



Booroongen Djugun College
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**Booroongen Djugun College is a Registered Training Organisation (RTO)
RTO National ID: 6673**

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Student Handbook: VET STUDENT LOANS

Disclaimer: This Student Handbook contains information that is current at the date of publication. Changes in legislations, regulations or Booroongen Djugun College circumstances after this date may impact on the accuracy or currency of the information included.

Booroongen Djugun College takes all care to ensure that the information contained in this handbook is accurate at the time of publication, but reserves the right to vary information described in this publication without notice. Information about the organisation is provided in this Handbook and should be read prior to enrolling. Student should always refer to the version available on [http://www.booroongendjugun.com.au/college/documents/VSL Student handbook](http://www.booroongendjugun.com.au/college/documents/VSL%20Student%20handbook) as this would be the most current one.

THIS HANDBOOK

This Handbook has been developed to provide students with an outline of the expectations and responsibilities of all involved in the Vocational Education and Training process: the student, the employer, the trainer (where applicable).

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WELCOME TO BOOROONGEN DJUGUN COLLEGE

Booroongen Djugun Limited trades as Booroongen Djugun College, hereafter referred to as Booroongen Djugun College, endeavours to ensure a positive training experience is had by all students. Emphasis is placed on rewarding known abilities, developing further skills and increasing knowledge to create opportunities and expand the boundaries for each individual. We have a practical approach to education and training with our priority being designing and developing programs to give you the necessary skills to readily apply in the workplace.

Booroongen Djugun College aims to provide advice and support services to assist students in achieving their personal or professional goals. Both staff and students are responsible for ensuring they understand and implement all legislative requirements regarding the provision of services, as well as behaving in a courteous, sensitive and non-discriminatory manner at all times.

Our dedicated staff offer many years of training experience combined with a thorough knowledge of current industry requirements that enable them to assist you through your course. Their focus is on providing a positive, supportive learning environment in response to your learning needs and expectations. Booroongen Djugun College continuously strives to improve performance in all aspects of work and observe the principles and practices of adult education.

ABOUT US

The College's mission is to offer education and training programs and additional services to Indigenous people for the benefit of the individual, the community and the Nation. The programs and services are comprehensive, accessible, flexible and community-centred in order to enhance the development of Indigenous community members.

The College has an Elders Council who revive and promote Indigenous culture through storytelling and through participation in decision making, future planning and direction of the College with staff and management.

Our Elders Council are involved in activities such as Elders Workshops and guest speaking to students of accredited subjects ie: developing an Indigenous perspective, understanding Indigenous issues, bush foods, bush medicines, health and the ageing process. The Elders, through their involvement, have shown approval for the College itself. Studying and learning is encouraged by the Elders which gives the College credibility.

DEVELOPMENT OF PROGRAMS OF OUTSTANDING QUALITY

Booroongen Djugun develops and consolidates its role as a national training centre by continuing to write its own courses, develop national models and adapt models developed elsewhere for use by Indigenous people.

The Board of Directors through regular consultation with their community, recognise the need to develop courses of relevance to the Indigenous community. The need for this is clearly demonstrated in the Company's Business Plan.

CULTURAL ENVIRONMENT

The College provides an environment that reflects the culture of the learners. Training is based on Indigenous traditions and customs. The cultural role ensures values, traditions, and customs are an integral part of the training experience. Aboriginal English is recognised and acknowledged as the primary language for some of our people.

Booroongen Djugun College's training programs are designed to enable Indigenous adults to function within the employment sphere, in their own communities, and in the wider community. The College operates a centre-based service (Kempsey), outreach programs (anywhere in New South Wales), and distance education (National project).

Education Role: • Achieve personal goals • Develop industry skills • Develop a career path

Political/Civic role: • Self-empowerment and empowerment of others • Knowledge and skill attainment aimed at social change

Cultural role: • Focuses on traditions and customs • Addresses spiritual beliefs and practices • Highlights differences in perception and comprehension • Fosters cultural traits

The major concern of the College is to ensure that Indigenous education and training programs are coming via an Indigenous perspective: how they are involved, what processes are in place, and with what effectiveness.

College management consults the Elders Council to identify the needs and expectations of Indigenous peoples.

ACCESS FOR LEARNERS

The College is a culturally-safe learning environment.

Management and staff are members of external committees to ensure they keep abreast of the latest information, this information is used to continually improve the training and services of the College.

Strategies in place to improve access for Indigenous adults and VET-in-School students:

- Improve College atmosphere: staff are encouraged to 'nurture' and support students
- Indigenous role models: College has majority of Indigenous staff
- Sense of ownership: students feel a sense of belonging, feel their input into College matters is acknowledged and valued
- Indigenous art throughout the College helps define its culture

- Outreach programs: the College has adopted the original concept of a university/college as a body of learners. With this in mind the College uses a community-model in which the trainer leaves the confines of the College and takes the learning to the people.
- Increased number and type of courses available: College is community-driven, Government and industry driven.
- Provision of courses via a range of options including in-class, self-paced, distance education, outreach, and workplace training.
- Participation in Career Days, Expos, etc: marketing of the College and its services
- Liaison with Indigenous organisations and communities: ensuring the College meets the needs of the communities it serves

STUDENT SUPPORT

The College has implemented various forms of information technology and student support mechanisms to support programs offered in any geographical location in Australia. Information technology is used by the College and includes a Web Page, electronic course content, Freecall 1800 630 230 telephone number, 02 6560 2002 facsimile, and college@booroongendjugun.com.au email services.

LEARNING OPPORTUNITIES

Innovative thinking at all levels is encouraged and valued. Innovative approaches to the provision of training at the College has developed over a period of time:

- A shared vision by management, staff and students
- An emphasis on the Indigenous methodology of learning that is audio, visual, demonstration, observation, hands-on, role play, etc.
- Positive self-identity through cultural activities and achievement of industry skills.
- Early achievement of industry skills as positive reinforcement students 'can do it'.
- Cultural content relevant to the learner, shared values and beliefs
- Ownership of the College, staff and students empowered to make decisions.
- Facilitated learning (dual roles of both trainer and student)
- Input from Indigenous Elders and community members, a community College in every sense
- Study methods learnt are transferable to other systems eg VET-in-Schools back into education system.
- College positively reinforces a culture of learning with staff and students.

RESPONSIVENESS TO DIVERSE COMMUNITY LEARNING NEEDS

Students at Booroongen Djugun College are potential labour market participants. Knowledge is taught in harmony with Indigenous peoples' cultural and social needs.

Training at our College is culturally appropriate, based on Indigenous traditions and customs, incorporating the spiritual beliefs and practices of Indigenous people, and seeking integration between traditional and mainstream approaches.

The College encourages a broadened base of learning that encompasses not only the educational objectives, but objectives based on the social and political issues of the local areas.

The College sees community-based Indigenous education and training as part of the overall community structure. Many factors will have, and continue to have, an impact on whether or not a program is successful. Input by students, the community, Indigenous organisations, and other interest groups is encouraged, welcomed, and acknowledged.

There are many stakeholders who make up the components of the College's education and training, these include, the learners, the trainers, the Indigenous community, the tutors, Indigenous political leaders, College management and staff the State Government, the Australian Government, Indigenous organisations, and the College Elders Council

At our College an Indigenous person's value system and cultural traits are acknowledged and respected. Important cultural aspects that are considered include: Aboriginal English, extended families, body language, group orientation, sharing past/present, orientation, learning differences, and differing values.

LINKS

The College's aim is to develop and consolidate its role as a national training centre. The College will pursue this aim by continuing to write its own courses; by developing national models; by using, testing, and adapting resources developed elsewhere and rewriting them for use by our Indigenous people.

The College has developed linkages and supportive arrangements with a wide range of Indigenous and non-Indigenous groups including government agencies, health services, training providers, and professional associations and community organisations. The College maintains an ongoing and extensive consultation network, especially with many local Indigenous communities and Indigenous organisations.

INDIGENOUS MANAGEMENT AND STAFF

Booroongen Djugun College has contractual obligations with staff regarding their commitment to continuous learning and personal development.

The College ensures Indigenous staff are adequately supported in completing accredited industry training. This action ensures that College staff have a better understanding of the roles and responsibilities of trainers, and the needs and expectations of our students

OUR VISION

Our Vision at Booroongen Djugun College is to:

- Be the Preferred Choice training provider for students to achieve their job and career goals
- Be recognised as a leader in Vocational Education and Training
- Be a place of motivation, recognition and empowerment

OUR MISSION

We exist to provide the **ultimate Vocational Education and Training** experience for our students.

OUR VALUES

- Our Students – the focus of all our efforts
- Responsive – we are open to feedback that will improve our systems and we'll respond in a timely manner.
- Empowerment – we build confidence and the ability for people to engage effectively in the community.
- Recognition – of students and employers, and their commitment to industry skill building
- Engagement - we deliver customised learning programs built on the identified needs of the students

OUR COMMITMENT TO OUTSTANDING STUDENT SERVICES

We commit to:

- Timeliness
- Providing timely responses and friendly support at all stages of the learning experience
- Student and Employer Satisfaction
- Keeping in touch with prospective and past students and employers so they are aware of our services
- Being professional at all times
- Using appropriate communication
- Listening and really understanding student and employer feedback to improve College service delivery

OUR CAMPUS

Booroongen Djugun College is located at
337-351 River Street
Greenhill via Kempsey, NSW 2440

Phone (02) 6560 2000 Fax: (02) 6560 2002

Email: college@booroongendjugun.com.au

STUDENT ENQUIRIES

Student who require assistance with their course, work requirements or have a query in regards to Booroongen Djugun College's policies and procedures can use the College main telephone number 02 6560 2000 or Freecall 1800 630 230. Your call will be re-directed to the appropriate staff member.

OUR POLICIES

In our pursuit for excellence and client satisfaction, Booroongen Djugun College regularly updates its policies and procedures to ensure they meet best practice requirements.

Policies relevant to our students are available in this handbook and on our website. Other Policies are available upon written request to the Administration Manager at the College.

WORKPLACE HEALTH AND SAFETY (WHS)

In accordance with the Workplace Health and Safety Act 2011 and the Work Health and Safety Regulations and Codes of Practice, Booroongen Djugun College is committed to the implementation of the relevant policies to ensure a safe and healthy workplace for staff and students.

All training facilities and resources are maintained in a safe and workable manner that meets WHS requirements. This demonstrates our commitment to Work Health and Safety. Students must report all potential and/or actual hazards observed to their trainer. When training is being delivered off-site or at a client's facility, the trainer will ensure a safe and healthy environment before any training is delivered.

All students and staff are responsible for their own and others' safety. Students must follow WHS policies and procedures at all times.

EMERGENCY AND FIRE PROCEDURES

During their orientation, all staff and students are made aware of emergency procedures and evacuation points.

Emergency Procedure Action Plans including Fire Evacuation Plans are located at each training room. Emergency Evacuation drills are conducted on a regular basis.

ACCESS AND EQUITY

Booroongen Djugun College provides equal opportunity for all students regardless of sex, race, colour, national origin, age, religion and physical or intellectual disability.

College management and staff will assist and provide prospective and existing students with information that relates to their training; as well as any additional

support services that are available and may be required by an individual to successfully complete their program.

STUDENT SERVICES

Booroongen Djugun College strives to accommodate all student needs, so no student will be disadvantaged due to any medical condition, illness, learning difficulty or disability.

Booroongen Djugun College has a range of strategies to support students to complete their qualification/s within the expected time frame and at the level required by industry.

Students requiring additional support will be identified through the enrolment and orientation processes, and individual needs will be addressed promptly.

Disability support and special delivery and assessment arrangements will be provided where required.

Throughout their course, students will also be provided with extra support.

Students enrolled under the blended delivery mode are provided with the following:

- Regular contact
- The answering of questions/queries/concerns whenever these arise
- Feedback on their assessments, and
- Encouragement to complete their course within the set timeframe.

This support is provided via phone or email on a monthly / bi-monthly basis, depending on the course undertaken.

HARASSMENT AND DISCRIMINATION

Booroongen Djugun College does not tolerate harassment or discrimination of any kind. If you feel you are being harassed or discriminated against please contact College staff on 02 6560 2000 and ask to speak with the Director of Training and Services.

All complaints are taken seriously and fully investigated.

Booroongen Djugun College believes that:

- All students and staff have the right to work and study in an environment free of harassment and discrimination
- Everyone must be treated fairly and that no person should be subjected to any form of harassment or discrimination
- Complainants and witnesses will not be victimised by enforcing the following Acts:
 - The Equal Opportunity Act 2010 which incorporates Sexual Discrimination, Racial Discrimination
 - The New South Wales Charter of Human Rights and Responsibilities which outlines the basic human rights of For more information regarding these Acts please refer to the Equal Opportunity and Human Rights

Commission in your state.

POLICE CHECKS AND WORKING WITH CHILDREN CHECKS

A Police Check may be required prior to the commencement of your work placement. For example, students undertaking their placement in an Aged Care Facility must have a National Police Check.

These checks are the responsibility of the student and need to be organised by the student 6 weeks prior to the commencement of the work placement.

Booroongen Djugun College staff, including trainers and assessors, are required to have a National Police Check at the commencement of their employment.

Booroongen Djugun College staff, including trainers and assessors, working with children under the age of 18 hold a current Working with Children's Check.

PLAGIARISM AND COLLUSION

Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference;
- Other students' work is copied or partly copied;
- Other people's designs, codes or images are presented as the student's own work;
- Phrases and passages are not to be used without quotation marks and without a reference to the author and/or a web page;
- Notes are reproduced without due acknowledgement

Booroongen Djugun College is committed to upholding standards of academic integrity and honesty

Plagiarism in any form is unacceptable and will be treated seriously.

- Students will be advised at the beginning of their course about plagiarism to ensure the student understands that work submitted for assessment is the work of the student concerned
- A student found to have plagiarised will be provided with the opportunity to respond.
- A staff member who suspects that plagiarism has occurred must produce evidence (through identifying the source) to support their allegation. The marker/assessor must decide whether or not they believe that plagiarism was likely to have been intentional or unintentional. If the student is unable to provide a satisfactory explanation of the correspondence between the student's work and the sources identified by the staff member, the marker/assessor may infer that plagiarism was done with intention to cheat.
- If the failure to acknowledge the ideas of others was not intentional, the only offence the student has committed is the academic misdemeanour of failing to reference a source correctly. Penalties may be applied.

- If the marker/assessor is reasonably satisfied that the plagiarism was, more likely than not, done with intention to obtain an unfair advantage in assessment, the matter must be reported as suspected cheating to the Director of Training and Services.
- The Director of Training and Services will determine the final outcome. If the student is found to have plagiarised with the intention to cheat, the student may face serious penalties. If the student is found to continue to plagiarise, the student may be withdrawn from their course.
- Markers/assessors will take steps to detect plagiarism by comparing work submitted for assessment against various databases, which may include the World Wide Web, electronic reference materials and other students' work submitted for assessment.
- A student's involvement in alleged plagiarism will be retained and staff will have access to this information when considering any subsequent allegations of plagiarism.

Referencing guidelines

Students using material found through research, need to identify in their work where the information was obtained from, and acknowledge their sources.

If material was retrieved from books the following details need to be included in the student's work:

- Author name (surname first, followed by first name or initials)
- Publishing company
- Place of publication (usually a town or city) – if available
- Year of publication – if no date, “nd” – not dated.

This information can usually be found on the first two pages of a book.

Example: Kearns Karen, Austin Bev, Birth to Big School, Pearson Education, 2008

Using footnotes

Footnotes are used in text, to indicate the source of a fact, opinion or quotation and provide additional explanatory material. Footnotes are placed at the bottom of the page. Footnote numbers should continue consecutively throughout the piece of work. The same format as for a Bibliography is used, but footnotes also need to include the page number or numbers after all other information.

Example: Schlegel, N. Research and Study Skills Guide for Senior Students, Burwood, Vic. Beri Publishing, 1990 p. 34

MOBILE PHONES

Participants are asked to turn off all mobile phones prior to the commencement of a training session.

PERSONAL PROPERTY

It is advised that students do not bring items of value to training sessions or to work placements. Booroongen Djugun College takes no responsibility for lost or stolen items. Please ensure all your personal property is secure and not left unattended.

SMOKE FREE POLICY

Booroongen Djugun College is a smoke free workplace. If you choose to smoke you must go outside and use the designated smoking area and the bins provided.

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, Flicker, Twitter, Tumblr, Google Plus, N9gsg, Instagram, or any other site is strictly prohibited unless prior written permission has been obtained.

STUDENT CLASS-FREE DAYS

No classes will be conducted on Public Holidays (including NAIDOC Day) or during Booroongen Djugun College closure for the Christmas period. Students will be advised of these dates in their Timetable.

STUDENT CODE OF CONDUCT

Learning is a positive experience that empowers the individual and raises self-confidence and self-esteem. To enable students achieve the best experience at Booroongen Djugun College we require 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 them
- 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 their own behaviour
- When attending work 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 the student at Orientation.

Codes of Conduct ensure that all students are provided with the opportunity to learn in the best possible conditions. Failure to adhere to the guidelines could result in counselling, and in extreme circumstances, the removal from the class and/or termination of the enrolment.

Refer to the Student Information Handbook for additional information.

FEES and CHARGES POLICY

All Booroongen Djugun College course fees are available on request from the College office. Fees and Charges are reviewed by College management on an annual basis and amended as necessary.

The Schedule of Fees for all courses on offer by the College are provided to students during the pre-enrolment application process.

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.

According to the Standard for RTOs 2015, Booroongen Djugun College is required to provide students with protection for fees collected in advance. This applies to all students, irrespective of their funded or full-fee paying status.

Fee for Service Students

Fee for service students enrolling in a Diploma, or Advanced Diploma qualification with Booroongen Djugun College could defer their course fees by accessing the Commonwealth Government VET STUDENT LOANS Scheme. Eligibility criteria applies.

All students not accessing the VET STUDENT LOANS Scheme will be required to pay course fees as outlined above under Fees and Charges Policy.

The below fees apply to all Fee for Service Students:

Course Fees

- Course fees cover all costs for the provision of training including materials that are necessary to the teaching of the course and are consumed by students throughout the course.
- For students enrolled under the VET STUDENT LOANS Scheme, course fees are incurred after the Census date for each Unit of Study has passed.
- Course Fees will be reduced by Credit Transfers for previous formal training with another RTO of equivalent units of competency in the course a student is enrolling into, where there is sufficient and current evidence.

Collection of Fees

The enrolment administration fee of \$300.00 (non-refundable) is payable at the time the student complete the enrolment application documentation.

Students who elect to defer payment of this fee can pay in full any time between completing the application for enrolment documentation and four weeks prior to the intake commencement.

Students can also sign into a payment plan, ensuring regular payments between enrolment date and the latest date that payment in full is required.

Protection of Students Fees

Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.

As an approved provider under the *VET Student Loans Act 2016*, Booroongen College must be a party to an approved tuition assurance arrangement or have an approved exemption in place.

The Statement of VET Tuition Assurance sets out the arrangements for tuition assurance that will apply from 1 January 2020 and Booroongen Djugun College's obligations from that date.

The Department of Employment, Skills, Small and Family Business currently manages interim tuition assurance arrangements for VET Student Loans and remaining grandfathered VET FEE-HELP students.

If Booroongen Djugun College is unable to provide services for which the learner has prepaid, the learner can be placed into an equivalent course such that: the new location is geographically close to where the learner had been enrolled, and the learner receives the full services for which they have prepaid at no additional cost to the learner or... if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

On 18 September 2019, the Australian Government introduced a package of Bills to reform tuition protection for domestic students accessing a VET Student Loan (VSL), or a FEE-HELP or HDS-HELP loan, at a private education provider TAFE.

The Bills — collectively called the Tuition Protection Bills — will establish strong and sustainable tuition protections for students whose education or training provider stops teaching or closes entirely. Subject to the passage of the Bills, the new tuition protection arrangements will commence on 1 January 2020.

The Bills will expand the successful Tuition Protection Service (TPS) for international students to include similar tuition assurance protection for domestic students accessing an Australian Government student loan.

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.

Photocopying of assessments

Students are advised to keep copies of all written work before submitting this to their trainer. Please note: Certificates/Testamurs or Statements of Attainment will not be issued until all relevant fees are paid.

REFUNDS POLICY

Definitions:

Course duration: refers to the full length of the course.

Volume of learning: indicates the amount of the course delivered to the student and applies to students enrolled into a course that is not classroom based.

Commencement: refers to when the student attends/views the Course Orientation Session.

Applicant/s: refers to students, employers and job seeker agencies, who want to apply for a refund of fees paid.

Scope

This procedure does not apply to Fee for Service Students who have chosen to defer their course fees through the VET STUDENT LOANS Scheme.

For students assessing this program the “Refund Policy for the purposes of the VET STUDENT LOANS Assistance Scheme” applies.

Process

Applicant must complete an 'Application for Refund' form and return to Booroongen Djugun College's Director of Training and Services.

All information on the 'Application for Refund' form must be completed and the form must be signed in order for the request to be considered by Booroongen Djugun College's Director of Training and Services.

- Director of Training and Services will advise the College of the request for a refund and will, once all information has been gathered, meet with the Training and Placement Coordinator to discuss amount of course fees to be refunded – Director of Training and Services to authorise the refund.
- Training and Placement Coordinator to advise student of outcome within five (5) business days of receiving the 'Application for Refund' form, or of progress of request if outcome not yet reached. If a refund has been approved, Training and Placement Coordinator to confirm with student the method of repayment – EFT, credit card or cheque.
- Student to be notified in writing of the outcome, including the amount and date of the refund (if applicable). Any supporting notes to be attached to the completed application.
- The Administration Manager to process refund and update Student Refund log located under folder named Student Refund Log (Server – Executive Management).
- Where the student wishes to appeal for the Exceptions to the policy will be reviewed on a case by case basis.

In the event that the RTO ceases operation, please refer to the Fees and Charges Policy.

Related Policies and Forms:

Fees and Charges Policy

VET Tuition Assurance

Application for Refund Form

STUDENT ACADEMIC and NON-ACADEMIC GRIEVANCE POLICY and PROCEDURE

Definitions. For the purposes of this document the following applies:

The Act refers to the Higher Education Support Act 2003

Student/s refers to all persons enrolled in a VET course or persons enrolled in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be entitled to VET STUDENT LOANS assistance under clause 43 of Schedule 1A of the Act.

Complainant refers to Students who are lodging a complaint with Booroongen Djugun College.

Overview

Booroongen Djugun College is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students for both Academic and Non-Academic matters.

- We are committed to continuous improvement and approach complaints as an opportunity to refine and improve service delivery.

- We respect both privacy and natural justice considerations when handling complaints or appeals.
- This policy is publically available and is published on our website and an extract is provided in the student handbook.
- Learners may have decisions on their assessments reviewed if they feel a decision has been made in error.
- All complaints and appeals will be resolved within 60 days.
- If Booroongen Djugun College requires more than 60 days to resolve any complaint or appeal, we will write to all parties involved and explain why it requires more time and give an expected date that a resolution will be made. We will keep all parties informed during this time in writing.
- Students will be notified in writing of outcomes of all formal complaints/appeals, including reasons for the decision. Outcomes will be decided based on current Government Legislation, Standards for RTOs 2015, our Policies and Procedures, Rules of Evidence, Principles of Assessment and natural justice principles.
- Academic matters include those matters, which relate to student progress, assessment, course content, training environment or awards in a VET course of study.
- Non-Academic matters include those matters which do not relate to student progress, assessment, curriculum and awards in a VET course of study and includes complaints in relation to personal information that the VET provider holds in relation to the VET student and the handling of student personal information, the behaviour or actions of a Booroongen Djugun College (or any of its Associated Entities) staff member and the behaviour or actions of another student.
- Complainants are entitled to access this grievance procedure regardless of the location be it the College Campus, Complainant's place of residence or mode of study at which the grievance has arisen from.

Responsibility

All senior management staff are responsible for the implementation of this policy and procedure and for ensuring that all staff are fully trained in its operation and that all students are made aware of its availability on the company's website.

Informal Grievance Procedure

In the first instance students will contact their allocated Trainer, Assessor or Training and Placement Coordinator to discuss any issues or concerns they may have.

If the student is dissatisfied with the outcome of their discussion with the Trainer, they can escalate the matter by sending an email to the Training and Placement Coordinator, explaining their issue or concern.

The Training and Placement Coordinator will investigate the student's issue/concern and respond to the student within 5 Business days of the date of the student's e-mail.

The student will be advised of their right to access the Formal Grievance procedure, if they are still dissatisfied with the outcome at this stage.

Formal Grievance Procedure

The General principles that will apply to all stages of this grievance procedure will be adhered to by all staff at Booroongen Djugun College

These principles are as follows:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored electronically in a specific secure location and within a folder that will only be accessible to Executive Management.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted in writing to the Director of Training and Services, Booroongen Djugun College by:

- Post: Director of Training and Services, Booroongen Djugun College, Locked Mail Bag 3, Kempsey NSW, 2440
- Email: director@booroongendjugun.com.au
- The Director of Training and Services will assess the grievance and will bring the matter to the Executive Management for a determination to be made. The Director of Training and Services will advise the Complainant in writing within 14 days, of the Executive Management's decision and the outcome of the grievance.
- The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Quality Assurance Manager, Booroongen Djugun College:

- Post: Quality Assurance Manager, Booroongen Djugun College, Locked Mail Bag 3, Kempsey NSW, 2440.
- Email: operations@booroongendjugun.com.au

The Complainant's appeal will be reviewed and determination made by a totally independent person not associated with the training function.

The Quality Assurance Manager will conduct all necessary consultations with the Complainant and other relevant persons and where necessary discuss the matter with the members of the Executive Management so as to make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 14 days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution body appointed for this purpose by Booroongen Djugun College.

Booroongen Djugun College will source an independent mediator through LEADR – an association of Dispute Resolution specialists.

The contact details for LEADR are:

Level 1 13 – 15 Bridge Street

SYDNEY NSW 2000

Phone: 02 9251 3366

Email: leadr@leadr.com.au

Costs of such mediation will be shared equally by Booroongen Djugun College and the Complainant. The parties must be available to attend mediation within 30 days.

Booroongen Djugun College will give due consideration to any recommendations arising from the external review within 14 days.

Publication

This Student Grievance Policy and Procedure will be made available to Students enrolled with Booroongen Djugun College through its publication on the College's website www.booroongendjugun.com.au and the Student Information Handbook.

STUDENT REVIEW and RE-CREDITING A STUDENT LOANS BALANCE POLICY and PROCEDURE

Definitions

- The Act refers to the Higher Education Support Act 2003
- Student: Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET STUDENT LOANS for payment of their course fees in respect of the VET unit of study in which they are enrolled.

Census Date:

- A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Course Fees:

- Fees paid for a VET Unit of Study that is approved for VET STUDENT LOANS and applies to students who are, or would be entitled to VET STUDENT LOANS assistance under clause 43 of Schedule 1A of the Act.

Unit or VET Unit of Study:

- A VET unit of study approved for VET STUDENT LOANS that a student may undertake with Booroongen Djugun College, for which the student may access VET STUDENT LOANS assistance to pay for all or part of their tuition fees.

The Department: Commonwealth of Australia represented by the department which has the responsibility for administering the Higher Education Support Act 2003.

Incurring a VET STUDENT LOANS Debt

A Student who is, or would be, eligible for VET STUDENT LOANS and has requested VET STUDENT LOANS Assistance, who withdraws from a Unit on or before close of business on the census date, will not incur a VET STUDENT LOANS debt for the course fees for that Unit.

Students who have requested VET STUDENT LOANS Assistance who remain enrolled after the published census date will incur a VET STUDENT LOANS debt. A Student who withdraws from a Unit after the published census date for that Unit will incur a VET STUDENT LOANS debt for that Unit.

Re-crediting a STUDENT LOANS Balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their STUDENT LOANS balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the following procedures.

Special Circumstances

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their STUDENT LOANS balance re-credited for the affected unit/s.

The VET provider must ensure that it takes reasonable steps to ensure that Booroongen Djugun College will re-credit the Student's STUDENT LOANS Balance if it is satisfied that Special Circumstances apply where:

- these circumstances are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit.

For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET STUDENT LOANS assistance; or
- a Student's incapacity to repay a VET STUDENT LOANS debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Booroongen Djugun College will re-credit a person's STUDENT LOANS balance with an amount equal to the amounts of VET STUDENT LOANS the person received for a VET unit of study if:

- the person has been enrolled in the VET unit of study with Booroongen Djugun College; and

- the person has not completed the requirements for the VET unit of study in the period the person undertook, or was to undertake the VET unit of study; and
- Booroongen Djugun College is satisfied that special circumstances apply to the person; and
- the person applies in writing to Booroongen Djugun College for re-crediting of the STUDENT LOANS balance; and either:
- the application is made within 12 months of the person withdrawing from the VET unit of study or if the person has not withdrawn, within 12 months of the end of the period in which the VET unit of study was, or was to be, undertaken; or
- Booroongen Djugun College waives the requirement the application be made before the end of the 12 months, on the ground that it would not be, or was not, possible for the application to be made before the end of the 12 months.

Please note: Where a provider allows a person to defer completion of their studies regarding a unit of study in issue, the 12 month period applies from the end of the extended period for the unit in issue.

Re-credit of a Student's STUDENT LOANS balance - The process

Each application for re-credit of a student's STUDENT LOANS balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim by the VET STUDENT LOANS.

Committee.

1. A Student **must apply in writing** to the VET STUDENT LOANS Committee within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit.

Booroongen Djugun College has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.

2. The application for re-crediting a STUDENT LOANS balance must include details of the:

- Unit(s) for which a Student is seeking to have a STUDENT LOANS balance re-credited and
- Special circumstances as referred to above, including supporting documentation.

3. Booroongen Djugun College will consider each application within 14 working days of receipt of the application. It will consider each request to re-credit a STUDENT LOANS balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 21 working days.

Review of Decision

4. Where Booroongen Djugun College makes a decision NOT to re-credit a student's STUDENT LOANS balance that decision may be subject to review.

5. If a Student is not satisfied with the decision made by Booroongen Djugun College, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:

- be made within 28 days of receipt of the original decision
- include the date of the original decision
- state fully the reasons for applying for the review
- include any additional relevant evidence

6. Applications should be made in writing to the Reference Needed Human Resources Manager, as the designated Review Officer of any decisions relating to a request for re-crediting of a STUDENT LOANS balance.

Note: The Reference Needed Review Officer is not involved in making the original decision to be reviewed.

7. The Reference Needed Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days; and
- inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

8. The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the Student
- provide written notice to the Student of the decision, setting out the reasons for the decision
- inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).
- Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details and Approximate Costs

New South Wales Administrative Appeals Tribunal
55 Market St, Sydney NSW 2000
Phone: 1800 624 367

Note: Full details of the application process and fees payable are available on the AAT Registry's website www.aat.gov.au. An application fee may have to be paid, and is subject to change. Applications cannot proceed until the fee has been paid or

waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of The Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the department's receipt of a notification from the AAT, the department will notify Booroongen Djugun College that an appeal has been lodged. Upon receipt of this notification from the department, the Review Officer will provide the department with copies of all the documents that are relevant to the appeal within ten (10) business days.

Publication

This policy and procedure is published on the Booroongen Djugun College website, www.booroongendjugin.com.au to ensure students have up-to-date and accurate information publicly available to them.

RECOGNITION OF PRIOR LEARNING (RPL) and CREDIT TRANSFER (CT)

Students who enrol in a course at Booroongen Djugun College have the opportunity to apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT) for units of competency within their course of study. The policy and procedure outlines the processes in applying for RPL or Credit Transfer to Booroongen Djugun College.

Relevant Standards

This Policy and Procedure covers Standards 3.5, 4.1 and 5.1 of the VET Regulator Standards for RTOs 2015.

Definitions

Recognition of prior learning is the process of recognising an individual's current skills and competencies, which were attained through prior experience, and/or learning. This includes:

- Previous study of either a formal or informal nature
- work experience
- general life experience
- any combination of the above.

Credit Transfer

Is the process by which the RTO accepts and provides credit to learners for units of competency where these are evidenced by:

- AQF certification documentation issued by another RTO or
- AQF authorised issuing organisation such as University, OR
- Authenticated VET transcripts issued by the Registrar or

Policy

Students who believe they have prior learning, experience or knowledge related to one or more units of competency in the course they are enrolling into, are encouraged to discuss the RPL or CT application processes with their course coordinator.

Booroongen Djugun College's Recognition of Prior Learning (RPL) and Credit Transfer (CT) processes are designed to take into account all existing levels of experience, knowledge and skills that may be relevant to the unit(s) of competency in the course that a student is enrolled into. Some candidates may be eligible to

apply for the assessment of one or more units of study to be conducted via the process of RPL. Booroongen Djugun College will contact the Issuing Organisation to verify the authenticity of the certifications.

Fees for the course will be adjusted if a successful Credit Transfer is granted.

PROCEDURE

Application for Recognition of Prior Learning (RPL)

During the enrolment process Booroongen Djugun College will:

1. Advise all applicants that RPL is available.
2. Provide information to all students on the RPL process through the Booroongen Djugun College Website and the Student Handbook.
3. Provide an RPL Package and 'Self -Assessment' forms when requested by a prospective student.
4. Explain the RPL process to students who indicate on their enrolment form that they are interested in obtaining RPL, on the day or prior to the face-to-face orientation.
5. Inform all students that they are able to apply to be assessed for units of competency through the process of RPL.
6. As RPL is a formal assessment process, impose a fee per unit for the assessment of all RPL applications.

Applicants who believe that they have the relevant skills, knowledge and experience to apply for RPL, will need to:

1. Contact Booroongen Djugun College to request the RPL Application Form and the Student RPL Assessment Tool Kit.
2. Read and understand the unit competencies before making a decision on applying for RPL.
3. Using the Self-Assessment Templates in the Student RPL Kit, assess their acquired knowledge and skills by corresponding their evidence against the requirements of each unit of competency that they are applying for RPL.
4. Gather relevant supporting material as evidence. All evidence provided is to be copied and certified as true copies of the originals. Types of evidence may include but are not limited to:
 - Statements of Attainment
 - Job references
 - Examples of work document/s
 - Certificates of Attendance in workplace education
 - Superseded qualification certificates
 - Statement/s of duties in the workplace
 - Published Achievements
 - Documents displaying supervisory skills
5. Ensure that they have sufficient evidence as outlined in the documents provided for each unit of competency in the Student RPL Kit.
6. Ensure that the evidence portfolio is clearly labelled, with each piece of evidence labelled. It is not up to the assessor to map the evidence against the unit of competency requirements.
7. Submit to their trainer the completed RPL Package (consisting of the RPL Application Form and the Student Kit) and include all supporting evidence/documentation in an easy to follow portfolio. It is important that

applicants find out what supporting documentation will be required for them to submit with their application.

When the application is received, relevant to the course a Booroongen Djugun College Assessor will conduct the assessment, as follows:

1. The assessor will assess the completed RPL documents and the supporting documentation provided by the applicant to ascertain if the student can be granted recognition for the applicable units of competency. The Assessor will do this by :
 - checking the evidence against the Performance Criteria and the Knowledge Evidence required for each unit.
 - implementing the Principles of Assessment which entails conducting the assessment with fairness, flexibility, validity and reliability.
 - implementing the Rules of Evidence which entails evaluating the evidence provided, to ensure its validity, sufficiency, authenticity and currency.
2. Where the assessor is unable to make a judgment from the evidence presented, the assessor may undertake or request for any of the following to occur:
 - An interview to be conducted with the applicant
 - Professional conversations to be undertaken with relevant employers/industry
 - The observation of the applicant's skills and/or oral questioning
 - Supplementary assessment tasks to be completed by the applicant
 - Work samples to be submitted by the applicant
 - Other documents to show and support skills
3. The Course assessor will then verify the evidence presented.
4. The Course assessor will make an assessment determination/judgement.
5. The Training and Placement Coordinator or the Training Manager will confirm the assessment determination/judgment.
6. The applicant will be notified of results of application for RPL assessment by letter or email and is given a copy of the RPL Assessment Result with Feedback.
7. The compliance team will record the RPL assessment outcome in the Student Management System.
8. Units granted RPL are listed on the applicant's Certificate/ Statement of Attainment at the completion of their course.

Application for Credit Transfer (CT)

As a Registered Training Organisation (RTO), the Booroongen Djugun College accepts formal qualifications attained by students through previous formal learning/training with another RTO and will provide Credit Transfer for equivalent units of competency in the course a student is enrolling into, where there is evidence of :

- AQF certification documentation issued by another RTO or
 - AQF authorised issuing organisation such as University, OR
 - Authenticated VET transcripts issued by the Registrar or
1. Students wishing to apply for Credit Transfer are required during the Enrolment process and prior to the commencement of training, to provide their course trainer/assessor with appropriate original or certified copy of documentation issued by another RTO or authorised issuing body – as mentioned above.

2. As the CEO's delegate, the course Trainer/Assessor will make a copy of any original documentation provided by the student and verify this as a 'true copy' and verifies with the issuing organisation the authenticity of the Certificate/s or SOA/s provided by the student.
3. The Training and Placement Coordinator will check the units of competency on the document/testamur provided, against the qualification structure of the course offered by the Booroongen Djugun College and ascertain if there are any common units.
4. Where there are common units, the Training and Placement Coordinator will advise the student that they will not be required to participate in Training and Assessment for the particular unit/s of competency.
5. The Training and Placement Coordinator will update the Training Plan with the Credit Transfer hours provided.
6. A copy of the Training Plan and the supporting documentation will be passed on to Compliance for Credit Transfers to be recorded in the Student Management System.
7. Where there are no common units between the document/testamur provided by the student and the Booroongen Djugun College's qualification structure in which the student is enrolling, or where the qualification completed by the student is superseded, the Training and Placement Coordinator will check against the National Register – training.gov.au –to ascertain if there is equivalency between current and obsolete units.
8. In case there is no equivalency between the units on the document/testamur and the qualification structure offered by the Booroongen Djugun College, the Training and Placement Coordinator will advise the student that they will need to fully participate in the Booroongen Djugun College's training and assessment process for the specific units of competency.

Related policies and documents:

Student Information Handbook

RPL Process Overview

When applying for RPL or CT, ensure you tick the applicable box on the enrolment form.

COMPETENCY BASED TRAINING

All Booroongen Djugun College programs are delivered and assessed under the principles of competency based training. This means that all accredited courses are built on "Units of Competency".

Competency based training includes the learning of skills and tasks required in the workplace. When you are being assessed you will be required to perform activities to the level required in the workplace.

Qualifications Pathways

Booroongen Djugun College will ensure it maximises the credit that students can gain for learning already undertaken, by enhancing student progression into and between AQF qualifications and recognising the multiple pathways that students take to gain AQF qualifications.

Booroongen Djugun College will support the development of pathways in qualifications design.

Qualifications

All Students participating in training with Booroongen Djugun College shall be issued with either a:

- Full AQF Qualification, or
- Statement of Attainment, or
- Statement of Attendance where required (e.g. where units were not fully completed and for Non-Accredited Training that is not linked to a unit of competency)
- All qualifications will be issued within 4 weeks from the completion of a course.
- Qualifications will not be issued until fees are paid in full.

Partial Completion of Studies

All Students who wish to exit from Vocational Education and Training (VET) Accredited Courses prior to completion will be issued with a Statement of Attainment for all units of competency successfully completed - provided that appropriate fees have been paid.

Practical Placement

Completing a Practical Placement and the relevant Log Book as evidence is required in some qualifications.

Students are required to have the placement agreement signed by the host organisation and their trainer – as well as sign the Agreement themselves. The original must be returned to Booroongen Djugun College and kept on file.

The purpose of a Student Placement Agreement is to ensure that all parties understand their responsibilities in relation to having a student undertake placement at any organisation.

Placement Logbooks must be completed and kept up to date and must accurately reflect the hours and activities completed. Students will need to get their supervisor at the host organisation to sign off their entries after each shift.

Enrolment

Upon expression of interest, students are selected into a course according to their, suitability to undertake the work involved and fulfil the requirements of the relevant industry. These requirements are discussed at the time of enrolment with the Career Consultants who will also discuss the student's eligibility for Government funding or for VET STUDENT LOANS Assistance and the fees and charges involved in their chosen course.

Once an enrolment is received Booroongen Djugun College will endeavour to start the training process, however, some circumstances may impede this progress; for example if the student has not completed the required forms for processing the enrolment or the relevant documentary evidence has not been supplied.

When all requirements for enrolment have been fulfilled, students attending classes will be advised of the date and time of their Orientation class, by the Career Consultants.

Pre-Training Review

All students are required to complete a Pre-Training Review at enrolment. The Pre-Training Review document is included in the enrolment application form and is submitted with the rest of the enrolment documentation.

The Pre-Training Review includes a ‘Language, Literacy and Numeracy (LLN) assessment and a Computer Literacy assessment. These written assessments must be the student’s own work ie: conducted without assistance, and must be written in blue or black ink – pencil cannot be used.

The results of these assessments are used to determine if the course is suitable to the student as well as determining if additional assistance needs to be provided to the student in order to achieve the qualification.

The trainer will discuss with the student how this support can be arranged. The Pre-Training Review will also assist your trainer to identify any competencies the student may have acquired through previous training or by working in the industry.

The trainer will also identify from the Pre-Training Review the learning strategies preferred by individual students and consider incorporating these in the delivery of the course.

GOVERNMENT SUBSIDISED TRAINING

At the time of the enrolment, College staff will discuss requirements and assess the student eligibility for Government Subsidised training.

If the student meets the requirements they may also be eligible for a concession or an exemption from any Course Fees.

Eligible students for Government Subsidised training or for an exemption from Tuition Fees will need to provide appropriate evidence that meets the specific government requirements, including evidence of receipt of a benefit, pension or allowance at the time of enrolment.

VET STUDENT LOANS Assistance Scheme

VET STUDENT LOANS is an Australian Government loan scheme that assists eligible students to pay their course fees for higher-level vocational education and training (VET) courses (at the diploma-level and above), with an approved provider. Booroongen Djugun College is an approved VET Student Loans Provider.

Eligible students may be able to obtain the Australian Government student loan for all or part of their course fees through an approved provider. An eligible student must be an Australian citizen or permanent humanitarian visa holder who is resident in Australia for the duration of study. There is no age restriction on VET STUDENT LOANS.

There is a set maximum amount you can borrow through VET STUDENT LOANS (and STUDENT LOANS) over your lifetime.

This is known as the STUDENT LOANS limit. This amount is reviewed each year. Please visit www.studyassist.com.au for the current STUDENT LOANS limit.

Students do not have to repay the loan until their income is above the minimum repayment threshold for compulsory repayment.

The amount you repay each year is calculated as a percentage of your repayment income. The repayment percentage increases as your income increases, but is capped at 8 per cent of your income. The ATO will calculate your compulsory repayment for the year and include it on your income tax notice of assessment. The debt is indexed each year to maintain its real value. Voluntary repayments Voluntary repayments of \$500 or more receive a 5 per cent bonus.

Currently, if you are a fee paying/fee for service student you will incur a 20 per cent loan fee. This is included in your VET STUDENT LOANS debt.

To apply for VET STUDENT LOANS Assistance you must complete, sign and submit the Request for VET STUDENT LOANS Loan form to Booroongen Djugun College as part of your enrolment process. You will need to provide the College with your tax file number to complete the form. If you access a VET STUDENT LOANS loan, you will have a legal obligation to the Commonwealth to repay your loan.

Booroongen Djugun College will assess student's eligibility to access this scheme at time of their enrolment.

For more information on the VET STUDENT LOANS Assistance Scheme students should visit studyassist.gov.au

Full Fee Payment

Students not eligible for funding will pay the allocated course and resource fees (where these apply) in advance. Please refer to the Fees and Charges Policy.

UNIQUE STUDENT IDENTIFIER (USI)

In order for student to have easy access to finding, collating and authenticating their VET achievements into a single transcript, the government has implemented a Unique Student Identifier (USI) initiative. A USI is effectively an account or reference number made up of 10 numbers and letters.

This initiative started on 1st January 2015 and will apply to all new and continuing students enrolled in nationally recognised training.

Students are able to create their USI by simply going onto www.usi.gov.au, following the steps as per the attached fact sheet, the identifier will be generated at no cost to the student. Your USI will then appear on the screen and will also be sent to you via your selected contact method.

From this account an individual will have access to see all of their training results from all providers.

It will also ensure that students who may misplace their certificates can obtain evidence of their achievements.

For further information refer to the contacts displayed on the fact sheet available from usi.gov.au

Once you have received your USI you are required to provide Booroongen Djugun College with this number. Booroongen Djugun College will then be able to validate and record it in our Student Management System. This will enable us to issue you with a certificate for competent results.

To avoid possible delays in issuing certification, students are required to provide Booroongen Djugun College with their USI when completing their application for enrolment or as soon possible after that time.

Booroongen Djugun College will retain evidence both digital records in regard to the VSN and the USI are securely retained and secured from unauthorised access, loss or damage.

Your USI can be provided in the form of an email to college@booroongendjugin.com.au or letter addressed to the Training and Placement Coordinator, Booroongen Djugun College, Locked Mail Bag 3, Kempsey NSW 2440.

Please ensure that you include your full name and student number to assist us in accurately recording against your student record.

DELIVERY and ASSESSMENT

Booroongen Djugun College delivers the qualifications listed on its Scope of Registration, through a dynamic blended delivery. Booroongen Djugun College has qualified, skilled and experienced Trainers who are experts in their industry and can deliver a consistently high standard of training.

Training staff are allocated to students or groups of students prior to their Orientation and may change depending on operational requirements; however, the standard of training will not be compromised by any staff change.

Training Plans

After determining any credit transfers or current competencies, the coordinator will develop a Training Plan for you to sign. The coordinator will discuss the Training Plan and the relevant areas of training that would suit your personal goals.

Where face-to-face training is delivered in the workplace, the coordinator will contact you and your employer to pre-arrange a time for the signing of the training plan.

Once the Training Plan is signed by all parties, learning materials and relevant assessment tasks will be issued for you to complete throughout your course.

Training Timetables

Students attending classes at Booroongen Djugun College venues will receive a schedule of classes that will outline the timeline within which individual units of competency will be delivered.

For workplace training, the coordinator will contact you and your employer to discuss dates and times for your training. At these times, the coordinator will go over the learning materials, demonstrate the skills required and discuss relevant assessment tasks. At the end of training sessions, the completed assessment tasks or workbooks may be taken by the Trainer for marking and assessment.

Course Attendance

All students undertaking Classroom based training are required to attend a minimum of 90% of the face to face component of their program.

If you are unable to attend a class due to illness, you are required to inform your Trainer of the reason for your absence by emailing the Director of Training and Services.

If you miss a number of classes for different reasons, you will be required to attend a meeting with your Trainer and the Training and Placement Coordinator to discuss the options that are available to you, so you may complete your course.

If your Trainer is consistently not informed of your absence and/or if we are unable to contact you to determine the reason for your non-attendance, you may be withdrawn from your course.

Leave Of Absence

If you require a leave of absence from your course, training or work placement due to exceptional, personal, work or professional circumstances, please ensure you notify Booroongen Djugun College as soon as possible. If you are unable to inform your Trainer prior to the date/s you will be absence, please email the Training and Placement Coordinator at college@booroongendjugin.com.au, who will advise your Trainer.

Appropriate Progress

Booroongen Djugun College recognises that different students learn at differing paces. It is essential however, that you keep on track with your course to ensure that you complete your qualification within the timeframes set on your training plan. This allows you to get your certificate promptly so you may commence work in the industry and/or undertake another qualification if you choose to do so.

If you feel you require extra support from your Trainer in order to achieve this, please contact your Trainer directly so that they may provide you with guidance and assistance.

Assessment

Assessment is the process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures.

It is a process of collecting and validating evidence which must be recorded by assessors to prove student competence.

Assessors will utilise one or a combination of assessment methods depending on the needs of the Student and the requirement of the course.

Assessment methods may include:

- Review of Portfolio of Evidence
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Skills/Challenge Testing
- Written/Oral Assessments
- Workplace Assessment
- Observations in the workplace or in a simulated environment

Resubmitting Assessments

Students will be given the opportunity to resubmit work or to re-sit their assessment. The Trainer will advise the student why the submitted work was of an inadequate standard and any areas requiring further development/study.

Students will complete their course after all required Assessment Tasks for all units of competency listed on their training plan, have been completed satisfactorily.

You will be told if the work you have submitted is deemed satisfactory, or if additional work is required. If the work is deemed not satisfactory, you will be given feedback so that you may complete this and re-submit your work.

If this relates to a practical assessment, your trainer will provide you with information as to how you may be re-assessed.

You will be provided two opportunities for re-submitting Assessments which are deemed as Not Yet Satisfactory.

Students are welcome to contact their Trainer to discuss and clarify any problems or issues they may have with any of their Assessment Tasks.

All assessment results are entered into our student management system. Students will be notified of the results of each assessment and will have access to their assessment records through their Trainer/Assessor.

Qualifications are issued upon successful completion of all requirements in a course and according to the knowledge and skills attained.

All assessments are to be completed in blue or black pen or printed by electronic means:

- If completing assessment work on the computer please return the original assessment workbook with the typed pages. Typed pages will need to include the following:
- A header on the document with the unit code and title
- A footer on the document with your first and last name including page numbers
- All assessment information is to be presented in a neat and orderly manner
- All assessments are to include a bibliography sheet to show where you have gathered your research from (See examples as follows)
- All assessments are required to be completed and submitted within the timeframes specified by your trainer.

EVALUATION OF TRAINING and CONTINUOUS IMPROVEMENT

As part of our Continuous Improvement process, students will be asked to complete evaluations on the training and the overall service provided by Booroongen Djugun College. In addition, students will be required to complete an Australian Quality Training Framework (AQTF) Learner Questionnaire prior to the completion of their course.

Both these evaluations/surveys will assist the College to improve our processes relating to delivery and assessment, as well as training and resource content. These evaluations will be analysed and tabled for review and all outcomes will be implemented.

Your assistance with the completion of these evaluations/surveys would be greatly appreciated.

NCVER Student Survey

Students may be contacted by the National Centre for Vocational Education and Research (NCVER) and asked to participate in a survey evaluating their training experience with Booroongen Djugun College.

Course Withdrawal

Booroongen Djugun College understands that life circumstances may change unexpectedly for some students putting the completion of their course at risk.

Students wishing to withdraw from their course must follow the steps below:
 'Full Fee Paying' students under the VET STUDENT LOANS Assistance Scheme
 Students receiving assistance under the VET STUDENT LOANS Scheme wishing to withdraw from units of study must:

- Contact the Training and Placement Coordinator on Phone Number (02) 6560 2000 or email college@booroongendjugun.com.au
- Participate in an interview via phone or in person
- Complete the Withdrawal Form and submit to the Training and Placement Coordinator
- The withdrawal form will be reviewed by the Director of Training and Services and the withdrawal processed

'Government Subsidised' and 'Full Fee Paying' students

- Government subsidised students as well as Full Fee Paying students wishing to withdraw from their course should immediately advise their Trainer of their decision. The following procedure will apply:
 - The Student will be required to complete a Withdrawal Form and have the Trainer counter sign to show they have been informed
 - The withdrawal form will be reviewed by the Director of Training and Services and the withdrawal processed

A Statement of Attainment for completed units of competency will only be issued to students when there are no outstanding Fees. Booroongen Djugun College reserves the right to withhold the release of any Qualification Testamurs until all outstanding fees are paid.

LEGISLATION and REGULATIONS

Vocational Education and Training (VET) in Australia is regulated by a variety of Australian, State and Territory laws. Employment, workplace and equity issues are also covered by a range of Australian, State and Territory legislation.

As a Registered Training Organisation (RTO) in the VET sector, Booroongen Djugun College is required to comply with a variety of Commonwealth and State legislative and regulatory requirements.

The following legal framework applies to all students and staff at Booroongen Djugun College:

1. The National Vocational Education and Training Regulator Act 2011

This Act and its provisions relate to the National VET Regulator (NVR) functions of:

- registering organisations as NVR Registered Training Organizations (RTOs)
- change of RTO's scope of registration
- ensuring RTO compliance with the VET Quality Framework and the conduct of audits
- enforcing the law in relation to RTO conduct and imposing penalties to offenders

2. Standards for Registered Training Organisations 2015

The Standards for Registered Training Organisations are the standards the Australian Skills Quality Authority (ASQA) uses to ensure nationally consistent, high-quality training and assessment is provided across Australia's vocational education and training (VET) system. Compliance with the standards is a requirement for all ASQA registered training organisations.

3. Data Provision Requirements

The objectives of these requirements are to ensure that:

- data required by the National VET Regulator (NVR) - to make a decision about registration, renewal of registration and for audit purposes - is made available, it is accurate and compliant with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) specifications

- RTOs report against quality indicators currently found in the Australian Qualifications Framework (AQF) surveys of clients/students and industry/employers and the RTO's student completion rates

4. The VET Quality Framework

The VET Quality Framework aims to achieve greater consistency in registering and monitoring providers, and enforcing the standards in the VET sector

5. The Work Health and Safety Act 2011

The Act is designed to provide a broad framework for improving standards of workplace health and safety, to reduce work-related injury and illness and aims to:

- secure the health, safety and welfare of employees and other people at work;
- protect the public from the health and safety risks of business activities;
- eliminate workplace risks at the source; and
- involve employers, employees and the organisations that represent them in the formulation and implementation of health, safety and welfare standards.

6. The Copyright Act 1968

The Copyright Act 1968 grants exclusive rights to copyright owners to use copyrighted material, including the right to reproduce or copy, publish, perform, communicate, translate or adapt the material. It is essential that every individual involved in the use of copyrighted material in connection with Booroongen Djugun College, complies with the copyright law.

7. The Disability Discrimination Act 1992

The Act requires that people with a disability be given information that explains their rights under the Act using the language and type of communication they are most likely to understand and where possible, be both explained to the person and given in writing.

8. The Public Records Act 1973

The Public Records Act and the Records Management Standards:

- ensure that responsibilities for records and recordkeeping are clearly identified
- is responsible for setting standards (advising) and Heads of Agencies are responsible for
- provide standards that allow the consistency of practice

9. The Freedom of Information Act 1982

Under the Freedom of Information Act 1982 (FOI Act), individuals have the right to request access to documents from Australian Government ministers and most agencies

10. The Electronic Transactions Act 1999

The purpose of this Act includes the recognition of electronic communications as a valid form of transaction between parties; to permit the recording and retention of information and documents in electronic form; to determine time of dispatch and/or receipt of a communication; to be used as a binding document for its originator.

11. Charter of Human Rights and Responsibilities Act 2006

The main purpose of this Act/Charter is to protect and promote the concept that all people are born free and equal in dignity and rights and to ensure that human rights are protected and equal opportunity is provided to all.

12. Privacy and Confidentiality

As per the requirements of the Privacy Act 1988 and the Australian Privacy Principles Booroongen Djugun College and all its associated entities, respect your right to Privacy and make every effort to maintain the confidentiality of all student personal information, as well as student training records and achievements.

Booroongen Djugun College complies with all required legislations.

Collection of Information

The personal information collected and held by Booroongen Djugun College may include:

- Name, address, telephone number(s), bank account details (if applicable), Medicare details
- Medical information
- Employment status information
- Previous Studies
- Emergency/Family contact information

If students choose not to provide us with the information above, we will not be able to consider their application for training or provide the necessary and appropriate services.

Use of Information

The information we obtain may be used in order to:

- Determine whether we can provide suitable training appropriate to student needs
- Manage and administer training and services including charging and collecting relevant fees and charges
- Communicate with nominated people in the event of an accident or emergency
- Report to relevant government departments and other regulatory, funding or industry bodies about training matters
- Participate in research and development projects

Accuracy of Information

Booroongen Djugun College will take reasonable steps to ensure that the information students provide and then stored by Booroongen Djugun College is accurate and up to date at all times. The accuracy of the information is dependent to a significant extent on the student's continued cooperation and the provision of current information.

Students are responsible to advise the Student Services and Privacy Officer at Booroongen Djugun College, as soon as possible, of:

- any errors in the information Booroongen Djugun College holds
- any changes to personal details and confirm all alterations to be made to information already held by Booroongen Djugun College

Complaints relating to Privacy matters/breaches will need to be made in writing and directed to the Director of Training and Services at Booroongen Djugun College – director@booroongendjugin.com.au. A ‘Student Change of Details’ form will need to be completed and signed before any changes can be made.

Disclosure of Information

Booroongen Djugun College staff will take all possible measures to ensure that privacy and confidentiality of student information is maintained at all times.

As per the legal requirements of the Privacy Act 1988, student data will only be disclosed to:

- The individual student
- If under 18, to the student’s parent or legal guardian who is also the co-signatory to the enrolment
- Student representatives (a person nominated by that student with written permission for Booroongen Djugun College to do so)
- Our professional advisors, accountants and auditors
- Government funding and registering, as well as other regulatory bodies
- Booroongen Djugun College may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

Booroongen Djugun College and its associated entities may use or disclose personal information (other than sensitive information) for direct marketing purposes unless the student has made a request that they do not wish to receive any Booroongen Djugun College promotional material.

All students, clients and employees have the right to access their own personal information held by Booroongen Djugun College.

Student information will not be released to parents, partners or any other third party without the student’s written consent.

Student information will not be provided to third parties over the phone. Booroongen Djugun College staff will confirm the student’s identify prior to releasing any information over the phone.

Access of student records

Students or parents and legal guardians only, will have the right to access the student’s own hard copy records.

Requests should be made to the Training and Placement Coordinator and an appointment made to go through the file with the individual student.

Past students can request access to their records by contacting Booroongen Djugun College by phone on 02 65602000 or email info@booroongendjugin.com.au.

Note: Students are advised to keep copies of all written work before submitting this to their Trainer. Any copies requested after submission will incur a fee. The fee will vary according to the amount of copying that is required.

If you require further information about the National Privacy Principles please contact the Office of the Australian Information Commissioner via email enquiries@oaic.gov.au, by telephone 1300 363 992 or by visiting their website: www.oaic.gov.au