

# Participant Code of Conduct

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The learning and community activity environment at the Surrey Hills Neighbourhood Centre (SHNC) encourages and supports the participation of adults, teenagers and children from all backgrounds.

Our aim is for everyone at the Centre to have an equal opportunity to learn and participate in a supportive and friendly environment at the Centre. It is also important for all tutors, staff and volunteers to be treated with respect and feel appreciated.

This Policy sets out:

## **Participant's Rights**

- Access to quality programs, courses and volunteer opportunities at SHNC
- Adequate information on courses and activities.
- Adequate information on Centre policies and procedures regarding your rights.
- A supportive and friendly environment where you can learn, participate and achieve your goals.
- Confidentiality and privacy to be respected.
- Respect for diversity of culture, religion and opinions.
- Respect for individual needs.
- A clean and safe environment.

## **Participant's Responsibilities**

- Ask about any aspect of SHNC procedures and policies that you maybe unsure of.
- Respect the Centre's policies and procedures.
- Respect other's opinions, views, cultures and religion.
- Respect all people's right to learn and participate.
- Show courtesy towards all people involved in the Centre - including workers, volunteers and participants - regardless of ability and need.
- Participate in all aspects of the course or activities where enrolment processes are met.
- To notify the Centre if you are unable to attend class or activity if possible.
- An understanding and acceptance for the needs of others.
- Care for the property of others and its return when borrowed.
- Punctuality.
- Compliance with any reasonable instruction from a member of staff or volunteer.
- Supporting the opportunities for all students.
- Turning off mobile phones in the classroom or during activities as appropriate.

## **Related Documents**

Board of Management, staff and volunteer Code of Conduct

Conflict of Interest Policy

Occupational Health and Safety Policies

Privacy Policy

Risk Management Policy