

Booroongen Djugun College Code of Practice	
Training and Assessment services	Booroongen Djugun College management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
Issuance of Qualifications	Booroongen Djugun College will promptly provide copies of all qualifications and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.
Financial Management	Booroongen Djugun College applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the student handbook)
Records and Information Management	Booroongen Djugun College is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by Booroongen Djugun College will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.
Access and Equity	Booroongen Djugun College management and staff provide assistance to all students to identify and achieve their desired outcomes. Booroongen Djugun College is committed to providing training and assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
RPL (Recognition of Prior Learning)	Booroongen Djugun College management and staff are committed to supporting the RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
Student feedback	Booroongen Djugun College is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
Provision of information	Clear and accurate advice is provided to all enrolling students at Booroongen Djugun College. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
Legislative Compliance	Booroongen Djugun College management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTOs including but not limited to WHS, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training legislation.
Marketing Accuracy	Booroongen Djugun College management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all students are provided with timely and necessary information.
Complaints and Appeals	The complaints and appeals policy of Booroongen Djugun College shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in a management meeting and student feedback forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.
Student access to their records	If a student wishes to view their course file (paper or electronic), it must be under the constant supervision of a Training Manager and can only occur with the prior written approval of Executive Management. Students should not view third party and other restricted information without relevant authority. No documents from the file are to be copied and/or provided to a student. A file note of what information was viewed and if any further actions are required.