

Version 9

Revised and Approved
by Gary Morris OAM Chief
Executive Officer

1 May 2019

BOOROONGEN DJUGUN COLLEGE

**QUALITY ASSURANCE
PROCEDURES MANUAL**

File No:
quality\QA procedures\
Student Handbook (disted)
QA-01
Page 1 of 22

BOOROONGEN DJUGUN

COLLEGE

Culture Education and Training



The STUDENT Handbook

Learning at Work and at Home

By

**Valerie March OAM JP
Director of Operations**

Adult Educator, Social Welfare Worker, Justice of the Peace

Graduate Diploma in Tertiary Education

Bachelor of Arts in Social Welfare

BSB51001 Diploma in Frontline Management

TAA40104 Certificate IV in Training and Assessment

TAE40110 Certificate IV in Training and Assessment

BSZ5018 Diploma in Training and Assessment Systems

TAE50111 Diploma of Vocational Education and Training

TAE50211 Diploma of Training Design and Development

The STUDENT Handbook

Welcome to **BOOROONGEN DJUGUN COLLEGE**

STREET ADDRESS:
337-351 River Street
GREENHILLS

POSTAL:
Locked Mail Bag 3
KEMPSEY
NSW 2440

PHONE: 02 65602000
FREECALL: 1800 630 230
FAX: 02 65602002
email: disted@booroongendjugun.com.au
Web Page: www.booroongendjugun.com.au

WORKING HOURS:
9.00am - 5.00pm
Monday – Thursday
9.00am – 3.00pm
Friday

Welcome to study at Booroongen Djugun College.

Both Management and Staff of the College are here to assist you with your learning so please ask for help when you need it.

We hope your time at the College will be rewarding, and the knowledge gained will help you on your chosen career path.

No part of this publication may be reproduced in whole or in part
or stored in a retrieval system, or transmitted in any form
or by any means electronic, mechanical, photocopying, recording,
or otherwise without written permission of the publisher.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 3 of 22</p>
---	---	---

CODE OF ETHICS

1. **Booroongen Djugun College** shall at all times act with an ethical manner and integrity in dealings with all student and members of the community.
2. **Booroongen Djugun College** shall adopt such policies and practices to ensure the quality of services/programs offered are relevant and in accordance with accepted cultural protocol, national training standards and meets the needs of the community.
3. **Booroongen Djugun College** shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with the statutory and regulatory requirements of:
 - (a) Australian Skills Quality Authority (ASQA), the Standards for Registered Training Organisations (RTOs) 2015.
 - (b) Commonwealth/State legislation and regulatory requirements.
4. **Booroongen Djugun College** shall refrain from any activities or actions which could be detrimental to the Association (Booroongen Djugun Ltd).
5. **Booroongen Djugun College** will ensure:
 - (a) All activities of the organisation will be carried out honestly, fairly and accurately so as to give value to our students
 - (b) the provision of adequate facilities and quality resources in which to conduct services
 - (c) adequate support for students, to meet their outcomes, is available and offered
 - (d) the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - (e) the accuracy of any marketing and promotional advertising material
 - (f) compliance with current Work Health and Safety and Duty of Care requirements
 - (g) compliance with an acceptable refund policy
 - (h) the maintenance of adequate records
 - (i) security of all records (current and archival)
 - (j) student access to their records upon request (read only)
 - (k) the maintenance of a Quality Assurance System
 - (l) compliance with proper requests made by ASQA and statutory authorities of which due notice has been given
 - (m) compliance with any conditions of signed funding agreements
 - (n) compliance with relevant legislation and regulatory requirements including the National Vocational Education and Training Regulator Act 2011 (No. 12, 2011)
6. **Booroongen Djugun College** undertakes to assist ASQA to maintain quality training and to uphold the highest ethical standards.
7. **Booroongen Djugun College** undertakes to ensure that all employees, agents and representatives are familiar with, and agree to, comply with this Code of Ethics.
8. **Booroongen Djugun College** shall refrain from associating with any enterprise, which could be regarded as acting in breach of this Code of Ethics.

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 qualification 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.

**Booroongen Djugun College supports
the Reconciliation process
and invites non-Aboriginal people
to enrol in our courses and programs.**

CONTENTS

History	7
Your Handbook	8
Staff at the College	8
Summary of Duties	9
Quality Statement	9
Learning by Distance Education or in the Workplace	9
Your Personal Commitment	10
Competencies (industry skills)	11
Recognition of prior learning	11
Texts and Readings	11
Local Shire Library	
Summary of charges	
Library copying service	
Study Survival Skills	12-17
Organising your notes	
Note taking	
Tape recording your notes	
Listening Skills	
Concentration - a valuable tool	
Understanding new words	
Spelling	
Being a part of the group / joining in	
Additional tutoring	
Assessment writing and presentation	
Important points to remember	
Referencing	
Copyright Act	
Stress - How much is too much?	

Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019	BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL	File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 6 of 22
---	--	--

Common abbreviations	13
Commitment to Study	17
Work placement	17
Qualifications	18
General Course Rules	18-20
College entry requirements	
Refresher courses	
Distance Education courses	
On completion of a course	
Assessment Tasks	
Grading	
Late Assessments	
Extension of time	
Remarking	
Access to your student records	
Policy and Procedure Manual	
Deferment	
Withdrawal	
Student Exit	
Assessment Appeals	21
Exclusion	21
Qualification.....	21
Career Paths	21
Weekly Study Timetable	22
Self-Paced and Workplace Distance Framework	23-26

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 7 of 22</p>
---	---	---

History

My first awareness of the need for an Aboriginal aged care facility and Aboriginal specific education and training was when I moved to Kempsey in 1988 and undertook the position of Branch Manager of the Home Care Service of NSW. During this time I was approached on a number of occasions about helping to establish a facility to care for the Aboriginal frail-aged, aged, and people with a disability who could not be cared for in the community.

It was out of these concerns that in 1989 Gary Morris and I, along with other health and welfare professionals, called a public meeting to discuss the development of an Aboriginal aged care facility.

The idea for the design of the aged care facility came from the views and opinions held by the Elders. For the Elders, the totems of fire, water, earth and sun were seen as having strong ties to traditional life.

To meet these identified needs, extensive consultation has taken place at a grass roots level. This has allowed an aged care facility to be developed, which reflects the spiritual feelings connected with the traditions and customs of Aboriginal people.

Booroongen Djugun College started its community-based programs in 1994 in support of Aboriginal people gaining access to the necessary skills, which would allow them to become more competitive in the job market. The training was extended in 1997 to include Open Access to (non-Aboriginal) students, and distance education in 1999. Our courses are government accredited (Australian Skills Quality Authority) and Nationally recognised (Department of Education, Employment and Workplace Relations).

The College's courses and programs are delivered in a way that assists our students to learn. The College staff acknowledges and respect Aboriginal English as the first language for many of our students.

Val March OAM JP
Director of Operations

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 8 of 22</p>
---	---	---

Your Handbook

This book has been put together to give you some information that you may need to know.

The information will help you with all those questions that seem to come up when a student first begins to study, and will let you enjoy your study time at Booroongen Djugun College.

The information has been put under various headings so that it is easy for you to find the information you need.

Discuss any concerns with your trainer or the distance education coordinator. If problems are talked about when they first surface, they can usually be solved without too much interruption to your studies.

Staff at Booroongen Djugun College

EXECUTIVE MANAGEMENT

Chief Executive Officer: Gary MORRIS OAM

Director of Operations: Val MARCH OAM JP

Director of Training and Services: Faith MARCH

Director of Aged Care and Finance: Michael STEVENSON JP

SENIOR LEVEL STAFF/DISTANCE EDUCATION

Administration Manager: Christine Potts JP

Training and Placement Coordinator: Daniel Cook

Quality Assurance Manager: Val March OAM JP

Quality Assurance Officer: Christine Potts JP

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 9 of 22</p>
---	---	---

Summary of Duties

- **DIRECTOR OF OPERATIONS**
- **DIRECTOR OF TRAINING AND SERVICES**

Responsible for forward planning; administration; financial planning; education and training; employment, staff development; public relations; policy and procedure development, implementation, and practice; review, develop and research courses, projects and research studies undertaken by the College.

- **TRAINING AND PLACEMENT COORDINATOR**

Responsible for all matters relating to the overall management of the distance education courses; available to assist students with personal matters and with academic advice; liaise with lecturers and students and promote learning opportunities.

- **ADMINISTRATION MANAGER**

Responsible for the management of the College administration. Gathering, adapting, storing and distributing information within the College; providing document management; planning, organising and controlling administrative functions.

Quality Statement

Quality is a key objective of the College. Management and staff strive for 'best practice' in the services they deliver, and the products that they market, through the application of quality principles, systems, and practices.

The College makes a commitment of assured student access to consistent quality outcomes.

Learning by Distance Education ... or in the Workplace

As a distant student you may have feelings of isolation and at times desperation. These are common experiences for distant learners. You are not on your own.

During the period of your course you will have regular contact with the College. During this contact (both written and verbal) we will find out about the expectations that you have of the College, and the expectations we have of our students who are enrolled in a course at Booroongen Djugun College.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 10 of 22</p>
---	---	--

Our role is to promote learning and to help you achieve your goal of an accredited qualification. Your role is a commitment to study and to take responsibility for your own learning through self-motivation, applying time management, and subject searches looking for the information you need to complete assessment tasks. We have both entered a contract of mutual agreement, and as a result, we both have obligations we must fulfil so that you may reach your goal.

Like most adult learners you will feel the pressures and demands of family, community and work commitments, and at times feel like simply “giving up”.

If you are to succeed you will also need determination. Determination will help you overcome the frustrations, the excuses for not “going on”, and the hundred and one reasons that will surface to take you away from your study time.

Over the next few months you will learn a great deal about yourself. You will become more aware of your own belief system and how it shapes your thoughts, feelings, and actions and how this affects the way you communicate with others.

You will bring your past experiences and personal characteristics into the learning place. Part of this make-up is age and sex, and the way life experiences have shaped you as a person.

Our College staff are looking forward to you joining our distance learning course. If, at any time, you have any suggestions on how we can improve learning opportunities for our students, please let us know...

Your Personal Commitment

You will need to think about how much you want to succeed with your study.

Success does not come by itself, but through personal effort and personal sacrifices. It has a cost. That cost may mean less time with your friends and family; it may be less time for sports, hobbies and social activities.

You will need to ask the people closest to you for their support and their understanding to enable you to be able to cope with the demands of study.

Study will not be easy, but the results, the successful learning of workplace industry skills will be the vehicle that can carry you towards personal and economic rewards.

However, there will probably be a few changes you may want to make to your lifestyle. You may need to:

- draw up a weekly timetable that allows time for study, family, friends, and recreation
- turn to the back page of this Handbook, you will find a blank weekly timetable for your use. Do a personal timetable filling your various commitments.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 11 of 22</p>
---	---	--

Competencies

There are competencies (industry skills) within every unit that must be achieved for you to successfully complete the course. It will be necessary for you to achieve each skill to the industry standard. Competencies will be assessed using a range of methods including checklists, log book, written tests, multiple choice, questioning, work experience...

Recognition of Prior Learning

Booroongen Djugun College acknowledges and recognises prior learning as a result of formal or informal training and/or life experiences. The College can assess an individual's prior learning experiences and give Recognition for industry skills assessed by an industry professional as competent in the specific skill, or based on documented evidence received by the College in relation to your prior education and training.

To receive exemption (Recognition of Prior Learning) from a subject, you must demonstrate you can successfully perform all competencies within that unit of study to current industry standards.

Booroongen Djugun College recognises VET qualifications and VET statements of attainment issued by other Colleges, these may be used for Recognition purposes.

Texts and Readings

The College will give you a copy of some readings that are important for you to study.

You may also be given the title/s of required texts and a list of recommended texts books that can help you with study of subject areas.

Local Library

To help you obtain a range of study materials, go to your local library and ask to be shown how to find your way around the library, learn how to find the books you may need, and do not forget to introduce yourself to the librarian. The librarian can give advice when you need it.

If you are uncomfortable about going in to the library for the first time by yourself, ask a friend if she/he will go with you.

Be prepared if possible, when you go to the library. It is easier to find a book if you have:

- the author's name
- the name of the book
- the publisher's name
- the year the book was published.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 12 of 22</p>
---	---	--

Booroongen Djugun College Library copying service

This service will be free of charge for the first 50 copies if you live more than 50 kilometres from Kempsey, then 10 cents per page copied plus an additional \$3.00 for articles to be faxed or posted.

Study Survival Skills

Organising your notes

During the course you will gather lots of paper from the different subjects you study.

It is best to organise papers into subject areas, keeping the same subject area notes together in a folder.

All handouts in the course will be on A4 size paper.

Note Taking

Why take notes?

It is impossible to remember all the important information in the articles you read.

We need to take notes so that we can refer back to what has been written for later learning. To take good notes it is necessary to learn to read carefully so that important information can be identified.

Reading aloud assists with learning and can help make sense of the meaning of the words. Good notes helps to reinforce your own understanding of the subject. It allows you to have a permanent record to which you can refer.

Your own notes, written in the way that helps you to understand the subject, makes information easier to remember. Notes should be brief and only the main information, what you think is important, be written down.

What information is important for later learning? Information repeated more than once, or is in bold print. Notes that have been written in page borders for special attention. The amount of space given to a particular subject or topic.

Use spaces, headings and sub-headings to make your notes clearer. Highlight or underline the main points and any examples given.

Use your left hand margin for ideas, questions, examples, or brief summaries. In the front of your dictionary you will find a list of symbols and abbreviations which can be used for your note taking. Use of symbols and abbreviations allows you to become quick with note taking and lets you keep pace with your reading.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE</p> <p>QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 13 of 22</p>
---	---	--

Listed here are some common abbreviations you may want to use:

PTO	please turn over	w/o	without
gen	generally	w/-	with
pl	plural (two)	w/c	which
orig	original	prob	probably
v.i	see below	eg	example
v.s	see above	ie	that is
cp	compare	amt	amount
fr	from	pres	present
w	width	@	at
&	and	v	versus (contract)
nb	note well	etc	and so on

You may want to add some symbols and abbreviations of your own to this list.

Tape recording your notes

Taping notes allows you to listen to the same information a number of times. That way, you do not miss important points.

Having piles of tapes hanging around the house is not going to help you learn unless you do something with them. Listen to your tape time and time again for revision.

Listening skills

Most people only listen about 25% of the time. As a student you will need to increase your listening skills as there are barriers to you hearing properly.

Outside noises such as cars and everyday living sounds; and inside noises such as telephones, radios, fax machines, and printers have trained us not to listen.

Because of this, we need to concentrate hard on what is being said. Give your full attention to the words when reading aloud. Try not to be distracted in any way. And keep an open mind to new ideas and other ways of doing things.

Concentration - a valuable tool

Motivate yourself. Keep busy. Set study goals to be achieved into a timetable. Put other interests aside. Do not give your mind a chance to wander off.

Key words can assist you in learning and remembering information, a task procedure, or an activity. The key words are: what, how, who, where, when, and why.

By putting the information into small chunks, it is easier to make sense of it. If you need a quiet place to study, talk to your family members about your needs and how it can happen.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 14 of 22</p>
---	---	--

Understanding new words

During the course you will read different and sometimes difficult words. These words are a necessary part of your course as they are words used in the workplace and you will need to learn to recognise the words and understand their meaning.

The words will be explained to you during your course. Keep your dictionary handy and look up the words and find out their meanings for yourself. If you are still not sure of the meaning of a word, ask for help.

Spelling

Do not worry too much about the way you spell.

Use your own way of spelling words. Picture the word in your mind. Write it down. If it looks and feels right to you, use it.

Check your own work later by using an Australian dictionary. This will help you to learn the correct way to write words and improve your spelling.

Booroongen Djugun College is concerned with what we call functional English. Functional English means that other people in the workplace must have a clear understanding of what you have written.

QUOTE:
**It's a damned poor mind
that can only think of one way
to spell a word.**

Benjamin Franklin 1706 - 1790

Being part of the group/joining in

Belonging to a learning group and equal ownership of what is going on in the College is just as important as having the right books to read for the course. If you would like to be part of a learning group, let us know so that we can pass your name on to other students in your area.

Speak up when you want something to happen, you need advice or knowledge, or if too big of words are being used and/or you do not understand the information.

You are responsible for your own learning. You must take whatever steps are necessary to ensure you have quality learning opportunities.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE</p> <p>QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 15 of 22</p>
---	---	--

Additional tutoring

If you fall behind with your course work there is help available. Talk to the distance education staff or workplace trainer about the areas of study where you need assistance. The staff member / workplace trainer will suggest ways in which you can catch up with the work.

Do not leave it too long before asking for help as this may make it harder to catch up on the amount of work you need to complete for your qualification.

Assessment presentation

When sending in your assessments, please ensure that you:

- leave a margin on the left side of the page
- use A4 size paper
- use your own words, (do not take too many direct quotes from texts)
- use the preferred referencing style recommended by the College
- use double spacing
- use one side of the page only
- ensure hand written work is legible
- number all pages
- attach a cover sheet (supplied by the College)
- keep a copy of your assessment
- staple pages together / one staple left hand corner
- include a stamped addressed enveloped if you want acknowledgement that your assessment has been received by the College (optional). The envelope will be posted back to you by the College as your record that we have received your assessment.

Your assessment should include:

- cover sheet
- text
- reference list
- appendices (where appropriate)

Assessment tasks are to be mailed to the College before or on their due dates. When posting your assessment make sure it is postmarked by this date.

Emailed assessments will be accepted however, prior approval must have been given by College staff and the approval recorded on your personal file.

Important points to remember

Before sending off your assessment, read this checklist:

- is the meaning of what you are trying to say clear
- is the information presented in a logical manner
- have you referenced your work in a style accepted by the College
- are all pages numbered and drawings properly labelled
- have you completed all sections of the assessment cover sheet
- have you kept a copy of your assessment just in case it is lost in the mail.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 16 of 22</p>
---	---	--

Referencing

All referencing to books and other written texts should contain the following information:

- last name of author, comma, first name/s or initials
- year of publication
- the title (underlined or bolded or both)
- publishing details (includes name of publisher and location)
- page number or numbers
- more than one author place names in alphabetical order
- reference list at end of work

Examples for referencing text:

KNOWLES, M. 1975. Self Directed Learning: A Guide for Learners and Teachers, CHICAGO: Associated Press, Follett Publishing Company, pp5-9.

JAPANANGKA, 1983. Health Business, RICHMOND , VICTORIA: Heinemann Educational Australia, p6.

Copyright Act 1968

Copyright law in Australia is contained in the Copyright Act 1968 (Cth) and in decisions of the court. It allows the copyright owner to take legal action against people who infringe the copyright of that work.

The Copyright Act 1968 allows you to make a copy of work for the purpose of research or study. Under these circumstances, it is considered 'fair dealing' under Section 40 of the Copyright Act to copy 10% of the total number of pages, or one chapter, of a published work.

In the case of several articles on the same subject matter in a periodical or, in the case of printed works, a reasonable portion of a work may be copied (as outlined above).

If you wish to do more extensive copying, the College recommends you contact the relevant government department for advice ie Australian Copyright Council Phone: 02 9318 1788

Stress - How much is too much?

It is normal to have some stress in your life. It is part of everyday living. But there is good stress and there is bad stress.

Good stress helps you to meet course deadlines and makes sure you are on time for class, for example.

Bad stress causes strain and tension to the body. It usually results from too much pressure, not enough time, and/or an overload of responsibilities.

In a study situation, stress can develop when lots of new information is given over a short period of time. If the student is not organised to deal with the overload of information, then stress will result.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 17 of 22</p>
---	---	--

Signs of too much stress include:

- lack of concentration
- no energy/always tired
- not sleeping at night
- upset stomachs
- tight chest and uneven breathing/breathless
- headaches
- high blood pressure
- short tempered/cranky/uptight
- depressed
- tense/wound up feeling (like a spring)
- pain/stiffness due to tight muscles
- poor circulation

REF: SCOUFIS, M., SCOUFIS, P., WALKER, M.,(n.d.) Study Skills, Sydney: Nepean College of Advanced Education, Sydney.

There are simple exercises that can help relieve stress. Ask your doctor to demonstrate an easy stress relieving exercise that can be practiced regularly regardless of where you might be (car, work, home).

Commitment to Study

You must complete all units of the course to receive a full accredited certificate. For completion of one or more units of a course you will receive a Statement of Attainment. All completed units will be recorded on your personal file.

If you are under case management at a Job Network Australia (JSA) , you should let your case manager know you are doing the course.

If you are sick, let the College know what is wrong. Phone the distance education unit as soon as you can (on Freecall 1800 630 230).

If you are away from study for too long, your loss of course time may be viewed as unsatisfactory.

The Department of Education (DofE) and the Department of Education and Communities (DEC) requires updates on student progress.

Work Placement

A requirement of your course may be that you spend time on-the-job getting work experience. You will be given a work placement book and you will need to have a qualified industry person to assess your competence in the various industry skills.

Once you have given us the name and contact details of your assessor, the College will contact them. We will monitor your progress on the job, talk over any workplace or personal problems you may be experiencing, and offer advice and support to the assessor and your work experience host.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 18 of 22</p>
---	---	--

Qualifications

In Australia, National VET Regulated Registered Training Organisations (RTOs) are registered by the Australian Skills Quality Authority (ASQA), a body appointed by government to ensure the quality of training programs.

Booroongen Djugun College is registered by ASQA as a national training provider to deliver courses that have been approved on our Scope of Registration. Your achievement in successfully completing an approved Booroongen Djugun College course will allow you to receive recognition of your achievement of industry skills throughout Australia. Graduates, regardless of their geographical location, are able to obtain recognition for all nationally recognised units and/or courses completed through Booroongen Djugun College.

General Course Rules

College entry requirements

Aboriginal and Torres Strait Islander peoples and the general population are *eligible to enrol in our College provided they have left school or have a 'Letter of Exemption' from the school principal.

Applicants may be assessed for selection into a course using the interview process or other selection methods.

* exceptions: unless specifically funded for a special needs group ie Aboriginal/TSI, disability, etc.

Distance education courses

Applicants asking for admission to distance education courses are required to:

- provide proof of Aboriginality with your application, if applicable;
- fill in the all student forms required by the College.

On completion of a course

To successfully complete a training or education course through the distance education unit, students are required to:

- make sure all assessment items are in by the due date;
- meet all requirements of the assessment criteria;
- maintain enrolment with the College;
- return all library books, DVDs and other college resources or pay replacement costs of same; and
- pay course fees in full (if applicable).

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE</p> <p>QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 19 of 22</p>
---	---	--

Assessment Tasks

To successfully complete assessment tasks, students are required to:

- send the assessment task by the due date;
- meet the assessment criteria as stated in your course materials;
- present assessment in the format required.

If you are experiencing problems and you believe you should receive special consideration, you should contact the distance education unit prior to the due date of the assessment task. College management will meet to consider your case, and you will be advised of the outcome as soon as practical.

Grading

These are the grading for assessment tasks / activities...

- Competent (C) / pass - you have met the assessment criteria for all assessment tasks within the unit of study
- Not yet competent (NYC) - you have not met the assessment criteria for all assessments tasks within the unit of study
- Satisfactory (S) / pass – you have met the assessment criteria for part of the required assessment tasks within the unit of study
- Not Yet Satisfactory (NYS) – you have not met the assessment criteria for part of the required assessment tasks within the unit of study
- Resubmit – your answer is incomplete, contact the College and you will be supported by a Tutor.

If your assessment or non-assessment task / activity has been graded 'Not Yet Competent' or 'Not Yet Satisfactory' you will need to talk to the distance education staff or the workplace trainer about what other assessment tasks you will need to complete to satisfy the assessment criteria for your course.

Late Assessments

Emailed assessments, will be accepted, in certain cases, with coordinator's approval.

- an extension of time must be requested for assessment items that are going to be late.
- take note of the date your assessment item is sent to the College.
- ensure you keep a copy of your assessment item that you have posted.

Access to your Student Record

Under the College's Ethical Standards Policy, students can have access to their records, under supervision, on request.

Policy and Procedure Manual

The College has a Policy and Procedure Manual covering a vast number of areas not included in this Handbook. If you are unsure about something, phone the distance education staff. The staff member will read the relevant section of our Policy and Procedure Manual and can advise you of the policy.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE</p> <p>QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 20 of 22</p>
---	---	--

Deferment

Requests for deferment from a course must be made in writing to the Director. For deferment to be approved students must put forward a good case why the College should agree to their deferment including relevant information and any supportive documentation.

Course fees (if applicable)

Where the RTO collects fees in advance, the College accepts payment of no more than \$1,000 from each student prior to the commencement of the course. Following course commencement, the College will require payment of additional fees in advance though not in excess of \$1,500 per payment, until all fees are paid. The College will provide in advance, a payment plan for all fee paying students.

Cancellation and Refund Policy

The refund of course fees will only occur if Booroongen Djugun College is compelled to cancel a program and an acceptable alternative cannot be offered. If a student withdraws from a course, after the cooling-off period (15 working days from signing the enrolment form for Distance Education students – 10 working days for all other students) Booroongen Djugun College, will refund the student's fee less the administration charge which is non-refundable (provided all courseware supplied to the student has been returned); otherwise full course fees apply. Requests for refunds must be submitted in writing.

Student exit

If a student persists with repeated physical and / or verbal abusive behaviour to staff or other students, every effort will be made to assist him / her to behave more appropriately. If unacceptable behaviour continues, the CEO and / or Director may authorise the student's permanent withdrawal from the College.

The College management will inform the student of the reason for temporary or permanent withdrawal from the College.

The College will retain documents relating to a student's exit from the College for a minimum of seven years.

<p>Version 9 Revised and Approved by Gary Morris OAM Chief Executive Officer 1 May 2019</p>	<p>BOOROONGEN DJUGUN COLLEGE QUALITY ASSURANCE PROCEDURES MANUAL</p>	<p>File No: quality\QA procedures\ Student Handbook (disted) QA-01 Page 21 of 22</p>
---	---	--

Assessment Appeals

If you have a concern with the way you have been assessed or with the result of an assessment, you can talk it over with the distance education staff or the Director. If management finds your complaint has merit, management will arrange for a new assessment of the competency to be achieved.

Exclusion

Once you are a student of Booroongen Djugun College, to qualify for graduation, you must go by the rules.

YOU MUST NOT LOSE UNNECESSARY COURSE TIME.

YOU MUST ACHIEVE ALL THE COMPETENCIES OF EACH UNIT.

YOU MUST REALLY TRY TO KEEP UP WITH YOUR REQUIRED RATE OF PROGRESS.

If you lose contact with the College for an extended period and offer no explanation and / or you do not apply yourself to study and fail your assessments, you will be asked to "Show Cause" why you should not be put out of the course.

Qualification

All students who complete all the necessary requirements to satisfy the course requirements will be eligible to receive their nationally recognised qualification.

Career Paths

At the end of your course you will have a nationally recognised industry qualification. You may decide to use your workplace skills straight away. Some of you may decide to plan a career path and go on to further education and training.

Whatever you decide, and wherever fate takes you, remember us at Booroongen Djugun College. We are interested to hear your success stories, so keep in touch.

**We hope you enjoy your study time
at Booroongen Djugun College,
that you are successful with your learning and as a result,
have lots of opportunities in the future
to use your workplace industry skills...**

GOOD LUCK

"TRACKING TOWARDS THE FUTURE"

Faith March
DIRECTOR OF TRAINING and SERVICES

WEEKLY STUDY TIMETABLE

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
7:00							
8:00							
9:00							
10:00							
11:00							
12:00							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							