






Learner Agreement

Introduction

This agreement helps us build a community at Generation and we expect the highest level of personal conduct from all our staff, students and support team. It is designed to deliver clear and honest information around student expectations and Generation Australia's policies. Failure to follow this agreement may result in disciplinary action. The information collected in this agreement will be saved and used internally by Generation.

-  Our goal is to lay the foundation for success in your career whilst creating a positive and supportive learning environment.
-  We have made a commitment to our employer partners that they will be hiring high-quality, professional graduates.
-  Our expectations are based on employer standards. Employers feel that behaviours in class are an indicator of your performance in a future workplace.



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Code of Conduct



As part of my participation in the
Generation program, I promise to:

BE PROFESSIONAL

- Attend every class and program event; I understand it is an expectation I attend every class and program event. If I am unable to attend for personal or health reasons, I will inform my Instructor or Program Coordinator in writing via Slack or email. I understand I may be dismissed from the program subject to the behaviour and attendance policy if I fail to provide this communication.
- Be punctual to all classes and events; I understand this is an expectation and failure to follow these guidelines could result in a warning or dismissal.
- Display professionalism by acting in a respectful and courteous manner towards all students, instructors, staff, and anyone else I interact with while part of the program; behaviours or language deemed as unprofessional and in violation of the behaviour and attendance policy may result in immediate dismissal from the program.
- Treat any property or resources provided to me by Generation with care. I will not damage or misuse Generation property.

BE COMMITTED

- Participate in the online program with **audio and video on** (unless agreed otherwise), acknowledging that the curriculum is designed for beginners and covers both technical and behavioural training required for the relevant industry.
- Engage with assigned support throughout the program and post program, such as Mentors and Employment & Alumni support.
- Complete and submit all assignments and projects on time. Notify program staff prior to due dates if this will not be possible.
- Complete Employment Essential requirements within 30 days post-graduation; I understand **if these are not completed, Generation Australia will not be able to assist or shortlist me for employment opportunities.**

BE PROACTIVE

- Whether Generation Australia directly places me in employment with an agreed partner or I source my own employment, I will regularly update Generation Australia with my employment status, especially when commencing employment so that my details can be updated. I understand Generation Australia may reach out to my new Employer to assess opportunities to support future Generation Australia graduates.

BE HONEST AND COMMUNICATIVE TEAM PLAYER

- Provide and be open to receiving positive and constructive feedback.
- Be respectful and supportive towards all students, program staff, instructors, volunteers and program partners.
- Engage with a Generation mentor about my progress at least once a fortnight and 1 month post-program and contribute to virtual check-ins throughout the program.
- Ask for help when I need it via the appropriate channels of communication.
- Provide information about my employment after the program, to allow Generation to track its impact and measure the effectiveness of the program. I understand that my failure to do this impacts Generation's ability to continue providing services.

Code of Conduct



In return, Generation promises to:

BE PROFESSIONAL

- Teach relevant and useful skills central to beginning a career in the relevant industry.
- Support every graduate and connect them with Generation's Employer Partners, as part of an employment pathway.
- Be clear and upfront about the program's structure and requirements.

BE COMMITTED

- Support all graduates who have completed the employment essential requirements with their job searches for as long as is needed.
- Provide regular, engaging content to students & graduates as a valuable source of information, job opportunities, and community-building.

BE COMPASSIONATE

- Treat you with respect and kindness.
- Consider your 'entire person' and the unique circumstances around you, including families, cultural practices and commitments outside of the program.

BE HONEST AND COMMUNICATIVE TEAM PLAYER

- Connect students to a mentor to provide support throughout the program.
- Provide constructive feedback to help you improve and grow.



I, _____, certify that by joining Generation, I will adhere to the code of conduct guidelines described above.

Signature: _____

Date: _____

Policies



Attendance

Attendance is integral to your learning and development in the Generation program. Your attendance also contributes to the success of your fellow classmates. The program's delivery model is intensive, as we believe that the sooner you gain job ready skills, the sooner you will find employment. Our attendance expectations are based on employer attendance standards. Employers feel that attendance in class is an indicator of your attendance at a future workplace.

The attendance policy for Generation will be administered as follows:

- If a student is going to be late or absent from a session, they must notify the pod instructor or program coordinator via the contact details provided during orientation. The notification must be communicated prior to a class commencing.
- Failure to notify the instructor or program coordinator in a timely manner may result in the consideration of a student receiving a warning.
- A student will be marked as late if they do not arrive by the scheduled start time of any element of the program. Being late twice is considered equivalent to one absence.
- If a student is absent for more than 3 days of the program without presenting a medical certificate or reasonable cause for absence such as bereavement or cultural observance, the Generation team will discuss the possibility of dismissal.
- If a student is experiencing technical difficulties they must inform the instructor or program coordinator immediately so they can provide adequate support.
- Unless otherwise stated, all sessions require compulsory attendance.
- Students will be contacted before dismissal from the program. This communication will be delivered in writing, via a phone call and/or an online meeting.

Policies



Behaviour

Students are expected to respect others and communicate with them in a supportive manner. Behaviourally, we hold the same high expectations for you that an employer will. That is, that you treat your Generation classroom as a professional place of work. Any behaviour or language that would not be acceptable in a professional setting is unacceptable in Generation as well.

The behaviour policy for Generation will be administered as follows:

- Any student exhibiting behaviour or language that is deemed by the instructor or support staff as unprofessional, unlawful or unsafe, in violation of any workplace rules will be subject to immediate dismissal from the program and will not be allowed to re-apply to any future Generation programs.
- Behaviours and language that are unacceptable include, but are not limited to: physically or verbally threatening any other person; Offensive verbal comments related to gender, gender identity and expression, age, sexual orientation, disability, appearance, race, ethnicity, religion; argumentative behaviour towards teachers or students during class; leaving class without instructor permission; disrespecting any other student or staff member; repeated failure to participate in class activities or complete assigned work.
- All students must use any property or equipment given to them safely and only for purpose of the role and return it to the organisation or training institution when you finish.
- Students must use online sites and digital tools appropriately. Never participating in online bullying (e.g. forwarding messages) and supporting others in harmful, inappropriate or hurtful online behaviours.
- Students must protect the privacy of themselves and others by never posting or forwarding personal details or images without their consent.

Policies



Equipment

Generation Australia may provide students with hire equipment to assist with online learning during the program. Students are responsible for their actions while using the hire equipment and misuse, damage or theft of the equipment may result in disciplinary action.

The equipment policy for Generation will be administered as follows:

- Students must take care of any hire equipment provided by Generation Australia.
- The hire equipment must be returned once the program has concluded and in the same conditions as received, working correctly and with all the included accessories.
- If any of the hire equipment is not working correctly or is experiencing any issues, the student must inform the program coordinator immediately.

Complaints

We value complaints as they assist us to improve. We wish for every individual to feel empowered and able to voice their concerns, no matter how big or small. A complaint can vary in severity depending on the impact the issue has had on yourself, your environment, or those around you.

- Complaints can usually be resolved quickly and informally by talking to a staff member who knows your situation.
- You can arrange an appropriate time to speak to any of the Generation team by sending them an email and requesting a time to talk.
- Please follow the complaint procedure if you would like to make a complaint.

Generation will treat every complaint with sensitivity, but confidentiality cannot be guaranteed in all situations. If your complaint is about another person they may have a right to know about any allegations made against them and be given a chance to respond.

If you would like to make a complaint, please read [Generation Australia's Complaints Policy and Procedure](#).

Policies



Harassment

Generation Australia is fully committed to provide every individual with an experience that is free from any kind of harassment. We will not accept harassment of any applicant, learner, graduate, guest speaker, volunteer, or staff member in any form. Anyone who does not respect these rules will be communicated with directly and may be asked to immediately stop all engagement with Generation Australia.

- If you experience harassment or witness someone else being harassed, please contact a member of Generation Australia immediately via email or phone.
- Whether online or in-person, Generation Australia will do everything we can to ensure anyone experiencing harassment is removed from the situation and feels safe.
- Please follow the harassment procedure if you experience harassment.

Generation Australia respects the decision to submit reports anonymously. Please bear in mind that our ability to investigate an anonymous report is limited and you may not be provided with the outcome.

If you experience harassment, please read [Generation Australia’s Harassment Policy and Procedure](#).

Plagiarism & Dishonesty

When you copy and use someone else’s thoughts, writings or inventions without giving them credit, it is considered to be plagiarism. If we have reason to believe you have plagiarised, you will be informed. Like any workplace, acts of dishonesty are unacceptable and will be addressed immediately.

If you have acted dishonestly or plagiarised, Generation Australia will take the following measures:

1. You will be given a warning and the work(s) will not be marked as complete until it is redone in your own words. In some cases, an alternative assignment or task may be provided for completion.
2. If you do not re-submit the task using your own words, you will be given a zero and may not be able to graduate from the program.
3. If a 2nd instance of dishonesty or plagiarism occurs, you may be dismissed immediately and lose eligibility for future Generation Australia programs.





Media Consent & Release

Throughout the Generation program, there will be times where photos will be taken, sessions will be recorded and information shared. Generation Australia shares learner experiences for several purposes, including:

1. Awareness about our programs and our mission
2. Conversations with employers to secure employment
3. Funding grants and applications for future programs

Our work greatly depends on your participation and support, which allows us to continue offering free programs to others who find themselves in a similar situation.

I understand, by signing the below, that I authorize and grant Generation: You Employed, Inc. ("Generation") and those acting as its representatives the right to record, publish, and use my name, likeness, image, voice, and recorded information in describing their work in any manner and media.

I release Generation and those acting as its representatives from liability in connection with their use of the above in any cause of action.

Full name: _____

Signature:  _____

Date: _____

