

<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/ QA-CIO-01 Page 1 of 2</p>
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STUDENT INDUCTION AND ORIENTATION

PROCEDURE QA-CIO-01

PURPOSE

The organisation is committed to building and delivering high quality training and assessment services. This procedure is in place to ensure all students will attend an induction/orientation and receive information relevant to Booroongen Djugun College, the course, unit of competency, accredited course or training and assessment service in which they are enrolled.

SCOPE

The induction/orientation program is conducted to acquaint students with the organisation's principles, standards, policies, procedures and an evacuation procedure that must be followed in case of an emergency.

Following confirmation of enrolment, all new students are provided with a copy of Booroongen Djugun College's [Student Information Handbook QA-01](#) and a training and assessment delivery plan. Students are asked to familiarise themselves with the contents before the induction/orientation.

STUDENT HANDBOOK / ORIENTATION

The following generic information contained in the [Student Information Handbook QA-01](#) and [Student Orientation - Welcome QCW-1](#) will be explained and clarified at the induction presentation:

- The organisation's code of conduct/practice, policies and procedures
- Legislative and regulatory requirements
- Recognition for prior learning/current competencies
- Language literacy and numeracy requirements
- Learner's rights and responsibilities
- Privacy policy
- Learning and assessment strategies
- Assessment policies, strategies and tasks
- Trainer and assessor responsibilities
- Training pathways and plans
- Learner support and additional services
- Complaints handling and complaint procedure
- Disciplinary actions
- Attendance
- Payment of fees and refund policy
- Feedback and quality improvement processes

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COURSE INFORMATION

The Training Plan and Delivery Strategies

All students will be informed at induction/orientation the training delivery strategies, delivery method, structure and learning sequence relating to the context of the course or qualification in which they have enrolled including:

- Competency based course or qualification requirements and performance standards
- Core and elective units
- The unit of competency code number and unit title
- The unit of competency descriptor
- The Australian Qualifications Framework level of competence
- Course pre-requisites
- Self assessment
- Study plans, text references, curriculum guides or other relevant learning materials appropriate to the learning strategies and method of delivery

Assessment Plan, Tasks, Tools and Strategies

All students will be provided with the context and purpose of assessment tasks, appeals and the assessment process and schedule for:

- Workplace training procedures
- Face to face training
- On-line or distance learning procedures
- The assessment tasks or evidence requirements
- The AQF level

Record Keeping and accessing records

- Assessment records/results are to be available to students on request
- Records are stored and subject to the organisation's privacy and confidentiality policy
- Qualifications are issued only on completion of course/qualification requirements and statements of attainment for individual units of competence.

STUDENT AGREEMENT

Students who have participated in the induction and orientation program are required to sign a [Student Agreement Form No. QA-CA-01](#) as part of the [Student Orientation - Welcome QCW-1](#). This is to ensure students understand their rights and responsibilities as a learner, the course, unit contents and the training delivery and assessment program and also agree to follow the organisation's policies and procedures.

PROCEDURE DOCUMENTATION

[Student Information Handbook QA-01](#)

[Student Agreement Form No. QA-CA-01](#)

[Student Orientation – Welcome Form No. QCW-1](#)