



## Code of Conduct - CELTA (Cambridge ESOL Certificate in English Language Teaching to Adults)

The teaching profession, like any other profession, necessitates that individuals (the professionals and potential professionals in the field) comply with a code of conduct designed to facilitate and maintain a positive, professional working environment.

On teacher training and professional development programs at Institute of Continuing and TESOL Education-The University of Queensland (ICTE-UQ), participants are expected to assume a range of professional behaviours and responsibilities as part of their training. For future employability, it is very important for participants to demonstrate that they can handle these responsibilities in an effort to meet the fundamental standards of the profession.

### ICTE-UQ Code of Conduct

While studying at ICTE-UQ, course participants are expected to assume the following responsibilities:

- to be punctual and attend all classes;
- to inform tutors of and discuss unavoidable absence(s) from class or lateness (in advance where possible);
- to be well informed about the course and course requirements and plan appropriately;
- to take joint responsibility for their own learning and to monitor their own progress in the teaching and learning environment with some access to course tutors for support and assistance;
- to meet course deadlines and submit course work in a timely manner;
- to conduct themselves in a professional manner and treat staff, students and other course participants with respect, courtesy and equity, irrespective of cultural background, disability, gender, sexual orientation, marital status, age, religion or political conviction and work with them in a cooperative, collegial manner;
- to respect the rights of other course participants to a pleasant, mature and undisturbed learning environment;
- to participate actively in and contribute constructively to input sessions and teaching practice feedback;
- to reflect honestly, openly and with integrity on teaching practice and endeavour to incorporate feedback into future learning and teaching experiences;
- to attend to and comply with the administrative requirements of the course;
- to maintain an appropriate, professional dress code;
- to respect the property and facilities of ICTE-UQ and The University of Queensland, including the Resource Centre and computing resources, and respect the rights of others to use these facilities and resources;
- to comply with the protocols, rules and regulations of The University of Queensland;
- to bring to the timely attention of course tutors and/or the relevant TESOL Director of Studies any issues or grievances which may impact on the smooth running of the course.

Participants should be aware that failure to comply with the Code of Conduct for Teacher Training and Professional Development Programs may constitute grounds for expulsion from the course.

While studying at ICTE-UQ, course participants can expect that the Institute will provide:

- high quality customer service from ICTE-UQ staff and high quality teaching and training;

- a course which meets the requirements and regulations of the accrediting institution/body in both its design and delivery;
- accurate and timely information regarding course requirements, assessment, assignments and workloads;
- individual and group consultation, support and guidance from course tutors;
- individual and group assistance from tutors with course work and lesson planning;
- a study environment free from harassment, discrimination, abuse of power and one which respects the privacy of individuals;
- a study environment in which individuals are treated with respect and courtesy by tutors, ICTE-UQ personnel and other course participants;
- a study environment in which Occupational Health and Safety standards are maintained and safety and security issues addressed;
- access to a Process for the Resolution of Grievances if dissatisfied with any aspect of the administration or course program and an assurance that complaints and grievances will be dealt with as quickly as possible.

### Process for the Resolution of Grievances

During the course:

In the first instance, candidates should discuss the matter with the course tutors. If needed, candidates can also arrange an appointment to speak to the TESOL Director of Studies (Group Programs). If candidates still feel that the issue remains unresolved, they should arrange to see the Director ICTE-UQ (or in her absence the Deputy Director Administration).

Post course: Enquiries on Results

Where candidates wish to query the result recommended by ICTE-UQ, candidates must first put their query in writing to the Director, ICTE-UQ.

If the problem cannot be resolved by discussion between ICTE-UQ and the candidate, the candidate must write a letter outlining the reasons for querying the result, forward it to ICTE-UQ who then forwards it to Cambridge ESOL on their behalf.

The Grade Review committee at Cambridge ESOL will review the candidate's case and ICTE-UQ and the candidate will be advised of the outcome.

Post course: Complaints and appeals about course provision

Candidates who consider that the course has not been provided in line with the conditions on the *Centre Authorisation Certificate – CELTA* (from Cambridge ESOL), should, in the first instance, write to the Director, ICTE-UQ.

If the candidate is not satisfied that the issues have been resolved through the internal complaints procedure of ICTE-UQ, the candidate should request the *Cambridge ESOL Teaching Awards Complaints form* from ICTE-UQ. The candidate should complete the form and send it directly to Cambridge ESOL.

Time limit on complaints:

Complaints and appeals about course provisions must be made within nine weeks of the issue of final results by Cambridge ESOL.