

## 1. Purpose and application

This Code sets out the behaviour expected from every learner, participant, observer and client representative attending ACI training or another face-to-face or online session. By accepting a booking or joining a session, attendees agree to follow this Code.

## 2. Expected behaviour

- Treat trainers, co-trainers, ACI staff and other attendees with dignity and respect.
- Use respectful, course-relevant language and follow reasonable trainer instructions.
- Respect confidentiality, personal boundaries and the right of others not to disclose personal information.
- Use display names, cameras, backgrounds, chat and screensharing appropriately during online sessions.
- Raise concerns promptly with the trainer or ACI using the route provided.

## 3. Unacceptable behaviour

- Harassment, sexual harassment, discriminatory comments, victimisation, intimidation or threatening behaviour.
- Sexual comments, jokes, gestures, questions, images, messages or propositions.
- Unwanted personal contact during or after a session.
- Sharing offensive or inappropriate content, including through chat, screensharing or a virtual background.
- Recording, photographing or sharing personal information without authority.
- Ignoring a warning or attempting to disrupt safety controls.

## 4. Trainer authority and consequences

ACI may respond proportionately by reminding a participant of the Code, issuing a warning, muting functions, stopping screensharing, moving or separating attendees, removing a participant, ending a session, notifying the booking organisation, refusing future attendance or taking another reasonable protective step. Serious conduct may lead to immediate removal without prior warning.

## 5. Reporting and cooperation

Participants should report concerns to the trainer as soon as possible or use the reporting routes provided by ACI. Concerns may be raised during or after a session. During an online session, participants may alert the trainer privately using the platform's private chat function rather than the group chat. Contact details for reporting concerns are provided in the joining instructions and ACI reporting information.

Participants should respect the privacy of those involved in a concern and should not share allegations, evidence or personal information unnecessarily.