



# St John's College

Within The University of Queensland

## Student Code of Conduct

If you have any questions about this policy, please do not hesitate to contact the Warden via email at [warden@stjohns.uq.edu.au](mailto:warden@stjohns.uq.edu.au)

Contact Officer	Date Approved by Council	Date of Last Review	Date for Next Review
The Warden	This policy is subject to final approval by College Council in February 2026	21 January 2026	15 January 2027



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## Introduction

St John's College has an Anglican Foundation and is an affiliated College within the University of Queensland. The Anglican Diocese of Brisbane acts as Trustee of the College and a representative Council of 11 members governs the College. The Council meets 5 times a year. The Warden is the Chief Executive Officer of the College and works closely with the Senior Leadership Team which comprises the Vice Warden and the Director of Academic and Career Advancement.

The purpose of the Code of Conduct is to ensure that all students are informed of their rights and responsibilities as individuals and as members of the College community. Agreeing to abide by this Code of Conduct is a requirement for all students.

This Code of Conduct identifies the commitments that the College makes to its students and it outlines the expectations and responsibilities of all resident students of St John's College<sup>1</sup>.

The Code assumes the commitment of every student to advocate and practise respect for all people, regardless of gender, race, religion, disability, marital status, sexual orientation or any other attribute. They must respect the rights of all other members of the College, while also acting in accordance with the laws of the wider Australian community.

St John's College is an educational community in which all conduct is expected to be based on respect and consideration for others. The St John's College Student Code of Conduct imposes obligations upon students to demonstrate respectful, considerate behaviour in their dealings with each other and with all members of the St John's College community and describes processes for responding to breaches of these obligations. Conduct not consistent with respect for others may be the subject of review processes and disciplinary actions determined by the seriousness of the alleged breach. Details and examples of disciplinary provisions and procedures are included in this document.

The College has a Sexual Misconduct and Gender-based Violence Policy that covers misconduct of a sexual nature and gender-based violence. If a student is alleged to have engaged in conduct, which is a breach of both the Sexual Misconduct Policy and this Code, then the College will apply the Sexual Misconduct and Gender-based Violence Policy.

The Code sets out the behaviour and conduct expected of members of the St John's College student community. It also sets out the processes applicable or available where there have been alleged breaches of the Code and describes the range of consequences that may follow if a student is found by the College to have breached the Code.

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<sup>1</sup> In developing this Code of Conduct, the College has utilised, with thanks, existing policy documents of the University of Queensland (**Student Charter** <https://ppl.app.uq.edu.au/sites/default/files/student-charter%2020180814.pdf>) and the Anglican Church Southern Queensland's **Our Commitment: Creating Environments for Children and Young People to Thrive - Code of Conduct for Anglican Schools and Education & Care Services** (no date)



# Student Code of Conduct

The College has a variety of contractual and statutory relationships with its students. The College also recognises a general responsibility to ensure that the College as an educational community and workplace functions on the basis of respect and consideration for others. These two factors mean that the application of this Code to specific conduct is not based on a person having to make a complaint, although a complaint process is available. The College itself, once informed of a possible breach of the Code, may decide unilaterally to investigate the circumstances giving rise to the possible breach, make a determination about those circumstances, and impose consequences on any student found to be in breach of the Code.

In addition to the complaint procedures outlined in respect of possible breaches of the Code, broad community-based mechanisms for information, support and complaint remain available to students at any time. More information about external sources of support and information can be found at the end of this document

All students of the College community, including non-residential members of the College, or those attending tutorials, short courses or other programs, on or off campus, must act in accordance with this Code. The Code expects the commitment of every student to advocate and practise respect for all people, regardless of sex, gender, race, religion, disability, marital status, sexual orientation, or any other attribute.

All students are expected to fulfil admirable behavioural standards, and to be role models for others, aspiring to demonstrate the highest level of personal integrity at all times. Students must express such commitment actively in their actions and words. They must respect the rights of all other members of College, while also acting in accordance with the laws of the wider Australian community.

Agreeing to abide by this Code is a requirement for students wishing to enter St John's College and abiding by this Code is a requirement for a student's continued membership of or place at the College. Students are expected to know and to adhere to this Code and other College policies.

Students must uphold the College Values of Respect, Excellence, Resilience, Integrity and Inclusion. They must also abide by the following standards of behaviour

- a) Respect for and responsibility to self;
- b) Respect and empathy for, and responsibility to, others ;and
- c) Be ethical and honest.

## Respect for and responsibility to self

It is expected that St John's College students will always behave responsibly in looking after themselves. Individuals are responsible for their own conduct at all times. It is also expected that students will seek help if and when it is needed and will at all times apply themselves to their studies with dedication and purpose.



## Respect and empathy for, and responsibility to others

St John's College students should actively demonstrate respect, empathy and consideration for others, so that all may live, study and work in harmony, and so that community members of every background may feel respected, safe and included. St John's College students should permit others to live and study in a safe, respectful environment and are entitled to expect such an environment for themselves.

Students should be aware that there are certain types of intimate personal relationships between staff and residents that are never acceptable in any circumstances (for example, an intimate or sexual relationship between an employee and student).

However, the College acknowledges that some types of intimate personal relationships between student staff and residents may be permitted (for example, a relationship between a student Residential Advisor and another student).

Staff (including student staff members) are asked to disclose any intimate personal relationships they have, or have had, with a resident of the College to allow this assessment to be made by the College and so risk management measures can be implemented as appropriate. Students must comply with any risk management measures that are implemented.

Students must not act improperly towards staff, students or visitors. Improper conduct includes Discrimination (see definition at paragraph 79), Bullying (see definition at paragraph 75), Harassment (sexual or otherwise) (see definitions at paragraph 80 and 87), Vilification (see definition at paragraph 91), inappropriate touching, Sexual assault including rape (see definition at paragraph 86) and any conduct which could cause injury or harm (including psychological harm). The College has a Sexual Misconduct and Gender-based Violence Policy that covers misconduct of a sexual nature and gender-based violence. The College has no tolerance (sometimes referred to as "zero tolerance") for Sexual misconduct, including Sexual assault and rape and gender-based violence.

Students should be aware that their words and actions have an impact upon other members of the College and on the reputation of the St John's College community as a whole. Students should ensure that they act and speak in such a way as not to bring disrespect or disrepute upon themselves, upon others or upon the College. This includes statements in social media or other electronic or printed media, including but not limited to text messages, social media posts and formal or informal College publications.

## Ethical and honest behaviour

St John's College students must behave with personal integrity and honesty and practise ethical and responsible behaviour in their dealings with others. They must accept the



consequences of their own actions and apologise where appropriate and practice ethical and responsible behaviour in their dealings with others.

At all times, and in all dealings with external parties, St John's College students must uphold the good name of the College. No use of the College's name, coat of arms, logos, or other identifying emblems may be made without the express, prior, written permission of the Warden or her/his designee.

## Breaches of the Code

Successful community life in College depends on the respectful, responsible and cooperative conduct of individual members. Behaviour management interventions may be required from time to time when students are unable to progress in their studies or exhibit unacceptable behaviours.

St John's College students who are concerned about a possible breach of this Code, whether in respect of themselves or another student, may discuss their concerns with relevant staff who have received training in advising students on the Code of Conduct (see definition at paragraph 82).

The College treats all breaches of the Code seriously. However, the College recognises that a student's conduct may be regarded, in any given circumstance, on a scale from minor to extremely serious. For that reason, the processes to be applied in determining whether a breach of the Code has occurred, and what the consequences of any established breach should be, are matters reserved to the absolute discretion of the College.

The following are examples of breaches of the Code, but are not exhaustive:

- i. spreading innuendo, gossip or rumour;
- ii. displaying or forwarding pornography;
- iii. bullying, verbal abuse or hazing;
- iv. sexual misconduct and gender-based violence;
- v. assault, whether sexual or physical, including inappropriate touching or rape;
- vi. urinating in a public place, or public nudity whether within or outside the College grounds;
- vii. use or sale of illicit drugs;
- viii. public drunkenness;
- ix. theft of or damage to property;
- x. use of information technology, including social media, in ways that contravene the regulations governing its use or that might cause harm to others;
- xi. use of cameras, including mobile phone cameras, in ways that violate the privacy of others;



- xii. publication, whether in print or electronically, of documents or statements that are disparaging, disrespectful, misleading or untrue;
- xiii. excessive and/or repeated disruption to the learning of others during educational activities conducted by the College;
- xiv. stalking, whether physical or electronic.

Students must be aware that all possible breaches of this Code that are characterised by the College as capable of amounting to serious misconduct may be: a) investigated whether or not a complainant or reporter makes a complaint about the conduct; b) the subject of a determination, after investigation, of whether the student concerned has engaged in serious misconduct; and capable of resulting in, after a determination, consequences such as exclusion or expulsion from the residential college, non admission to the residential college, conditional admission, termination of membership of St John's College.

Serious misconduct in paragraph 85. That definition is not exhaustive and characterisation of conduct as "serious misconduct" will be a matter for the College to determine in each particular case.

## Process

### General Guidelines

The process in relation to any complaint, or where the College decides itself to investigate a student's conduct, will be at the discretion of the College. Reports that relate to sexual misconduct or gender-based violence will be handled in accordance with the Sexual Misconduct & Gender-based Violence Policy.

In cases where information about a possible breach of the Code has come to the attention of the College, no matter how this information comes to the attention of the College, the College may unilaterally initiate a process to investigate and resolve the matter.

In cases where information about potential breaches of the Code of Conduct comes to the attention of any member of the staff of the College, including Residential Advisors, the staff member has a duty to report possible breaches to the Vice Warden subject to any relevant professional ethical obligation they may have.

Processes will be undertaken and concluded as quickly as is reasonably possible. The College will use its best endeavours to ensure that any investigation and determination process adopted under this Code is fair. However, nothing in this code is intended to impede principles of natural justice or procedural fairness.

The College reserves the right to determine the nature of the process depending upon the gravity of the possible breach of the Code, issues of confidentiality, and the number of students involved. The College may seek input of students involved in deciding what



processes to adopt, but the final decision of which processes to adopt in a particular case will be made by the College.

The procedures in this document do not derogate from the normal disciplinary powers and responsibilities of relevant staff members, which may still be exercised as appropriate.

The usual steps in relation to possible breaches of the Code are shown below. These steps can be used where a person wishes to complain about a possible breach of the Code, but will also be available to the College when it becomes aware of a possible breach of the Code and decides to investigate the matter. These steps constitute a guide regarding the usual process adopted by the College and the College is not bound to apply the process in every case.

At all times the College aims to deal with complaints about possible breaches of the Code in a confidential manner, to the extent that is appropriate in a given case and insofar as the maintenance of confidentiality does not conflict with other obligations and responsibilities of the College. Participants in any process under the Code will be reminded about the importance of confidentiality, and will be expected to adhere to any directions they are given about maintaining and respecting confidentiality. Failure to maintain and respect confidentiality when directed to do so may itself be considered a breach of this Code.

The College may report allegations of serious breaches of the Code of Conduct, or results of investigations into breaches of the Code, to such external institutions and organisations as it deems appropriate, such as the University of Queensland, Queensland University of Technology, Griffith University, Queensland Police, or boards and regulatory agencies of the professions.

## Complaint-based, or individual-initiated, processes

An individual wishing to report a potential breach of the Code suffered by themselves (Complainant) or an individual wishing to report a potential breach of the Code where the person making the report is a third party (Reporter) should seek advice from one of the relevant members of staff (see paragraph 84). Individuals may also make use of a broad range of community-based mechanisms, such as the Queensland Human Rights Commission or Queensland Police.

**a) Step 1: Speak with a relevant member of staff.**

**b) Step 2: Decide, with the assistance of the relevant member of staff, whether the behaviour is likely to be a breach of the Code.**

If the behaviour is not a breach of the Code, then speak with the relevant member of staff about other means of resolution of the Complainant's/Reporter's concerns. If the behaviour is likely to be a breach of the Code, then an individual can use the steps that follow to resolve the matter.



**c) Step 3: Decide whether you wish to make a complaint.**

If you wish to make a complaint, you will be required to put your complaint in writing. The complaint must identify those who are alleged to have breached the Code (the Respondent) and what they are alleged to have done. It should be as specific as possible, such as including times, dates, locations and names of witnesses if known. The complaint will be forwarded to the Vice Warden.

**d) Step 4: Conciliation.**

The College may decide that the complaint is appropriate for a conciliation process. If that is the case, and with the consent of each party, a conciliator will be appointed to meet with each party individually to discuss and try to reach agreement regarding the complaint, possible redress and future behaviour. The outcome of conciliation, whether successful or unsuccessful, will not preclude the possibility of a formal investigation being conducted by the College.

**Outcomes of Conciliation.**

Conciliation is not a disciplinary process, and disciplinary outcomes will not necessarily result from this process. Details of an agreement will be communicated to the Vice Warden and other relevant parties. Breaches of an agreement reached via conciliation may result in additional action consistent with these procedures.

Prior to a conciliation agreement being finalised, the College will inform the parties involved if, in its opinion, there is likely to be an investigation by the College of the allegations of a breach of the Code, irrespective of the outcome of the conciliation, so that the parties may take that fact into account in their negotiations.

In all cases involving allegations of serious misconduct, the outcome of the conciliation will be reported to the Vice Warden and to the Warden. The outcome will be kept confidential by the Vice Warden and the Warden, save for any disclosures they deem necessary and appropriate. The agreed outcome of any conciliation must be approved by the College before it is implemented. This is to ensure that all outcomes are appropriate and capable of implementation.

**e) Step 5: If conciliation is unsuccessful or no conciliation is held, any party to the complaint may ask for the matter to be investigated.**

The College will decide whether a complaint will be investigated. The College may undertake an investigation in any manner it thinks fit. Where the College receives information about a possible breach of the Code, it may decide to investigate the matter regardless of whether or not there has been a complaint.

If the possible breach may involve serious misconduct as defined below, the College may investigate the matter regardless of whether or not there has been a complaint.



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If the College elects to investigate a matter, it will usually notify the students involved of the nature of the allegation being investigated. However, a failure to notify any student involved does not impugn the allegation, investigation, or findings.

If a complaint is made about a possible breach of the Code, the College may await the outcome of any conciliation process before deciding if the complaint is to be investigated. If conciliation is unsuccessful and the complainant or reporter does not apply for an investigation, then the College may itself still decide to investigate the allegations.

For all possible breaches of the Code, including serious misconduct, the manner in which the College investigates the matter will be determined by the College on a case-by-case basis.

If the Respondent is alleged to have engaged in serious misconduct they will normally be invited to take part in an interview as part of the investigation. The invitation to participate will be made by the person conducting the investigation. The investigator may choose to not interview the Respondent.

When the College becomes aware of an allegation of serious misconduct it may take such interim action as it sees fit to protect any person from harm (including psychological harm). Examples of interim action include excluding a student from classes, activities or College premises. Interim action may be taken at any stage, including if conciliation is scheduled or in process. A student who is subject to interim action shall have no recourse against the College in the case of the complaint or investigation being withdrawn or the outcome being no finding of wrongdoing.

## Outcome of Investigations

The Vice Warden or designee will make a decision regarding:

- a) whether there has been a breach (or breaches) of the Code by the Respondent,
- b) the seriousness of those breaches, and
- c) what consequences (if any) should follow for the Respondent.

If the Vice Warden deems that the breach of the Code constitutes serious misconduct, she/he will refer the matter to the Warden who will make a decision as to what consequences (if any) should follow the Respondent.

If an investigator has been appointed the Vice Warden or designee shall not make its decision until they have received the investigator's report or the investigator indicates that he or she will not provide a report.

The Vice Warden or designee may inform themselves in any way they see fit and are not limited to considering the matters contained in the investigation report.



The decision of the Vice Warden or designee must not be arbitrary, capricious or unreasonable. For avoidance of doubt, they are not required to have regard to any rules, principles or practices generally applied in legal proceedings of a criminal or disciplinary nature.

The Vice Warden or designee may impose any sanction or consequence that is within the power of the College to impose. Consequences may include, but are not limited to, apologies (including public apologies where appropriate), personal or professional counselling, the imposition of conditions on continued residence or membership, payment of compensation for property damage, suspension or expulsion from the residential College, and termination of membership of St John's College.

## Review of Decision

A Respondent is entitled to seek review of a decision by the Vice Warden or designee made pursuant to this Code.

An application for review is made by the Respondent making a written request within seven days of being notified of the decision to the Warden to review the decision.

The request must set out the basis on which the Respondent seeks review of the decision with sufficient particularity.

The Warden shall make his or her decision on the papers by reference to:

- a) The respondent's request for review;
- b) The original decision; and
- c) any material that the original decision maker had before them.

The Warden shall not, unless they consider it necessary, undertake further investigation, take further evidence, hold any hearings, or request any submissions.

The Warden may:

- a) Affirm the original decision;
- b) Set aside the original decision in whole or in part; or
- c) Modify the original decision.

The Warden may only set aside the original decision in whole or in part or modify the original decision if they make a finding that the original decision was not consistent with this Code. For avoidance of doubt and without limitation, a decision is not consistent with this Code if it is arbitrary, capricious, or unreasonable.



The Warden will advise the Respondent in writing of their decision and findings, but is not required to provide reasons beyond an assessment of procedural fairness.

The Warden may delegate their function under this section to another person, in which case any decision or direction made by the delegate shall have the same effect as if made by the Warden.

## St John's College Relevant Members of Staff

The role of the relevant College staff (see paragraph 82) is to listen, and to inform the individual of their options for dealing with concerns about possible breaches of the Code. The relevant College staff have received training in respect of forms of harassment and are specifically available to students in respect of information about this Code, and in particular, the various options available to a student in the case of a breach of the Code. Speaking with a relevant staff member does not mean that a complaint is being made however, the relevant staff member may take action on the allegations if they consider that there is an immediate significant risk to the health or wellbeing of students or staff.

Students must be aware, however, that where the information they give a relevant member of staff suggests the possible breach may involve serious misconduct, the member of staff must bring the matter to the attention of the Vice Warden.

The relevant member of staff will indicate if, for any reason, they are unable to provide appropriate assistance, such as having a conflict of interest.

In cases where there is a conflict of interest for a relevant member of staff, or if a student requests this, External Advisors can be contacted to assist students with information and support.

The Vice Warden or designee manages arrangements for contacting External Advisors. The Vice Warden or designee will also liaise with External Advisors in their capacity as External Conciliators when appropriate.

## Role of staff in respect of the Student Code of Conduct

### The Warden

The Warden is responsible for the good governance of the College. At her or his discretion the Warden may act in any capacity in respect of possible breaches of the Code as set out in this document.

Where a complaint has been addressed to the Warden, she/he will usually direct the matter to the Vice Warden to be dealt with under the processes set out in this Code. If the matter



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relates to sexual misconduct or gender-based violence, the Warden will direct the matter to be dealt with in accordance with the Sexual Misconduct & Gender-based Violence Policy.

Where the Warden becomes aware of a complaint that may be referred to legal counsel or Queensland Police she/he will inform the Chairman of the Board. The Warden will retain executive responsibility for the processing of the complaint.

The Warden has sole responsibility for reviews of the merit of any outcomes of investigations into alleged misconduct.

## **Vice Warden**

The Vice Warden will have responsibility for responding to all matters relating to possible breaches of the Code as set out in this document. The Vice Warden is responsible for making decisions about the outcome of investigations, including the decision to suspend or expel a student. The Vice Warden, or designee, is also available to staff and students in respect to advice and support. The Vice Warden may also appoint a member of the Senior Staff to act as her/his designee.

If the matter relates to sexual misconduct or gender-based violence, the Vice-Warden will direct the matter to be dealt with in accordance with the Sexual Misconduct & Gender-based Violence Policy.

## **Relevant Staff members**

Relevant Staff Members are available to students in respect of information about this Code, and in particular, the various options available to students in the case of a possible breach of the Code. Speaking with a relevant staff member does not mean that a complaint is being made. A complaint is not made until it is put in writing and given to the Vice Warden. Students must remember, however, that where a member of staff believes there has been a possible breach of the Code which could amount to serious misconduct as defined in this Code, the member of staff is obliged to bring the matter to the attention of the Vice Warden.

If a student reports a matter to a staff member that relates to sexual misconduct or gender-based violence, the staff-member will refer the matter to the Vice-Warden or Warden as appropriate and the Sexual Misconduct & Gender-based Violence Policy will apply.

Staff must indicate to students if, for any reason, they are unable to provide appropriate assistance or unconflicted advice, including in circumstances where the relevant member of staff has a conflict of interest or close personal relationship with an individual or individuals involved in the alleged breach of the Code.

## **External Advisors/Conciliators**

In cases where there is a conflict of interest for a member of staff, or if a student requests this, External Advisors can be contacted to assist students with information and support. The



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Vice Warden or designee manages arrangements for contacting External Advisors. The Vice Warden or designee will also liaise with Advisors in their capacity as External Conciliators when appropriate.

## Other staff members

All members of staff have a responsibility to report serious breaches of the Student Code of Conduct subject to any standards of practice that apply to them as professionals. However, if students wish to discuss possible breaches of this Code, they should do so with a relevant member of staff, as defined in paragraph 84.

## Other students

As outlined in the Code, students concerned about possible breaches of the Code of Conduct are expected to discuss their concerns with a relevant member of staff.

Students are encouraged to seek the advice of a relevant member of staff in the first instance or to encourage other students to do so. If desired, more than one student can seek the advice of the same member of staff if this is helpful to the individuals concerned, or where more than one person has been affected by a possible breach of the Code.

Students are to be aware of the need to maintain confidentiality and are strongly advised not to discuss such matters with other students, or with staff other than those indicated in the Code.

## Definitions

**Bullying** is when people repeatedly use words or actions against someone or a group of people to cause distress, embarrassment, anxiety and risk to their wellbeing. These actions are usually done by people who have more influence or power over someone else, or who want to make someone else feel less powerful or helpless. Bullying is not the same as conflict between people (such as having a fight) or disliking someone, even though people might bully each other because of conflict or dislike. Bullying can occur online, in writing or pictures, or by conduct. It can include acting unpleasantly near or towards someone, giving nasty looks, making rude gestures, spreading rumors, stalking, and taking advantage of having power over someone.

**Complaint** means a written complaint about a possible breach of the Code.

**Complainant** is the person making the allegation of a breach of the Code, and is usually the person affected by the alleged breach. In instances where a third party is filing the complaint, they may be referred to as the "Reporter".

**Designee** will be a member of the College staff or of the St John's College Board.



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**Discrimination** means conduct that makes distinctions between people so as to disadvantage some and to advantage others, or treats some people less favourably than others in similar circumstances, on the basis or because of an attribute or status they possess (eg sex, race, disability, age, physical characteristics, religious belief, sexual orientation, political opinion).

**Gender-based Violence** is defined in the Sexual Misconduct & Gender-based Violence Policy.

**Harassment** occurs when someone is made to feel intimidated, insulted or humiliated, in circumstances where it was reasonable to expect that the behavior complained of would have had that effect. Harassment involves behaviour that is unwelcome, often unsolicited and repeated, and usually unreciprocated. Sexual harassment is included in this definition. Sexual harassment is defined in the Sexual Misconduct & Gender-based Violence Policy.

**Hazing** occurs when a person is deliberately subjected to a situation or behaviour that is likely to cause embarrassment and results in the person being ridiculed, humiliated, degraded, abused, intimidated and/or harassed. Such behaviour risks the person's mental wellbeing and/or physical health and safety regardless of their willingness to participate.

**Relevant Staff** refers to staff who have received relevant training and are able to provide advice and guidance in relation to the Student Code of Conduct. This includes the Vice Warden, the Director of Academic and Career Advancement and the Director of Operations.

**Reporter** See "Complainant".

**Respondent** is the person responding to an allegation that they have breached the Code.

**Serious misconduct** is conduct which could result in harm to self or others and can involve sexual assault, some forms of inappropriate touching, physical violence, blackmail, psychological abuse, victimisation, sexual or serious harassment, use or sale of illicit drugs, an abuse of a position of power or responsibility within the College, repeated breaches of the Code of Conduct, dishonesty, fraud, the deliberate making of false allegations against another student or a staff member, serious verbal abuse or vilification. This is not a comprehensive or exhaustive list and definition of "serious misconduct" is at the discretion of the College.

**Sexual Assault** is defined in the Sexual Misconduct & Gender-based Violence Policy.

**Sexual Harassment** is in the Sexual Misconduct & Gender-based Violence Policy..

**St John's College Community** means current, enrolled residential and non-St John's College residential students, alumni engaged in activities that involve current students of St John's College. Included are non-resident and alumni.



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**St John's College Guests** Members of the College are responsible for the actions of their guests and will be held to account for breaches of the Code by their guests. Members must comply with policies regarding guests including that members of the College may not have overnight guests who are less than 18 years of age.

**Victimisation** means any unfavourable treatment of a person because he or she has made a complaint, or allegation, about a breach of this Code of Conduct, whether the complaint is written or verbal and irrespective of whether the person asked for the complaint to be conciliated or investigated or not.

**Vilification** in this Code means any form of conduct not undertaken reasonably and in good faith in the course of a genuine academic, artistic or public discussion, publication or debate that: a) incites hatred against, contempt for, or revulsion or severe ridicule of another person or class of person on the grounds of their race, religious beliefs or practices, sexual orientation or gender identity; or b) is done because of the race, religious beliefs or practices, sexual orientation or gender identity of another person and is reasonably likely to offend, insult, humiliate that other person.