

Refrigerant License Trust Board

Code of Conduct

Purpose

To ensure the expectations of the Refrigerant Licencing Trust Board (RLTB) in relation to student, tutor, license holder and associated employees conduct are clearly communicated and readily available the wider industry.

Should misconduct occur, the procedures for investigation are fair to all parties and that the disciplinary action for misconduct along with any penalties are transparent, clearly documented and understood.

Conduct

Conduct at RLTB is defined as:

1. To act with integrity and honesty in all dealings to maintain the quality and reputation of the Trust Board.
2. The Trust Board is committed to and expect same of their participating students, license holders and employees for the need for sustainable management of resources and to minimising any adverse effects on the environment through either their actions or inactions.
3. To ensure a high standard of academic conduct with honest practices in the preparation and submission of work which counts towards the attainment of a mark or pass.
4. In examinations, academic conduct must also be upheld. Possible breaches include (but are not limited to) copying, cheating, plagiarism, impersonation or arranging to impersonate, fabrication of data, or breach of confidentiality.
5. Employees of RLTB and tutors shall promote the Trust Board's values always, recognise and only work within their area of competence and in a safe and professional manner.

Misconduct

1. Misconduct is failure to uphold a high standard of conduct as detailed above
2. Should a party involved consider that a serious breach of conduct (misconduct) has occurred then they shall immediately advise the tutor, next most senior person, or management of RLTB.
3. The party will then be directed to the disciplinary procedure below

Disciplinary Action

1. Any complaint about the conduct of a student, tutor, license holder, or employee may in the first instance be made to the RLTB General Manager generalmanager@rlnz.org.nz.

2. On receipt of a complaint the General Manager shall initially interview within 5 business days both the person making the complaint and the person against whom the complaint is made. The names of both parties shall be held in confidence during this stage.
3. In the event that the General Manager considers that the complaint is frivolously brought by the complaining party he/she shall notify both parties and confirm the decision to the Disciplinary Committee.
4. In the event that the General Manager considers that the complaint may have substance he/she shall request that the complaint be stated in writing, and shall then convene the Disciplinary Committee, the Disciplinary process will then begin on receipt of the written complaint.
5. The Disciplinary Committee shall consist of the elected members of the Trust Board including the Chairman and the General Manager, no less than 3 and no more than 4 persons at any time.
6. The Disciplinary Committee shall investigate the allegations of misconduct, conducting its enquiries in confidence, and ensuring that both the complainant and person against whom the complaint is made are fairly heard.
7. Either party involved in the misconduct allegations may choose to have a supporter as their advocate during proceedings, but no party shall be entitled to legal representation.
8. The Disciplinary Committee shall on receipt of a formal written complaint, report within 10 business days to the wider Trust Board, recommending any penalties it considers appropriate as defined below.
9. The Disciplinary Committee may also ask for additional information from, or request a further interview with the parties involved.
10. The Trust Board shall consider the recommendation of the Disciplinary Committee, and shall confirm or amend the decision as it thinks fit. The censured party shall be informed of the decision in writing. The censured party may appeal the decision, only on the basis of new information previously unavailable, to the Disciplinary Committee in writing within 14 business days of being notified of the decision, stating the reasons for the appeal. The Council shall consider the appeal, and shall confirm or amend the decision as it deems fit, and the decision shall then be implemented within 5 business days of the appeal being received.
11. The General Manager shall then inform the party making the complaint as to whether their complaint was found to be substantiated and the basis for that decision.
12. RLTB shall maintain all written records in a confidential manner for a period of 5 years following presentation of its recommendation the Trust Board.

Penalties

Potential consequences for breach of conduct will be commensurate with the gravity of the offence. Outcomes can be a multiple of the below penalties should they be deemed reasonable for the breach:

1. A first written warning advising further penalties will be imposed should the party reoffend
2. Formal notification requesting the party undertake reasonable restitution as penalty for the breach.
3. Reduction of grade for the work from any to zero.
4. Cancel marks or pass awarded previously.
5. Refusal to mark the work, or give a pass.
6. Request that the party resit at a later stage.
7. Suspend or cancel attendance in the course.

In Conclusion

The Refrigerant License Trust Board and its employees will endeavour to treat all parties involved in any Conduct issue fairly and with integrity throughout the process.

The Refrigerant License Trust Board may at its own discretion, reconsider, reverse or modify the penalties enforced at any time.

RLNZ

2nd March 2018