

The Global Student Code of Conduct

The Global Student (TGS) Code of conduct outlines the principles and policies that define the Company and informs the expected behaviour of management and employees.

Mission and Values

The mission of The Global Student is to be the most trusted provider of outstanding and risk-averse international education experiences.

The Company values reflect the way the team works, not only with each other but with all program participants and external service providers:

- Respect – each team member, all partners and service providers are treated with the respect that each individual brings to the workplace or the program
- Integrity – honesty and transparency are cornerstones of all interactions between team members and externally, and
- Professionalism – taking responsibility for each action and engagement allows for reliability in development and delivery.

Compliance with the Law

TGS, based in Malaysia, operates under the laws of that country yet recognises and adheres to the laws of the country in which a partner organisation operates, where necessary.

TGS holds the relevant insurance policies required by both the Malaysian company governance system and the university partners, as agreed.

Internal Practices and Policies

TGS considers support for program participants to be the highest priority, in terms of health and safety, the expected learning outcomes and the satisfaction to be obtained from a life-changing experience.

Behaviour

Teamwork is the basis of the structure of TGS and rises above all individual roles.

New team members are briefed on professionalism in behaviour, communications and presentation to ensure respect for all partners and service providers. This includes:

- an understanding of the intercultural differences of program participants and some external service providers
- how to deal with issues that may arise with respect, patience and empathy, and

- ensuring clear communication processes both verbally and in digital communications.

TGS has a zero-tolerance approach to drug and alcohol abuse, sexual harassment, gender inequality or any risk-taking behaviour that may put another staff member, program participant or service provider at risk. TGS adheres to the principles of the DFAT PSEAH Policy July 2020.

Duty of Care

TGS ensures the safety of staff and program participants via an extensive Risk Management Policy containing a Crisis Response Plan that details actions and chain of command in the event of an emergency. TGS discusses this with program participants and provides a copy of the response plan during orientation.

TGS provides a Hotline number that is reachable 24 hours in the event of ill health, critical incident or other event that may impact the safety of a student. The phone is manned via weekly rotation of staff members, who record all calls in a log book.

Accountability

TGS has a series of Standard Operating Procedures that define all processes in the administration of the company, development and delivery of programs and compliance with the risk management requirements of partners. These are reviewed annually.

TGS adheres to the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. TGS ensures confidentiality of any information provided for participation in the program, which is deleted from the system upon program completion.

External Practices and Policies

TGS ensures the safety of program participants through:

- vetting of companies for suitability to host interns. This includes a compliance audit of OH&S policies and procedures
- a compliance audit to be completed by all external service providers to ensure accommodation and transport meets the OH&S expectations of TGS and the partner
- site visits to potential destinations before inclusion in programs, and
- meetings with all potential service providers to ensure understanding of program compliance procedures.

TGS agrees to provide true and accurate information in the completion of partnership agreements, or any documents required to ensure the safety and compliance of any program.

Resources for The TGS Code of Conduct

The following are the resources that support The Code of Conduct:

- TGS Staff Handbook
- TGS Terms and conditions
- TGS Refund Policy
- TGS Privacy Policy
- TGS Risk Management Policy
- TGS PSEAH Policy

Chain of Command for Disciplinary Action

Complaints of any nature, either internal or external, should be directed to the company director, Ms Jan Drew.