaten others
- Engage in plagiarism, collusion or cheating in any assessment activity.
- Provide any fraudulent documentation to seek credit transfer or gain entry into any training course.
- Use abusive language towards other fellow learners to PSA staff
- Falsely accuse other fellow learners or PSA staff
- Take photos, screenshots or make videos during workshop or class session. This includes virtual/ digital class sessions.
- Publish any screenshots photos, videos of fellow learners, PSA staff or any assessment or learner documentation on any social media platforms.
- Aggressive, abusive, threatening, bullying, harassing or intimidating behaviour or language directed to fellow learners or PSA staff.

## 4.2 Cheating, Collusion and plagiarism

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Collusion means, an act of working together with another person or group to deceive, misrepresent, or cheat in academic work. This includes sharing work between learners or providing unauthorised assistance\*.

Sourced: Academic Integrity Policy - Monash College

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating and plagiarism are serious acts and may result in a learners' exclusion from a unit, module or a course overall. Where a learner has any doubts about including the work of other authors in their assessments, they should consult with their PSA Trainer and Assessor.

The following list outlines some of the activities for which a learner can be accused of plagiarism:

- presenting any work by another individual as one's own unintentionally
- handing in assessments markedly similar to or copied from another learner
- presenting the work of another individual or group as their own work
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Learners are required to submit a signed cover sheet with every assessment or an online declaration on the Learning Management System. This includes a declaration that all work submitted is their own work except where there is clear acknowledgement or reference to the work of others.

### **4.3 Inappropriate use of generative artificial intelligence**

Generative Artificial Intelligence (Gen AI) refers to machine learning tools and software that can create new and previously unseen data that is similar to existing data, such as text, images, code, or other media, based on input data. While these tools may have valuable applications as an educational aid, there misuse can undermine academic integrity and the learning process.

Inappropriate use of Gen AI refers to the using Gen AI tools in a manner that compromises the originality, authenticity, or ethical standards of a learner's work. This may include, but not limited to the following:

- Using Gen AI in assessment tasks when the assessment instructions have stated it is not permitted.
- Using Gen AI to produce new work and submitting it as one's own original work.
- Using Gen AI to produce new work and passing this off as one's own thought, analysis, or creation.
- Using Gen AI to misrepresent one's own work.
- Using Gen AI to complete assessments, create assessment answers or generate responses to be used in assessments and submitting this as original work without appropriate acknowledgement or declaration.

Inappropriate use of Gen AI may constitute other breaches, such as plagiarism, collusion, cheating or fraud.

It may be acceptable to use Gen AI for the following purposes:

- The student has been asked to use Gen AI in one of their assessment tasks.
- Use Gen AI to supplement learning and assist in understanding complex topics. However, answers generated by Gen AI may not always be correct or accurate.
- Use Gen AI to refine writing, depending on the rules for preparing the assessment task. For example, using the tool to proofread or help improve grammar.

When Gen AI is used, it must be appropriately referenced or acknowledged. For a guide on how to acknowledge the use of Gen AI, refer to the guide produced by Monash University

(<https://www.monash.edu/student-academic-success/build-digital-capabilities/create-online/acknowledging-the-use-of-generative-artificial-intelligence>) or University of Melbourne (<https://students.unimelb.edu.au/academic-skills/resources/academic-integrity#acknowledging-ai-tools-and-technologies>).

## 4.4 Breaches and misconduct

Breach of code of conduct means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work or is in breach of the PSA expectations.

A learner commits a breach of discipline if they:

- assault a person on the premises of the PSA training site or nominated facility
- unlawfully remove, damage or use any property of another person or the PSA
- obstruct PSA staff in the performance of their duties
- obstruct the teaching training of a group or an assessment activity
- commit or engage in any dishonest or unfair act in relation to an assessment activity, such as plagiarism or cheating
- wilfully disobey or disregard any lawful order or direction given by PSA staff
- enter part of the PSA's premises when directed not to do so by a member of staff
- fail to leave part of the PSA's premises when directed to do so by a member of staff
- fail to return PSA property or pay replacement costs when instructed to do so
- fail to pay financial commitments to PSA
- enter part of the PSA's premises whilst under the influence of alcohol or a drug
- engage in any unlawful activity on the PSA's premises such as using, possessing or supplying any prohibited drug, substance or weapon
- discriminate against a person on the grounds of the person's age, race, sex, sexuality, gender, marital status, physical or intellectual disability, background or religion
- incite hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group
- Commit any other act which could reasonably be considered to be in breach of PSA expectations.
- Not adhere to any of the learner responsibilities listed above.

### 4.4.1 Addressing breaches

PSA staff and learners have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones. Any individual who believes that a breach of this code of conduct has occurred should report the breach of discipline to PSA without delay.

All cases of breach of code of conduct committed by any learner must be reported to the General Manager Education, Training & Knowledge Development in writing with the following information.

- learner name and program
- description of the breach
- damage or inconvenience caused by the breach
- level of cooperation given by the learner

- witnesses to the breach
- Evidence available to support the claim of a breach.

If appropriate, the learner can be ordered off the PSA's premises for the remainder of the day on which the breach takes place. Circumstances where it may be appropriate to exclude the learner from the PSA's premises include serious cases of breach of discipline such as violence, abusive behaviour, discrimination, vandalism or wilful disobedience of a personnel direction. General Manager Education, Training & Knowledge Development will work with Manager Training Delivery and Assessment to address the breach and respond to the learner.

In situations of greater urgency, such as cheating or violence, an oral report may be made to the Manager Training Delivery and Assessment in the first instance, followed by the written report as soon as practicable thereafter.

Within two working days of the report, the Manager Training Delivery and Assessment will speak to the learner concerned, in the presence of the relevant PSA representative if possible. If not, then in the presence of another PSA representative chosen by the Manager Training Delivery and Assessment.

The learner may also have a representative present to act as a witness to the discussion. Where appropriate, the learners are cautioned and advised of the possible consequences and the grounds for such report. Confidentiality of all meetings is maintained.

The Manager Training Delivery and Assessment may apply any of the following penalties where satisfied a breach of code of conduct has been committed and the penalty matches the seriousness of the breach:

- a verbal or written reprimand
- a requirement to attend counselling at a specified time and place
- payment of compensation by learner for damages or loss of resources
- restitution of property removed or damaged
- Exclusion from PSA including withdrawal from the course.
- Reporting to other relevant authorities i.e. Police, AHPRA or Australian Pharmacy Council as required

Attempts are to be made to solve behavioural problems of learners through discussion and mediation before the provision of more formal procedures is invoked.

Any penalty imposed is communicated to the learner in writing within five working days of the meeting or a decision being made. The learner is also advised of the right to appeal the penalty under PSA RTO Appeals policy.

## Version control log

<b>Policy authorised by</b>	Nick Foster
<b>Title</b>	Chief Financial Officer
<b>Policy maintained by</b>	Riaz Ahmed
<b>Title</b>	RTO Compliance Manager

Version	Date	Changes/Notes	Proposed Review Date
1.0	8.10.2020	Initial	8.10.2021
2.0	18.07.2023	Reviewed and updated to include breaches reported recently through training and delivery incident log	July 2024
3.0	19.11.2024	Updated to clarify inappropriate use f GenAI	Nov 2025