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STUDENT INFORMATION

WELCOME

The Management and staff of Booroongen Djugun College extend a warm welcome to you.

Booroongen Djugun College is committed to high standards in the provision of vocational education and training and other student services. We strive to maintain a happy, friendly atmosphere in which to learn and work and to assist students achieve the best possible outcome.

Booroongen Djugun College will ensure that you will receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

The contents of the Student Handbook will be discussed with you during the induction program. It is important to keep it safe as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about Booroongen Djugun College, policies and procedures, together with forms and documents that you may have to refer to.

We sincerely hope your time at Booroongen Djugun College is a memorable and productive learning experience.

BOOROONGEN DJUGUN COLLEGE CONTACT DETAILS

1. Booroongen Djugun College

Locked Mail Bag 3
Kempsey NSW 2440

Tel: (02) 6560 2000
Fax: (02) 6560 2002
Email: info@booroongendjugun.com.au
Web: www.booroongendjugun.com.au

2. STAFF CONTACT NAMES and TITLES

Director of Operations / Quality Assurance Manager	Val March OAM
Director of Training and Services:	Faith March
Quality Assurance Officer	Christine Potts
Administration Manager:	Christine Potts

STUDENT INFORMATION

COLLEGE'S 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.

STUDENT INFORMATION

STUDENT POLICIES AND PROCEDURES

STUDENTS' CODE OF CONDUCT

Education is a positive experience that empowers the individual and raises self-esteem. To enable students achieve the best experience at Booroongen Djugun College we require all students to abide by our Student Code of Conduct. The Student Code of Conduct outlines the expected behaviour of students.

- Each person's rights are respected
- Every Student has the right to be heard and taken seriously
- Every Student has the right to open and honest communication
- Every Student has the responsibility to be prompt and not disrupt the learning environment
- Every Student has the responsibility to complete the assessments given to him or her
- Every Student has the responsibility to ensure that their assessments are their own work and they are not copied or plagiarised
- Every student has the responsibility for his or her own behaviour
- When attending placements, Students must behave in a manner that reflects the organisations' philosophy, mission and vision
- Booroongen Djugun College reserves the right to refuse training to a Student who is disruptive, aggressive, behaving inappropriately or under the influence of drugs and/or alcohol
- Booroongen Djugun College reserves the right to cancel an enrolment if allocated training fees have not been paid prior to commencement of training (where applicable)
- Students who are dismissed from class must exit that class immediately and refrain from re-joining the class until their position has been presented in writing and a negotiated agreement reached with Booroongen Djugun College management
Booroongen Djugun College reserves the right to cancel an enrolment if a student makes no attempt to fulfil their course requirements and/or does not progress appropriately after written notification is issued
- Some qualifications may require additional Code of Conduct requirements to be adhered to by the relevant students. These would be provided to student at Orientation.

Codes of Conduct ensure that all students are provided with the right and opportunity to learn in optimum conditions and that failure to adhere to the guidelines could result in counselling and in extreme circumstances removal from the class and termination of the enrolment.

EDUCATIONAL STANDARDS

Booroongen Djugun College's policies and procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. Booroongen Djugun College is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver accredited industry course(s), provide adequate facilities, and use appropriate methods and materials.

CHANGE OF ENROLMENT

Change of enrolment is subject to program availability. Change of enrolment may occur if the trainer and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

STUDENT INFORMATION

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.

Protection of Students Fees paid in advance. Booroongen Djugun College addresses the learner fee protection requirements of Schedule 6 of the Standards for RTOs 2015.

VET Student Loan students should refer to the VET Student Loan Handbook for the Fees and Charges Policy and their rights as a learner in relation to VET Student Loans.

For some courses or units of competency, Booroongen Djugun College may have training subsidised by the NSW Government or other **government funding**. College management will inform students when government funding has been received for a specific course and/or units of competency; and the affect this will have on the cost of the course and/or units of competency (ie student may have no fees or charges OR only partial fees or charges for the course/units in which they have enrolled).

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 course materials supplied to the student have been returned); otherwise full course fees apply. Requests for refunds must be submitted in writing.

STUDENT INDUCTION and ORIENTATION

A Student Induction and Orientation is conducted for all new students at the start of the course. The Induction and Orientation is conducted before the commencement of studies.

It is essential for students to attend this session to understand Booroongen Djugun College's academic system and familiarise themselves with the facilities.

At Induction and Orientation all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. A course coordinator will be available to answer any questions students have regarding subject selection.

At the end of the Induction you will be asked to sign a declaration that you have received, understood and agreed to undertake your training according to the policies and procedures of Booroongen Djugun College. Please complete this form and hand it to the trainer.

Please note: some courses may require a National Police Check and/or a Working with Children's Check. Discuss (with College staff) whether you will need to have either of these Checks completed prior to your enrolment.

FLEXIBLE DELIVERY

Booroongen Djugun College recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students. Delivery alternatives include self-paced learning, computer-assisted learning, flexible timetabling, face-to-face lecture/tutorial and individualised learning.

STUDENT INFORMATION

CONDUCT

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Booroongen Djugun College we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of Booroongen Djugun College and fellow students.
- Use appropriate language, inappropriate language will not be tolerated.
- Turn off mobile phones to prevent disruption during classes.
- No food or drinks are allowed in the class rooms of Booroongen Djugun College.
- No chewing gum or smoking is permitted within the Booroongen Djugun College buildings.

Every staff member and student are to hold every other staff member and fellow student responsible for living up to these principles at all times.

Social Networking

The use of photos taken at Booroongen Djugun College involving images of Students and/or staff onto social networking sites such as Facebook, MySpace, MSN, Flickr, Twitter, Tumblr, Google Plus, N9gsg, Instragram, or any other site is strictly prohibited.

STUDENT PRIVACY

Booroongen Djugun College recognises a student's right to privacy. Booroongen Djugun College's policies and procedures identifies how we handle information we obtain from learners. We collect and store your enrolment details and your progress reports in a safe and secure area.

Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes.

We do not identify information you provide us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Act 1998.

STUDENT HEALTH

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness, which could affect others (e.g. colds, flu and viral infections), should not come to the College until they have recovered.

Students unable to attend the Booroongen Djugun College due to illness must advise the College staff immediately. A medical certificate will be required if students are absent for more than two days.

DRUGS and ALCOHOL

Booroongen Djugun College is a drug and alcohol free centre. To ensure the integrity of Booroongen Djugun College, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the Booroongen Djugun College's premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is breaching a major

STUDENT INFORMATION

violation of Booroongen Djugun College's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

SMOKING

Booroongen Djugun College has a no smoking policy for the buildings. Please observe this policy. Ask staff about designated areas where smoking is permitted. Please use the ashtrays provided.

WORK HEALTH and SAFETY

Booroongen Djugun College is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of Booroongen Djugun College is responsible for ensuring that the level of Work Health and Safety is not compromised and recognises its obligations under the rules and regulations of the Work Health and Safety Act 2011.

It is important students report ANY injury immediately. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the administration office and/or trainer.

DISABILITY

If you have a disability please advise the staff. We will make every endeavour to accommodate your needs. If a helper is needed to allow you to attend a class, the helper can attend studies and is not required to pay any course fees. VET STUDENT LOAN students should refer to the VET STUDENT LOAN Student Handbook for more information.

ACCESS and EQUITY

Booroongen Djugun College is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Workplace Gender Equality Act 2012, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

In the event of a situation that is considered by either staff or students to be in violation of Booroongen Djugun College's commitment to access and equity, staff and students are required to report the situation to Management.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

PARKING

When parking inside Booroongen Djugun College's premises, please use the designated student parking places, leaving the disabled position vacant if you do not have a disability. Booroongen Djugun College does not accept responsibility for loss of damage or injury to any person or vehicle.

STUDENT INFORMATION

STUDENT HARASSMENT POLICY

Booroongen Djugun College will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of student work performance
- Student violence both physical and threatened against trainers

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times, consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Booroongen Djugun College expects all students to uphold to the spirit of this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion for students or dismissal for staff.

STUDENT INFORMATION

COMPLAINT PROCEDURE

Booroongen Djugun College recognises that differences and complaints can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. As soon as a complaint arises, it will be raised and discussed with all parties involved in the complaint, in order to find a solution agreeable to all parties.
2. Complaints should not be discussed openly throughout the company.
3. If a solution cannot be found the matter is brought before the Management Team for resolution, agreeable to all parties.

If a member of the Management Team is party to the complaints, they will not take part in any discussions or decisions made by the Management Team.

4. If a solution has not been reached to the benefit of all parties the complainant has the right to representation and appeal under the relevant State or Federal Law.

Please remember that Booroongen Djugun College is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study, do not hesitate to discuss your concerns with the relevant staff member or Management. Staff will make themselves available at mutually convenient times if you wish to seek assistance outside Booroongen Djugun College hours.

STUDENT COUNSELLING SERVICES and SUPPORT

Booroongen Djugun College caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage.

All students should make an appointment at reception with the Director of Training and Services, College Coordinator, or Course Coordinator if they wish to ask about any vocational training or personal counselling services available at Booroongen Djugun College.

Booroongen Djugun College provides suitable resources to help students to identify their learning needs and provides staff with the required student based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products, Booroongen Djugun College will do its best to ensure they are relevant to industry needs

Booroongen Djugun College is committed to providing student's additional support, advice or assistance whilst training. To achieve this and to ensure the quality delivery of training and education, Booroongen Djugun College provides:

- **Student Vocational Counselling** to improve and extend training outcomes. While this can be achieved on a one to one basis with Management, trainers, assessors and course coordinators are required to monitor student progress. Students are advised to make an appointment at reception to see the College Coordinator in the first instance. They can then make a time to see the Director/s/coordinator/trainers/assessors and course coordinators who are responsible for monitoring student progress. Please make an appointment at reception for:

Additional support and services include:

- a. Education and Career Counselling
- b. Assistance when applying for Recognition

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- **Personal Counselling services** are available to all students and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet Booroongen Djugun College's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:
 - a. Complaint /conflict resolution
 - b. Stress management
 - c. Access and equity issues
 - d. Student welfare and support
- **Language, Literacy and Numeracy (LLN) Support** is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing (LLN) support are identified on enrolment. Many Trainers have a background in language, learning and teaching and are able to offer students case-by-case support in this area.

Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, students need to:

- a. Count, check and record accurately
- b. Read and interpret
- c. Estimate, Calculate and Measure

Where formalised language, literacy and numeracy support is required by the student, extra curricula assistance is available and can be accessed by contacting the administration office for more information.

- **Post Program and Exit Counselling Services** includes advice with job seeking, resume and interview skills, vocational advice and mentoring. Students are advised of this service at the commencement of their course and/or towards the completion of their qualification or course.

POLICY and PROCEDURE FOR RECOGNITION

Booroongen Djugun College recognises equivalent statements of attainment and qualifications issued by other Registered Training Organisations (RTOs) Australia wide.

Recognition (of prior learning) is available on provision of verification at the beginning of a course. Students cannot apply for Recognition at the end of their course.

WHAT IS RECOGNITION OF PRIOR LEARNING

If you know you are competent in the learning outcomes detailed in the unit / module you are enrolled in, you can apply for Recognition. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency in an accredited training package or course.

To prepare for Recognition you should indicate your decision to apply for Recognition as soon as possible after the induction and orientation program (there is a section on your Enrolment Form that needs to be filled in).

STUDENT INFORMATION

Then, in consultation with your trainer you should:

- Obtain a copy of the Recognition Kit from the Administration office
- Decide which unit(s) / module(s) are to be recognised
- Provide Evidence in line with the Criteria in the unit / module information.
- Seek peer assessment
- Arrange for a direct practice observation of your competence if applicable
- Challenge a formative assessment of relevant underpinning knowledge and skills i.e. participating in a set assignment.

Evidence for recognition of prior learning may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

Students seeking recognition are provided with:

- Recognition Kit containing an Application form
- Unit of Competency information
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Self-assessment opportunities based on outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

Recognition is available for all units of the course. The outcomes of each unit provide the Recognition benchmarks. Students may receive full Recognition for the competencies required for a unit. Students are initially self-assessed against relevant criteria.

Students must document their claim for competency in sufficient detail to enable the assessor to decide on assessment needed.

If you require further information please ask your trainer and/or your Course Coordinator.

ATTENDANCE PROCEDURES

Attendance is an essential element of a student's program, for both full-time, or part-time students and trainees.

It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority during the duration of your course.

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Daily Attendance

All students are to be in class by their set training session time –
The student attendance roll is recorded each day.

Request for Leave

Students wishing to apply for leave for a set period of time are required to obtain a **Request for Leave Form** from the Administration Office and fill out the appropriate details. Students are then asked to organise alternative arrangements for study with their relevant trainer/assessor during their absence. Students are required to return the forms to the office for processing.

ABSENTEEISM POLICY

Students are required to notify the Administration Office of Booroongen Djugun College prior to the commencement of the session/s if they are unable to attend.

Students must abide by conditions 1A, 2A and 3A as set down in the assessment policy. These conditions are as follows:

- 1a Students who are absent on the date of assessment should notify the Booroongen Djugun College of their inability to attend prior to the assessment time.
- 2a Students attending under a traineeship scheme and who are unable to attend an assessment due to work commitments will need a letter from their employer stating the reason they are unable to attend.
- 3a Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

PLAGIARISM

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Your Trainer/Assessor will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by failure.

STUDENT INFORMATION

TRAINING DELIVERY and ASSESSMENT

Classroom Training

Training is delivered 'face to face' by qualified industry trainers and you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Learning methods will vary and can include scenarios, field trips, 'hands on' practical classes, role-play techniques, discussions, presentations and assignments.

Classroom Assessment

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choices, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies and discussions.

As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

Workplace Training

Students are encouraged to seek workplace training by themselves in order to build onto the job seeking skills that are taught at the College.

Workplace Assessment

Some programs contain mandatory workplace training, which is assessed in the workplace.

Apart from the mandatory assessed workplace training, the Booroongen Djugun College offers no supervision whilst the actual workplace training is being undertaken. Supervision is left to those employers who have offered to participate in workplace training placements and / or Volunteer Training Program (VTP).

Photocopying of assessments

Students are advised to keep copies of all written work before submitting this to their trainer. Any copies required will be charged at 50 cents per page. Please note that: Certificates/Testamurs or Statements of Attainment will not be issued until all relevant fees are paid.

Re-issue of testamurs/certificates

Students requiring replacement of their Certificate or Statement of Attainment will be charged an administration fee of \$50. A Request Form for Replacement of Certificates or Statements of Attainment must be lodged with the Training and Placement Coordinator.

STUDENT INFORMATION

RE-SCHEDULED ASSESSMENT POLICY and PROCEDURE

Booroongen Djugun College acknowledges the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015 and is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students.

Students are notified in advance of assessment dates and times by the member of staff responsible for the assessment.

The Following Conditions Apply to Assessments:

- 1a Students who are absent on the day of assessment **should notify** the Booroongen Djugun College of their inability to attend prior to the assessment time.
- 2a Students attending under a traineeship scheme and who are unable to attend an assessment due to work commitments will need a letter from their employer stating the reason they are unable to attend.
- 3a Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

Students who have missed an assessment for any reason covered under conditions 1a, 2a or 3a of this policy must apply for the missed assessment to be rescheduled.

The Following Conditions Apply to Rescheduled Assessments:

- 1b Students must have rescheduled and completed the assessment within four (4) weeks of the original assessment date.
- 2b Students must organise to reschedule the assessment with the staff member responsible for the assessment.
- 3b Students must supply a letter from their employer as stated in condition 2a.

If conditions 1b, 2b or 3b are not adhered to, students will be deemed **‘Not Yet Satisfactory’**.

REASSESSMENT PROCEDURE

If a student has previously attempted an assessment and has been deemed **‘Not Yet Satisfactory’** they may apply for reassessment under the following conditions:

- 1c Where conditions 1b, 2b and 3b **DO NOT APPLY**, students deemed **‘Not Yet Satisfactory’** may be reassessed.
- 2c Where conditions 1b, 2b and 3b **DO NOT APPLY**, students who have previously attempted an assessment and are deemed **‘Not Yet Satisfactory’** may be reassessed a second time at no cost.

STUDENT INFORMATION

ASSESSMENT APPEALS PROCESS

All participants have the right to appeal any assessment decision made by Booroongen Djugun College if they:

- ◆ believe that the assessment is invalid and/or
- ◆ feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Assessment Appeal Form (available from the administration office) within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this part is not binding to either part in the dispute.

If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary

If no satisfactory solution is reached you can appeal to the Australian Skills Quality Authority (ASQA).

You have the right to a support person to be involved at all times during the appeal process.

ISSUING OF CERTIFICATION

Vocational education and training undertaken at Booroongen Djugun College is competency based. Assessments determine whether a student is competent/or not yet competent.

Students are issued with a statement listing units undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students are issued with certification listing units undertaken and results are either **Competent** or **Not Yet Competent**.

Booroongen Djugun College is responsible for the issuing the qualification to students upon their successful completion of the qualification. The issue of the qualification will be within 30 days of receipt of all units of competency marked as having met all assessment requirements.

WHAT ARE COMPETENCIES?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each unit. Each unit is often made up of several elements.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

STUDENT INFORMATION

YOUR RESPONSIBILITIES AS A LEARNER

All students will be provided with a description for each Unit and, the elements, which make up each Unit of competency together with a proposed list of “Show, Tell and Apply” evidence.

Competency Assessment Processes

There are three types of assessment that occur at different stages for each Unit.

1. Initial assessments to identify what competencies you already have. (Overall self-assessment.) From this a learning plan can be designed to develop the remaining or outstanding competencies.
2. On-going assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
3. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

How are competencies assessed?

Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, Tell and Apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as “S” - Satisfactory or “NYS” - ‘Not Yet Satisfactory’”. Assessments are not ‘scaled’ or ‘marked’.

Broadly it’s simply a matter of whether you can (‘S’) or cannot (‘NYS’) demonstrate your skills and provide supporting evidence to the performance standard.

If your evidence fails to demonstrate the level of competency for any unit or Performance criteria appropriate to the qualification the assessor can design a flexible training plan /pathway.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all units of learning, a certificate for the full qualification cannot be issued.

You can however, receive recognition for the competencies and units of learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, Unit numbers and national identification number.

STUDENT INFORMATION

If you elect to continue and complete the full qualification or any outstanding Units your assessor will work with you and together, a training pathway and plan can be developed to complete the outstanding learning units.

YOUR TRAINER'S RESPONSIBILITIES

1. Your Trainer will provide clear instructions about what is expected from you during your training.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. Your trainer will provide their contact details and you will be able to contact your trainer between workshops. This provides additional support for your self-paced and 'take home' learning activities.
4. When the total requirements have been *signed off*, an initial mechanism can begin towards final assessment by the approved Trainer/Assessor.
5. During assessment the learner must be able to *Show, Tell and Apply* the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "S" - Satisfactory or "NYS" - 'Not Yet Satisfactory'. Assessments are not *scaled or marked*.

GENERAL INFORMATION

STUDENT DRESS CODE FOR WORK EXPERIENCE

A high standard of professional dress is expected of all students. This allows students to familiarise themselves with the correct type of attire suitable for a professional environment and uphold the students and College image for prospective employers.

Female Skirts, blouses, tailored pants, dress jeans, dresses, and jackets are acceptable.

Male Collared shirt, dress T-shirt, and smart trousers/pants are acceptable.

Unacceptable Apparel during work placements:

Hats, tracksuits, ski pants, midriff blouses, ribbed/close fitting tops, micro-skirts, surf shirts, plunging necklines, and facial jewellery with the exception of studs.

Footwear such as thongs and open shoes.

Dress standards may vary according to the type of industry / work experience e.g. horticulture.

Failure to comply with this policy may result in students being asked to go home and change into acceptable clothing.

STUDENT INFORMATION

BOOROONGEN DJUGUN COLLEGE'S PROPERTY

During the term of enrolment students may be issued with resources to aid them in their studies. These resources remain the property of the Booroongen Djugun College and are only on loan.

These resources may take the form of:

- **Work papers**
- **Class sets of notes**
- **Text books** belonging to the College and for which the student has not paid
(NOTE: all on loan text books received by students must be recorded on the Student Loan Register held at the Administration Office. The Register must be completed with the student's name, signature and the date of issue and also signed and dated when the books are returned).

Students are required to return the Booroongen Djugun College's property within the time specified by the issuing staff member.

Failure to comply with this policy will result in no certification being issued until all property is returned.

STUDENT EQUIPMENT LIST

All students will require:

- dictionary
- calculator
- typing/computer paper (A4 white)
- red, black, blue biros
- pencil
- eraser
- ruler
- highlighter
- writing paper
- other items may be required for specific units...

STUDENT TRAVEL CONCESSION FORMS

Travel Concession forms are available for all students for State Rail Authority and State Transit Authority of NSW and private bus services (if available).

Students requiring a travel concession can obtain an application form from the Administration Office.

STUDENT INFORMATION

STUDENT FEEDBACK AND QUALITY IMPROVEMENT

Booroongen Djugun College collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each course unit / module with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office.