ETrain College Code of Ethics

We believe that the principles of honesty, ethical practices, integrity, transparency and fairness are the cornerstones of a respectable and successful college. These principles are the foundation of the organization’s philosophy and values. They are vital elements for establishing trust in our relationships with stakeholders. It is important for the organization that all concerned, know, understand and use their best endeavours to abide by and apply these principles.
ETrain College Code of Ethics

Preamble

Our aim is to conduct the work of our college to the highest ethical standards possible. We will do this because we know that by conducting our affairs with integrity we will:

- Be more successful in our pursuit of educational excellence;
- Have a higher level of public respect;
- Provide enhanced education and services to our students;
- Make better use of our resources;
- Have a happier, confident and more productive professional and non-professional staff; and,
- Make an even better contribution to the ethical health and well-being of the Nation.

1.0 Code of Ethics - Statement

1.1 Our Statement of Policy

We believe that the principles of honesty, ethical practices, integrity, transparency and fairness are the cornerstones of a respectable and successful college. These principles are the foundation of our organization’s philosophy and values. They are vital elements for establishing trust in our relationships with stakeholders especially our students. It is important for the organization that all concerned, know, understand and use their best endeavors to abide by and apply these principles.

ETrain College is committed to uphold and be guided by the six (6) principles of ethics and as such, we will strive to instill these principles and values within the organization’s culture. We will achieve this through management taking the lead role consciously applying the principles when formulating policies, managing operations and in our relationships with others. The six (6) principles are:-

i. Honesty and transparency in all our dealings and adherence to the laws of the land.\(^1\)

ii. Consciousness of our responsibilities towards our students, our students’ parents and sponsors, the community, the environment and our Nation.

\(^1\) “Laws of the land” means the laws of Malaysia governing business governance and operational activity.
iii. Respecting the dignity of and compassion to fellow human beings.
iv. Moderation and fairness in business dealings.
v. Reliability, dependability and loyalty.
vi. Commitment and creativity in building the College

Through the application of these principles we will use our best endeavors to make a positive impact in enhancing the standards of integrity and thus contribute to the National Agenda.

1.2 Statement of Objectives

The objectives of our Ethics Statement are:

(a) To raise awareness, and provide guidance to management and employees on the ETrain’s ethical position when solving problems, during the decision making process and when implementing decisions and strategies.
(b) To stimulate awareness on ethical issues and practices encountered in daily operations, and to uphold values such as competency, trust, transparency, truthfulness, honesty and being just in all dealings.
(c) To promote high standards of ethical practice based on honesty and integrity throughout the organization and by ensuring compliance by individuals and groups within the organization.
(d) To establish a framework and guidance for the ethical behaviour required of every individual in the organization.
(e) To share clear and realistic objectives between; the leadership, management, other employees and students in implementing the code of ethics, making high ethical standards an integral part of the culture of ETrain College.

1.3 Scope and Application

The scope and application of this Statement of Ethics will extend throughout the College at all levels and shall apply to everyone and every facet of working life and activities.

1.3.1 This statement outlines ETrain’s approach and expectations when dealing with our students, staff, suppliers, government, society and the environment.
1.3.2 ETrain’s required ethical practice extends to the conduct of directors, officers, managers, employees, students and other stakeholders in the following areas:-

(a) Governance²
(b) The operations of our College;
(c) The management of our people;
(d) The management of our resources;
(e) The management of information; and,
(f) The management of external relationships.

1.3.3 We shall pay particular attention to the ethical ways in which we:

(a) Promote and market our courses and services;
(b) Use discretionary powers ensuring consistency and fairness;
(b) Ensure the avoidance of misleading others by design or default;
(c) Protect the intellectual property rights of others; and,
(d) Use information technology³.

2.0 Our Responsibilities

We believe that stakeholders’ acceptance of social responsibilities is integral to long-term prosperity of the College and therefore we will strive to achieve the highest level of integrity in our relationships with our communities modeling good corporate citizenship⁴.

2.1 Our Clients and Customers

We are committed to:

(a) Preserve the integrity of our services, ensuring high quality and timely delivery at fair prices. We will use our best endeavours to ensure that we do not compromise on the quality of our curriculum or teaching. Should there be any error on our part; immediate action will be taken to remedy the situation to ensure the satisfaction of our clients.

² “Governance” in this context includes the ethical conduct of the Board of Directors,
³ See Note 3
⁴ “Corporate citizenship” implies contributing in a positive manner to the well-being of the community.
(b) Ensure a professional, speedy and courteous response to our members and customers inquiries and complaints. We will openly undertake to rectify errors and omissions.

2.2 Our Suppliers

We are committed to ensuring that:

(a) At every stage of our dealings with suppliers, we act according to the principles of fair and ethical trading. We will use our purchasing power fairly and pay promptly.

(b) We will not solicit for or accept any form of gratification of any kind. If hospitality is offered it can be accepted providing it is not perceived to be an inducement. When in doubt, management and employees should ask the following questions:

- Could such hospitality, be perceived by a third party, as an inducement?
- Will such hospitality influence my decision to favour this supplier over others?
- Would such hospitality, if made public, cause me or my organization embarrassment?

(c) The working conditions and methods of our suppliers meet with internationally accepted ethical standards. We will not do business with organizations who engage in the following practices:

- Using forced or slave labour;
- Using child labour;
- Abusing and/or using cruel and inhuman treatment of staff;
- Use stolen, counterfeit and or pirated goods; and,
- Ignoring or breaking the laws of the land.

2.3 Our Employees

We see all our employees as valuable contributing partners in our organization.

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5 This does not include small gifts such as diaries or promotional pens etc. Any gift or any form of hospitality should be entered in the gifting book (See notes).

6 See Note 8.
We look to our employees to:

- Commit themselves to the organization with a high work ethic;
- Abide by the letter and spirit of this Statement of Ethics;
- Avoid conflicts of interest
- Seek to advance their skills and knowledge;
- Support the aims and objectives of the organization and each other; and,
- Offer ideas and suggestions for the enhancement of the organization and the ways in which our ethical standards are applied.

Our policy is to provide for our employees:

- A safe and clean working environment;
- Respect for their religious obligations;
- An organizational culture of honesty, fairness and concern for others;
- Respect for personal privacy and the need for family life;
- Fair remuneration and conditions of service;
- Respect, care and compassion;
- Opportunities for professional growth;  
  Equality of opportunity in recruitment and preferment using as criteria; the competence of the person for the job/role and function; and,
- Work that challenges and support that enables growth;
- A disciplinary code of conduct that reflects the organization’s values and clarifies the responsibilities and entitlements of our employees.

We will not tolerate:

- Any form of sexual, physical or mental harassment or physical or mental bullying by any employee or other member of the organization; or,
- Any form of personal denigration or humiliation.

Our aim is to attract, develop, motivate and retain the most competent and committed people by having:

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7 “Professional growth” implies continuous learning and development of functional and leverage competencies.
8 Equality in this context is defined as free from racial, religious, gender or impairment biases.
9 See Note 5.
10 See Notes on Page 9 of the Code
• Competitive and transparent remuneration and benefits packages;
• Opportunities for career and personal enhancement;
• A work environment that supports honesty, integrity and mutual respect; and,
• A commitment to help each other strive for excellence.

2.4 The Government

We will:

• Strive to develop and maintain sound and ethically professional relationships with the government, its agencies and officers;
• Support the government’s policy to develop our nation’s reputation for integrity in business, professional, social and family life; and,
• Not engage in corrupting the government, its agencies or officials by any means. No form of inducement or gratification will be given or promised to, solicited from or received from, government officials as a means to find favour for any business or transactions that the College may be involved in.

2.5 Our Society

We are committed to making a positive difference in society and we will always have before us the goal of contributing to the improvement in the quality of life of our community. We will encourage and support employees and students to participate in projects and initiatives to meet this commitment.

2.6 The Environment

We believe in building a sustainable future. To this end we will use our best endeavours to:

• Work with our suppliers to ensure that the products and services, which are supplied, are delivered and disposed of in a socially and environmentally responsible manner;
• Use utilities in a responsible and efficient manner; and,
• Dispose of waste in the proper manner using, where possible, recycling facilities.
3.0 Our Ethical Stand

3.1 Advertising and Promotion

We believe in promoting our training courses in an accurate and truthful manner. All advertising, publicity and promotional activities will be carried out with the principles of honesty, integrity and transparency. We shall use our best endeavors to avoid using images or language which might cause hurt, distress or embarrassment to others.

3.2 Competition

We are committed to fair and ethical competition. Any proposals or contract negotiations must contain statements and representations which are accurate, truthful, free from obfuscation, verifiable and viable according to the ability of our organization.

We will not:

- Attempt to prevent anyone from competing with our organization.
- Do anything to threaten our competitors or attempt to prevent them from competing with us.
- Make denigrating inaccurate or misleading statements about competitors.

3.3 Inducements

We will not offer, promise, solicit for or accept gifts, hospitality or other inducements, either directly or indirectly, overtly or covertly which encourage or reward a decision. ETtrain College will not tolerate nor engage in any form of bribery. No one may demand, receive, promise or offer any gift or form of gratification which may be construed as a bribe or form of inducement. Those who violate this policy will be subject to loss of office, dismissal, disciplinary action as well as potential criminal prosecution.

3.4 Intellectual Property and Copyright Protection

We will use our best endeavors to respect and protect the intellectual property and copyright of others. To this end we shall not:

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11 See Note 7.
12 Intellectual property includes hard and soft copy material.
• Use or allow to be used pirated or counterfeit goods or materials;
• Copy or cause to have copied text that is protected by the copyright laws;
• Use electronic information systems for anything other than legitimate purposes; and,
• Take the appropriate steps to protect our own intellectual property assets.

3.5 Student Management

ETrain College is committed to ensuring that our students are:

• Treated fairly, consistently and with respect;
• Taught by well qualified and experienced professional teachers;
• Taught in a caring environment that is both safe and healthy and conducive to learning;
• Provided with appropriate learning resources;
• Provided with opportunities to raise issues of concern with the College management;
• Assessed and graded according to pre-determined criteria related to their programmes of study and supported with records of attainments that are accurate, fair and reliable;
• Support in their job seeking upon completion of their programme of study;
• Provided with professional support for their studies and such guidance as from time to time may be required;
• Encouraged to contribute to the social life of the College; and,
• Provided with periodic reports on their academic progress.

ETrain College requires all students to abide by the Code of Conduct and the conditions of their admission to the College.

ETrain College will not tolerate:

• Any form of bribery or corruption or attempts to unfairly influence the judgements of teachers;
• Any form of disruptive or unruly behaviour either on or off the college premises; and,
• Any form of bullying, racist behaviour, sexual harassment or behaviours that bring the College into disrepute.
3.6 Asset Management

We will use our best endeavors to manage our assets in a responsible and careful manner. This includes:

- Using equipment and machinery according to the manufacturer’s instructions;
- Ensuring that all required licenses, approvals and insurance policies are in place and current;
- Ensuring that equipment and machinery is serviced according to the manufacturer’s instructions;
- Keeping accurate records and inventories\(^\text{13}\) of our assets;
- Keeping our accommodation and facilities in good order; and,
- Ensuring appropriate security and care of our assets.

3.7 Resource Management

We will use our best endeavors to manage our resources in a responsible and ethical manner. This includes:

- Transparency and ethical conduct in all financial transactions;
- Prudent use of financial and other resources;
- Accurate accounting and record keeping;
- Keeping up-to-date inventories;
- Best ethical procurement procedures based on value-for-money criterion;
- Ethical debt recovery procedures; and,
- Auditing of accounts by bona fide professional accountants\(^\text{14}\).

We will not:

- Purchase or trade in assets of dubious ethical provenance; or,
- Allow our resources to be used for illegal or unethical purposes.

3.8 Declarations of Interest

All officers and employees of ETrain College are required to declare an interest and withdraw from any decision making process where they have or potentially have a conflict of interest.

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\(^{13}\) See Note 4.
\(^{14}\) The company’s auditors will be changed once every three years.
4.0 The Ethics Officer

4.1 The organization designates the Chief Executive Officer to be the Ethics Officer.

4.2 The functions and responsibilities of the Ethics Officer include:

(a) Ensuring that all employees, students and management are aware of the company’s ethical policies and procedures.

(b) Assisting the management in enhancing an ethical culture within the organization by developing appropriate procedures and systems.

(c) Receiving queries from, and assisting in clarifying ethical issues and dilemmas faced by students, employees within the organization.

(d) Identifying questionable practices within the organization and bringing these concerns before the Board of Directors.

(e) Assisting in developing and implementing the concept of an Ethics and Integrity Committee that would act independently in the organization.

(f) Helping students and staff to resolve ethical and moral dilemmas related to their work.

(g) Making written periodic reports on the organization’s integrity record to the Board of Directors.\(^{15}\)

(h) Promoting and bringing to the attention of the Board of Directors and all staff examples of best ethical practice.

(i) Keeping the Gifting Book\(^{16}\) up-to-date.

5.0 Policy and Procedural Compliance

Where there are established laws, regulations, standard operating procedures and rules with regard to ethical practices, ETrain College will use its best endeavours to ensure that they are complied with without fear or favour. Managers and staff will be held responsible and accountable for ensuring the application of the ethical principles and procedures.

The organization expects all staff and students to work collaboratively to uphold ETrain College ethical policies and practices. No employee or student will be

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\(^{15}\) These will be accessible by all employees.

\(^{16}\) See Notes 6 & 7.
sanctioned for any loss of business as a result of maintaining ETrain College’s ethical principles. However, violations of the policies and ethical procedures will result in appropriate disciplinary action\(^{17}\) being taken.

When in doubt about the probity or morality of an action we will try to resolve the matter first by asking ourselves the following questions:

1. Will my action or decision be against the law?
2. Will my action or decision be in breach of my religion’s codes of conduct?
3. Will my action or decision be in breach of ETrain College policy, procedures or standing orders?
4. Will my action or decision be an affront to my own conscience?
5. Would I be proud to have my actions or decision publicly reported and/or shown to my family?

Secondly, if still in doubt as to the right course of action, students, employees and management should discuss with and seek guidance from the Ethics Officer\(^ {18} \). All such discussions will be held in confidence and be privileged\(^ {19} \).

ETrain College will use its best endeavours to ensure that this statement of Ethics forms part of the curriculum of any learning programmes arranged for our staff. All new hires will have their attention drawn to the statement and steps will be taken to ensure that they know and understand their ethical obligations.

6.0 Reporting Violations

All staffs and students are encouraged to report any observed or suspected misconduct, malpractices, breaches of trust or other violations of the organization’s ethical policies and procedures. Reporting should use one or more of the following processes:

1. Write to the Ethics Officer either by name or anonymously.
2. Orally advise\(^ {20} \) the Ethics Officer of the issues of concern.

ETrain College is committed to ensure that there is a follow-up to any reports of observed or suspected violation. This will be conducted by the Ethics Officer who will make a

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\(^ {17} \) See Note 2.
\(^ {18} \) See Note 1.
\(^ {19} \) The Ethics officer is bound by confidentiality and privilege and may not use information gathered for any other purpose than that for which it was intended.
\(^ {20} \) This may be done anonymously by telephone or fax.
confidential report to the Disciplinary Committee. The Disciplinary Committee shall decide on the appropriate course of action. No form of retribution will be made against any person who reports in good faith any known or suspected violations, misconduct, malpractices and breaches of trust. However, ETrain College will not tolerate any instances of malicious, vindictive or baseless accusations against another person(s).

The Ethics Officer is under a strict mandate to ensure confidentiality and the protection of an employee reporting any observed or suspected misconduct, malpractices, breaches of trust or other violations of the organization’s ethical policies and procedures. The Ethics Officer may only release the name of the person with that person’s written consent.

7.0 Review

This Statement of Ethics will be reviewed periodically\(^{21}\) by the Oversight Committee\(^{22}\) for the Board approval and updated as and when necessary to ensure that it remains current and relevant in addressing any ethical issues that may arise within the organization.

The Ethics Officer shall submit annually a compliance report to the Board.

Notes

1. Harassment

Harassment can take a number of forms. ETrain College will not tolerate harassment on the basis of sex, race, skin colour, religion, national origin, age, disability, or any other classification protected by law. Any person who commits such a violation will be subject to disciplinary action that could result in termination.

Harassment includes verbal, physical and visual conduct that creates an intimidating, offensive, or hostile work environment or that interferes with work performance or that causes distress to others, such as:

- Derogatory comments relating to an employee’s sex, race, skin colour, religion, national origin, age or physical or intellectual impairment;

\(^{21}\) At a minimum bi-annually
\(^{22}\) Or its equivalent

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• Derogatory and/or sexually-oriented images including; posters, photographs, cartoons, drawings or gestures relating to an employee's sex, race, color, religion, national origin, age, impairment or any other basis protected by law;
• Physical misconduct such as assault, unwanted touching, blocking normal movement or interfering with work because of an employee’s sex, race, color, religion, national origin, age or impairment;
• Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
• Sending letters or emails that cause distress and anxiety or that impugn the character of another person; and,
• Retaliation for having reported or threatened to report harassment.

It is the duty for any employee who believes he or she has witnessed or has been subjected to harassment of any kind must promptly report the offending conduct to the Ethics Officer.

2. Disciplinary Action

It is the duty of employees to acquaint themselves with the disciplinary code of conduct and procedures.

It is the duty of ETrain College to make available to all staff the disciplinary code of conduct and procedures.

3. Information Technology

In this statement information technology is taken to include:

• Telephonic systems including facsimiles, hand-phones and fixed lines;
• Document copying equipment;
• Computer equipment and applied software; and
• The internet.

4. Asset Management – Inventories and Portfolios

Furniture and equipment inventories will include:

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23 This includes such items as ‘poison-pen’ letters.
• Details of ethical acquisition;
• Details of location; and,
• Details of ethical disposal.

Portfolios will include:

• A record of any other assets owned by the organization; and,
• Records of any acquisitions and disposals and the reasons.

5. Competence

We define competence in three ways:

a. Functional competence, i.e. the skills required to do a job efficiently and effectively;
b. The underpinning knowledge and understanding required to do a job; and,
c. Leverage competence, i.e. the personal qualities required to do a job efficiently and effectively.

6. Gifting

As a general principle the giving and receiving of gifts is not allowed. However there are some exceptions to this as follows:

(a) Receiving gifts:

• Small items of a memento nature, i.e., inscribed pens or low value promotional material;
• Gifts that it would be discourteous to refuse; and,
• Gifts to the organization to further its work.

(b) Giving gifts:

• Tokens of appreciation or as a memento to important visitors;
• Small items of a promotional nature, i.e. diaries; and,
• Tokens of appreciation to person(s) who have made a significant contribution to the advancement or work of the organization.

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24 The giving of small gifts or cards to celebrate staff birthdays, festivals or other events is exempted.
25 See below.
Gifts may only be given or approved to be given by designated officers of the College. Gifts that have been accepted because it would be discourteous to refuse must be lodged with the Ethics Officer who shall keep a record of such gifts in the Gifting Book\(^\text{26}\). As determined by the Board of Directors any such gift shall be given to a charity if appropriate, and if not, sold and the proceeds given to a charity. The Board of Directors may, if they so determine, keep the gift as an item of decoration at the company’s premises. A gift accepted by an individual is done so on behalf of the organization and not in their personal capacity.

7. The Gifting Book

The Gifting Book will contain a record of:

- Gifts received by ETrain College or its staff;
- Gifts offered to ETrain College or its staff;
- Offers of hospitality to its staff;
- Hospitality received by ETrain College or its staff;
- Hospitality given by ETrain College or its staff; and,
- The donations to charity.

The Gifting Book will be kept by the Ethics Officer and be open to inspection by designated officers of ETrain College.

8. Hospitality

There will be occasions where it is necessary to provide and or receive hospitality on behalf of the organization. Hospitality\(^\text{27}\) is taken to mean, for example:

- A full meal; and/or;
- Tickets or access to a sporting, conference or entertainment event.

For such events a record of the event, the donor and the estimated cost should be entered in the Gifting Book.

Under no circumstances will an officer or an employee of the company accept any other type of hospitality. Offers of hospitality that do not fall into the accepted categories should be reported to the Ethics Officer and a record of the offer entered

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\(^{26}\) The Gifting Book should be examined by a nominated member of the Board of Directors at least once per year.

\(^{27}\) Small scale hospitality such as light refreshment is exempted.
in the Gifting Book. An officer or employee who is doubtful about whether or not to accept a gift or form of hospitality should discuss the matter with the Ethics Officer.

9. Exemptions

Only in very exceptional circumstances may these procedures and rules be waived and then only at the discretion of the Board of Directors. A record should be kept of the exemption and the reasons for it being approved or not.

The Five Ethical Filters

1. Will my action or decision be against the law?
2. Will my action or decision be in breach of my religion’s codes of ethical conduct?
3. Will my action or decision be in breach of College procedures or standing orders?
4. Will my action or decision be an affront to my own conscience?
5. Would I be proud to have my actions and words publicly reported?