

## Ethics and Conduct Courses

At the end of each module, you will be asked to undertake an online assessment to check your understanding of the key concepts presented.

---

### **Aboriginal and Torres Strait Islander Cultural Awareness**

#### **About This Module**

Aboriginal and Torres Strait Islander cultures are an important part of Australia's cultural identity. As part of an Australian organisation, it is important that you are aware of the different cultures that you may encounter at work.

This module has been designed to provide you with an introduction to Aboriginal and Torres Strait Islander cultures. It aims to increase your awareness and to enable you to contribute to an inclusive and culturally sensitive workplace.

The module is divided into four units:

1. Learning About Culture
2. Introduction to Aboriginal and Torres Strait Islander Cultures
3. Closing the Gap
4. Supporting Aboriginal and Torres Strait Islander Peoples in the Workplace

You should allow approximately 30 minutes to complete this module.

**PLEASE NOTE** - your organisation must have a *Reconciliation Action Plan* and *Code of Conduct* to be eligible for enrolment.

### **Business Continuity Management**

#### **About This Module**

It is not possible for our organisation to have complete control over our environment and [crisis](#) situations that may arise can have a disastrous impact on our organisation. To minimise the impact of a number of crises, we have a Business Continuity Management (BCM) strategy.

This module has been designed to increase your awareness of the BCM strategy and how it addresses the common types of potential crises.

You should allow approximately 20 minutes to complete this module.

### **Business Ethics**

#### **About This Module**

Our organisation is committed to ensuring that our staff members act in an ethical manner when carrying out their duties at work.

This module has therefore been created to develop your understanding of business ethics.

You should allow approximately 40 minutes to complete this module.

### **Business Ethics for Employees (Video)**

#### **About This Module**

For an organisation to thrive and succeed, it is vital that every employee understands how and why they need to follow ethical business practices. The principles and values underlying business ethics help to maintain a high moral standard in the workforce. We have developed this module to provide you with information about how you can identify ethical breaches, resolve ethical dilemmas and report ethical violations in our organisation.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 30 minutes to complete this module.

### **Business Ethics for Managers (Video)**

#### **About This Module**

Ethical business practices are not just guidelines to follow to avoid trouble, they are ways to develop, encourage and provide a higher moral standard in the modern workforce. In order to build a successful organisation, it is crucial that each and every member understands and upholds values and principles that aid in ethical practice and performance.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 30 minutes to complete this module.

### **Business Social Media, Email and Online Etiquette (Video)**

#### **About This Module**

Just as all workers must display positive behaviours and practices in the workplace, it is vital that all members of our organisation understand the fundamentals of business social media etiquette, including business social media policies, appropriate use of email, and behaviours that constitute cyberbullying. Adhering to high ethical standards when engaging in workplace online activities is critical to the success of our organisation.

You should allow approximately 30 minutes to complete this module.

## **Business Travel Arrangements**

### **About This Module**

All domestic and international travel that is planned and undertaken at our organisation must be done in accordance with our Travel Policy and Procedures.

To help you understand these documents and make the process that you need to follow clearer, we have developed this module.

You should allow approximately 20 minutes to complete this module.

## **Child Safe Organisations (Vic)**

### **About This Module**

As an employee of our child safe organisation, you must understand what your responsibilities are towards ensuring a child safe culture in our organisation.

This module will outline our responsibilities as a designated entity to inform the Commission for Children and Young People (CCYP) of reportable conduct for investigation, as well as provide you with an overview of the standards and principles our organisation meets in relation to maintaining a child safe organisation. This module is divided into three units:

1. Reportable Conduct
2. Child Safe Standards
3. Recognition Principles

You should allow approximately 30 minutes to complete this module.

## **Code of Conduct**

### **About This Module**

Our organisation's Code of Conduct is a public statement about how we conduct our day to day business activities and the standards by which you are required to treat clients and your colleagues.

To develop your understanding of our Code of Conduct (the Code), we have developed this module. This module is divided into the following three units:

1. Introduction to the Code
2. Applying the Code
3. Reporting breaches of the Code

You should allow approximately 30 minutes to complete this module.

## **Competition and Consumer Act Awareness**

### **About This Module**

The *Competition and Consumer Act 2010 (Cth)* (CCA) and the *Competition and Consumer Regulations (2010) (Cth)* (the Regulations) aim to give businesses a fair and competitive operating environment. These legal instruments cover anti-competitive conduct and also set out consumers' rights and responsibilities.

This module is designed to increase your understanding of the CCA. By completing this module you will understand what you and our organisation must do and avoid doing in order to meet the requirements of the CCA.

This module is divided into four units:

1. About the CCA
2. Competition Law
3. Consumer Law
4. Breaches of the CCA

You should allow approximately 40 minutes to complete this module.

## **Conflict of Interest**

### **About This Module**

Conflicts of interest in the workplace can have a negative effect on the reputation of our organisation and on staff morale.

We have designed this module to increase your awareness and understanding of conflicts of interest and how they can be managed. This module has three units:

1. What Is a Conflict of Interest?
2. Identifying Conflicts of Interest
3. Addressing Conflicts of Interest

You should allow approximately 30 minutes to complete this module.

## **Copyright**

### **About This Module**

Original works are created by people every day and during your employment at our organisation, you may also produce original work or want to use another person's original work. Therefore, it is important for you to know your rights and responsibilities in relation to copyright.

This module has been designed to provide you with an understanding of copyright law in Australia and how it relates to the work you undertake at our organisation.

You should allow approximately 20 minutes to complete this module.

## **Corporate Governance**

### **About This Module**

Corporate governance is critical for an organisation's long-term performance and sustainability. It is also necessary to safeguard and promote the interests of key stakeholders.

This module has been designed to introduce you to the basic features of good corporate governance, including corporate governance principles, frameworks and practices.

You should allow approximately 20 minutes to complete this module.

## **Cross-Cultural Communication**

### **About This Module**

This module is designed to help you understand why people communicate differently and how to effectively communicate with people from different cultural backgrounds.

This module has been divided into five units:

1. Introduction to Culture
2. Styles of Communication
3. Politeness
4. Criticism, Argument and Conflict
5. Practising Cross-Cultural Communication

You should allow approximately 30 minutes to complete this module.

## **Cultural Awareness**

### **About This Module**

Cultural awareness is an important part of fostering a safe and respectful workplace.

We have developed this module to increase your awareness of culture and cultural diversity within the workplace. It will also help you understand your own cultural practices as well as those of others and provide you with the knowledge you need to improve your cultural competence.

The module is divided into three units:

1. Introduction to Culture
2. Cultivating Cultural Awareness
3. Developing Cultural Competence

You should allow approximately 20 minutes to complete this module.

## **Disruptive People in the Workplace (Video)**

### **About This Module**

Most workplaces will have to deal with disruptive people and conduct to some degree. We have created this module to provide guidance on dealing with disruptive

people and conduct in the workplace to help avoid bigger issues, improve morale, and maximise productivity.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 25 minutes to complete this module.

## **Domestic Violence Awareness**

### **About This Module**

Our organisation is committed to raising awareness of the issues surrounding domestic violence, supporting victims and preventing it from occurring where possible.

This module has been designed to help you understand what constitutes domestic violence and how we as a community can help to overcome it.

This module is divided into three units:

1. Introduction to Domestic Violence
2. How to React to Known or Suspected Domestic Violence
3. Domestic Violence Prevention

You should allow approximately 30 minutes to complete this module.

## **Effective Practices When Working from Home**

### **About This Module**

Our organisation values our staff and we understand that, at times, you may need to attend to your personal life during working hours.

We have developed this module to assist you in working productively from your home when circumstances prevent you from coming into the office.

This module is divided into two units:

1. About Working from Home
2. Effective Practices

You should allow approximately 30 minutes to complete this module.

## **Ethical AI Use in Business Writing**

### **About This Module**

Navigating the complexities of artificial intelligence (AI) can seem daunting. However, it is essential to understand these complexities as AI tools become more common in our business operations.

This module has been designed to guide you in the ethical use of AI in your daily professional writing.

This module has been divided into three units:

1. The Benefits of AI Writing Tools
2. Ethical Concerns with AI Writing Tools
3. Ethical AI Best Practice

You should allow approximately 25 minutes to complete this module.

## **Fraud and Corruption Awareness**

### **About This Module**

This module has been designed to increase your understanding of what constitutes fraud and corruption and the standards of behaviour that we expect from you as an employee. It will also look at several workplace scenarios of fraudulent and corrupt conduct.

This module is divided into three units:

1. Understanding Fraud and Corruption
2. Fraud and Corruption Policy Framework
3. Reporting Fraud and Corruption

You should allow approximately 30 minutes to complete this module.

## **Global Anti-bribery and Corruption**

### **About This Module**

Bribery of a foreign official and other types of corrupt conduct involving government officials are serious crimes both in Australia and around the world. Our organisation is committed to complying with bribery and corruption laws and applying best practice in combating bribery and corruption in our operations.

We have designed this module to explain what constitutes bribery and corruption of foreign officials and to outline your legal and organisational responsibilities.

You should allow approximately 20 minutes to complete this module.

## **Maintaining a Harassment Free Office: Employees (Video)**

### **About This Module**

Workplace harassment is an issue no organisation can afford to ignore. Workplace harassment can be detrimental to an organisation, as it can result in low productivity and morale, high turnover of staff, poor customer service and costly legal actions.

It can also have a profound detrimental impact on employees. This course aims to educate staff about harassment in order to help prevent it from occurring in your workplace.

You should allow approximately 32 minutes to complete this module.

## **Maintaining a Harassment Free Office: Managers (Video)**

### **About This Module**

Managers hold the keys to recognising, preventing, and dealing with harassment. It is essential that managers take the appropriate steps to help create a workplace that does not tolerate harassment.

You should allow approximately 32 minutes to complete this module.

## **Modern Slavery Act**

### **About This Module**

Modern slavery is an issue that affects everyone from consumers, who unknowingly purchase goods that are a product of modern slavery, to the supply chains from which these goods are manufactured and distributed. As organisations can assert control over their supply chains, the Australian Government has enacted legislation to require certain organisations to do so in order to prevent modern slavery from occurring.

This module outlines what modern slavery is and what is expected of these particular organisations to help eradicate this practice. It will also explain the responsibilities of our organisation to ensure that we comply with modern slavery legislation.

This module is divided into three units:

1. Modern Slavery
2. Reporting Entities and the Modern Slavery Statement
3. Responsibilities

You should allow approximately 20 minutes to complete this module.

## **Preventing Harassment in the Office for Employees (Video)**

### **About This Module**

Preventing harassment in the office is everyone's responsibility and is vital to the health and wellbeing of both our organisation and its members. We have developed this module to help you understand what constitutes workplace harassment, the effects of harassment and how you can help to prevent harassment and maintain a safe and respectful workplace.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 25 minutes to complete this module.

## **Preventing Harassment in the Office for Managers (Video)**

### **About This Module**

Managers have a duty of care to help prevent harassment in the office for the health and wellbeing of both our organisation and its members. As a manager, you must not only ensure that your behaviour is respectful and appropriate, but that your workers' behaviour is also appropriate, as far as is reasonably practicable. We have developed this module to help you understand what constitutes workplace harassment, the effects of harassment, and how you can help to prevent harassment and maintain a safe and respectful workplace.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 25 minutes to complete this module.

## **Privacy Awareness**

### **About This Module**

This module has been designed to increase your awareness of the issues and legal obligations surrounding the responsible handling of personal information.

During the course of your work with our organisation, you may be exposed to information about individuals that is personal or sensitive in nature.

Failure to handle this information responsibly can cause harm to the individual concerned and also create significant business risks for our organisation.

Our organisation is committed to ensuring the privacy of personal information we capture, and we expect you to comply with privacy legislation when collecting, using, disclosing and storing any type of personal information.

You should allow approximately 30 minutes to complete this module.

## **Records Management**

### **About This Module**

This module will introduce you to the fundamentals of good records management and will help you to understand your responsibilities in creating, managing and protecting records.

This module has been divided into two units:

1. Introduction to Records Management
2. Managing Records

You should allow approximately 30 minutes to complete this module.

## **Risk Management**

### **About This Module**

All activities that our organisation conducts involve risk. We therefore need to manage this risk to ensure that it does not adversely affect our business objectives.

We have developed this module to give you an overview of our risk management framework and the risk management process.

You should allow approximately 30 minutes to complete this module.

## **Social Media, Email and Online Etiquette (Video)**

### **About This Module**

Social media and email etiquette in Australia emphasizes professionalism, respect, clarity, and privacy. Key principles include being polite, avoiding CAPS LOCK, using clear and concise language, and understanding the lasting digital footprint of all posts and messages.

You should allow approximately 30 minutes to complete this module.

## **Spam Act Awareness**

### **About This Module**

This module has been developed to give you a better understanding of spam and how you can protect yourself, our organisation and clients against unwanted electronic messaging.

This module is divided into three units:

1. Defining Spam
2. Spam and the law
3. Managing spam

You should allow approximately 20 minutes to complete this module.

## **Working from Home (Video)**

### **About This Module**

Working from home can be a successful experience that can improve your productivity and work-life balance if properly managed. However, working from home can also present risks which can be just as harmful to your health and to your efficiency as the risks that are present in the workplace. We have developed this module to ensure that you understand the simple ways you can look after your wellbeing and remain productive while working from home.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 25 minutes to complete this module.

## **Workplace Bullying and Harassment** **(Video)**

### **About This Module**

Our organisation observes rules and regulations to ensure a comfortable and secure working environment for all its employees. Bullying and harassment in the workplace is a serious issue and must be addressed and remedied without exception. We have developed this module to help you recognise the signs of unacceptable behaviour and respond to them in an effective manner.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 30 minutes to complete this module.