

Student Handbook

Djaringo Pty Ltd

RTO 50292

34 Blackman Street

Broome WA 6725

O: 08 9193 7100

E: djaringo.admin@nirrumbuk.org.au

W: www.djaringo.org.au



Djaringo Pty Ltd
34 Blackman Street
BROOME WA 6725
O: 08 9193 7100
E: djaringo.admin@nirrumbuk.org.au
W: www.djaringo.org.au
RTO: 50292

Version 02
First Printed 11.2019
DJA/SHB/V3/06.2021



NIRRUMBUK (Nyul Nyul Language) is the largest permanent fresh water spring on the Dampier Peninsular. Prior to settlement, the Aboriginal Nations of the region would sustain themselves from the spring and was a permanent source of water and food.

The Nirrumbuk membership chose the name to reflect the Corporations membership and its objectives, to sustain our people in the modern context, providing the opportunity for development that enables participation in Australian society through training, employment, economic development and infrastructure provision

Djaringo, is the Registered Training Organisation (RTO) of Nirrumbuk Aboriginal Corporation (NAC). Djaringo, is a Bard word meaning "People of the Country", this was suggested to reflect who will be supported by the RTO.

Djaringo's Mission

Is to provide Aboriginal people of Western Australia with training to develop the skills required to gain employment in the mainstream labour market and to assist in the achievement of self-sufficiency, self management and to obtain a better standard of living.



Djaringo's responsibilities to our students, is to provide:

- ◆ Safe working and learning environment, ensuring all are treated fairly and impartially in their dealings with us
- ◆ Support if you are experiencing Language Literacy and Numeracy difficulties
- ◆ Professional and equitable training services.
- ◆ Provide you with qualified trainers and assessors who have industry experience
- ◆ Assessment and recognition services
- ◆ Provide feedback on your progress
- ◆ Maintain confidentiality for all student records and information at all times
- ◆ Opportunities to provide feedback and systems in place to deal with complaints and appeals

Djaringo offers a variety of training options, with its own facilities and equipment to deliver training in Broome and throughout the Kimberley, in both classroom and work place settings. Refer to our website (www.djaringo.org.au) for our full list of courses or contact our administration team members.

Djaringo is committed to providing all of our clients, prospective students and students, the best opportunities to learn and enhance their opportunities to gain employment and personal growth, by actively participating in training, that's our commitment to you.

Student Code of Conduct:

You (the new student), will also need to commit:

- ♦ To be committed to completing your study within the timeframe
- ♦ Let us know before training starts if you have any special needs we need to know about
- ♦ Be on time for your training and stay for the whole class
- ♦ Look after your training materials and have them ready when you need them
- ♦ Take part fully in the training and assessment process for your best chance to do well
- ♦ Ask for help if you need support, advice or guidance
- ♦ Make sure that all the work you hand in is your own
- ♦ Respect others, behave responsibly and use safe practices
- ♦ If you can't make it to training due to illness or personal reasons please let us know
- ♦ Let us know without delay if your contact details change
- ♦ Give us feedback so we can improve our services to you
- ♦ Complete surveys / feedback forms when asked by your trainer

If you have any concerns, talk to the administration team.

We will ask you to sign the Student Code of Conduct, agreeing to the above terms.





Enrolment

Before all Qualification courses, an Information Session will be held in the weeks before the course starts. The information session date is listed on the course brochure.

This session will explain the enrolment process and what you need to know as a new student. At the information session we will cover:

What is the course: What the qualification is, what types of jobs you could do at the end of the course. (We will not get you a job!! Only tell you what you could do).

Check the course details: When does the course start, finish, what time will you be required to attend each day.

Pre-Course Assessment: Complete the language, literacy and numeracy (LLN) online quiz to check your levels for training.

Forms: Complete and hand in any forms, including providing ID documents (we will let you know what ID you need to bring along to show us)

Code of Conduct: What is expected of all students, when participating in training. You will be required to sign off on accepting the Code of Conduct for Students.

Unique Student Identifier (USI): You will need to provide your USI or let us assist you in creating a USI. This database keeps record of all your nationally accredited training since 2015.

If you are enrolling in a short course (less than five days) your enrolment process will occur on the day, in a shorter format customised to your training or prior to enrolment by arrangement with your organisation or Job Active provider.

Drug and Alcohol Testing

For all Civil Construction qualifications and short courses you will be randomly tested when undertaking class sessions. Prior to the commencement of all activities utilising plant and equipment, ALL students will be required to obtain a reading of .000. There is a ZERO tolerance in our training, as there is ZERO tolerance in the workplace.



Drugs or Alcohol in your system = NO TRAINING!

Internet and Social Media

Djaringo provide computers to all students to use to complete any training activities but also to assist with logging into Centrelink and other services. Ensure that you use our system with respect and don't go surfing the web for sites that may offend. Access is monitored and your privilege of using our services may be withdrawn.

Be aware that it may be an offence to take pictures or videos without permission and post on social media.





Student Support

Djaringo offers support during training to help you succeed in gaining your certificate. If you are having difficulty in completing your workbooks the trainer will be able to work with you to set up a learning plan that suits your learning needs.

We can also provide help if you are having problems with time management, setting and reaching goals, motivation, coping with assessments and study techniques.

Students have access to the Nirrumbuk Learning Centre where you can get help to:

- complete training exercises and understand assessment tasks
- improve your skill levels in reading, writing, listening, speaking, numeracy and computer skills

Djaringo staff may provide contact details to students to other support services if needed including: Accommodation, Health, Finance, Legal, Counselling, Discrimination, Job Placement . A full list of Support Services is available on our website or ask administration team member for a copy.

Privacy Policy

Djaringo is committed to protecting your privacy

- Djaringo has to collect personal information about you
- Your information will be used for reporting purposes
- It may also be used to claim government funding
- You have the right to access your personal information at any time; and make any corrections.

Access and Equity

Djaringo is committed to providing opportunities to all individuals to open and equitable training, to ensure that they are given the same support and opportunities to successfully achieve in their chosen area of study, irrespective of their gender, background, race, socio-economic background, disability, age, marital status, location, sexual orientation or carer's responsibilities.

Training and Assessment

Vocational Education and Training (VET) aims to provide people with the skills and knowledge to:

- Enter the workforce for the first time
- Re-enter the workforce after a break
- Train or re-train for a new job
- Upgrade skills
- Move on to further study

Methods of assessment used by Djaringo include:

- Written theory questions
- Oral (verbal) questioning
- Practical tasks (Demonstration)

Your trainer will fully explain the conditions of each assessment before it takes place and supply you with the date, place and time of assessment. You have the right to indicate your readiness to undertake the assessment and/or to work out a different assessment date with your trainer, if required. We understand that different methods of learning and assessment work for different people. Djaringo can make reasonable adjustments to assist you.

Students are assessed as:

- Satisfactory or Not Yet Satisfactory in each assessment task in a unit; and as
- Competent or Not Yet Competent for the overall unit and the course as a whole

After your training and assessment you will receive either:

- Statement of Attainment (for one or more units completed) or
- Qualification (for completing the whole course).

Re-assessment

Where an assessment is considered Not Yet Satisfactory (NYS), Djaringo gives students re-assessment opportunities. Students are able to re-submit theory assessments up to three times and re-sit practical assessments up to twice. After this, Djaringo may grant a further re-assessment opportunity based on the situation and the student's needs. This will be evaluated on a case by case basis.





Recognition of Prior Learning or Credit Transfer

Students who have work experience or have already completed some training may want to talk to the trainer about applying for Recognition of Prior Learning or if you have a Statement of Attainment from a similar qualification, you may be able to apply for a Credit Transfer.

You must provide evidence such as:

- Statement of Attainment
- Copies of Certificates /Transcripts from the USI register/Academic Records
- Third party evidence
- Portfolio of evidence e.g. photographs, reports and other work-based documents
- Or may be asked to complete practical tasks, whilst being observed by a trainer and assessor.

Workplace Health & Safety

Everyone has a responsibility for Workplace Health and Safety (WHS).

Students must take care of their own health and safety and that of their fellow students. Where possible, students should take immediate action to remove, minimise and report any hazards. Students must follow all safety rules and instructions from their trainer, workplace supervisor or any other management person/s involved during your training or activities.

Personal Protective Equipment (PPE)

PPE is provided to protect you from hazards in the workplace. Students must wear PPE when directed. If you don't use PPE when asked you may not be able to attend a site visit or complete an assessment task.

Emergency Management

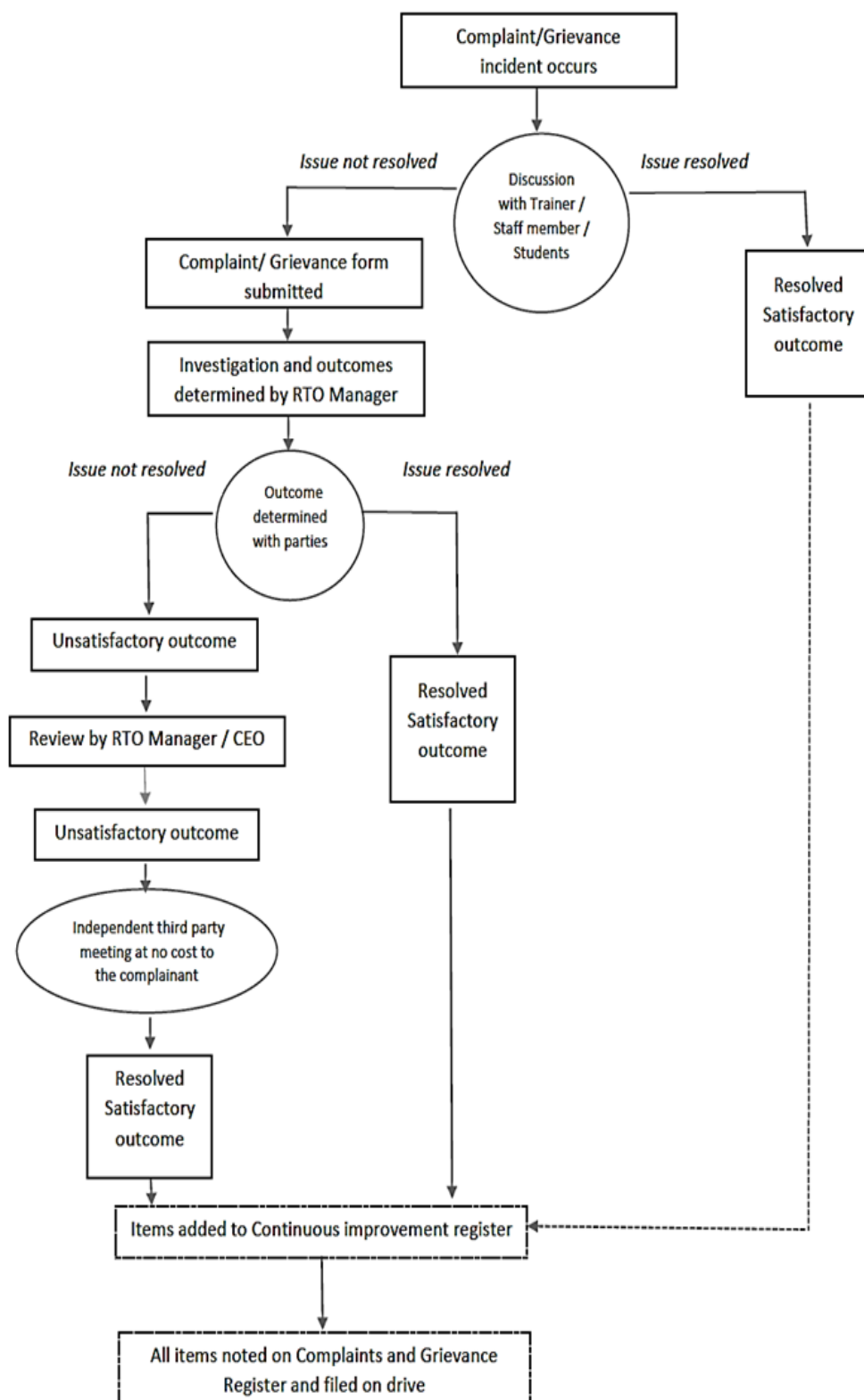
In the event of an emergency follow the directions of staff

- Muster Point is located in the car park (Blackman Street premises)
- Evacuation Diagrams are displayed in all training rooms.

Complaints and Grievances

Complaints and Grievance Forms are available from your trainer or an administration team member.

All complaints/grievances will be handled confidentially and in the most efficient manner.





Fees and Charges

Fees, charges, refunds and exemptions for Publicly Funded Courses are set as per the Fees Policy provided by the Department of Training and Workforce Development.

Non Publicly Funded course fees are set by the CEO/RTO Manager of Djaringo on a Fee for Service basis.

All fees must be paid in full before certificates will be issued. Private students must make payment at commencement of training. Djaringo will not accept more than \$1500.00 from each individual prior to the commencement of training. Any balance of fees will be paid after the commencement of training. Unless an arrangement has been entered into by the RTO Manager and/or CEO. No certificates will be issued until payment in full has been received.

If courses are cancelled, discontinued or where students have withdrawn (with adequate reasoning) and payment has been received the client/student will receive a full refund or at the choice of the clients/students the funds will be credited toward other training. A copy of the Fees and Charges Policy including Cancellations and Refunds is available on our website or from our administration team.

Feedback and Continuous Improvement

During our courses students will receive feedback from trainers and assessors, this feedback may be informal (quick chat about progress) or may be formal (recorded on your assessments). This is about you and your progress, ask questions and have the trainer and assessor answer all your queries and questions.

As a business, trying to improve how we do things, we ask that you provide us with feedback about how we do things too, the good and the sometimes not so good. We wish to improve and make sure that we can engage everyone in our training. You will be asked to complete one or two surveys or short answer feedback forms at the end of your training. All feedback is confidential, you don't even need to put your name on it.

Refer to our website for full copies of all of our flow charts and forms.

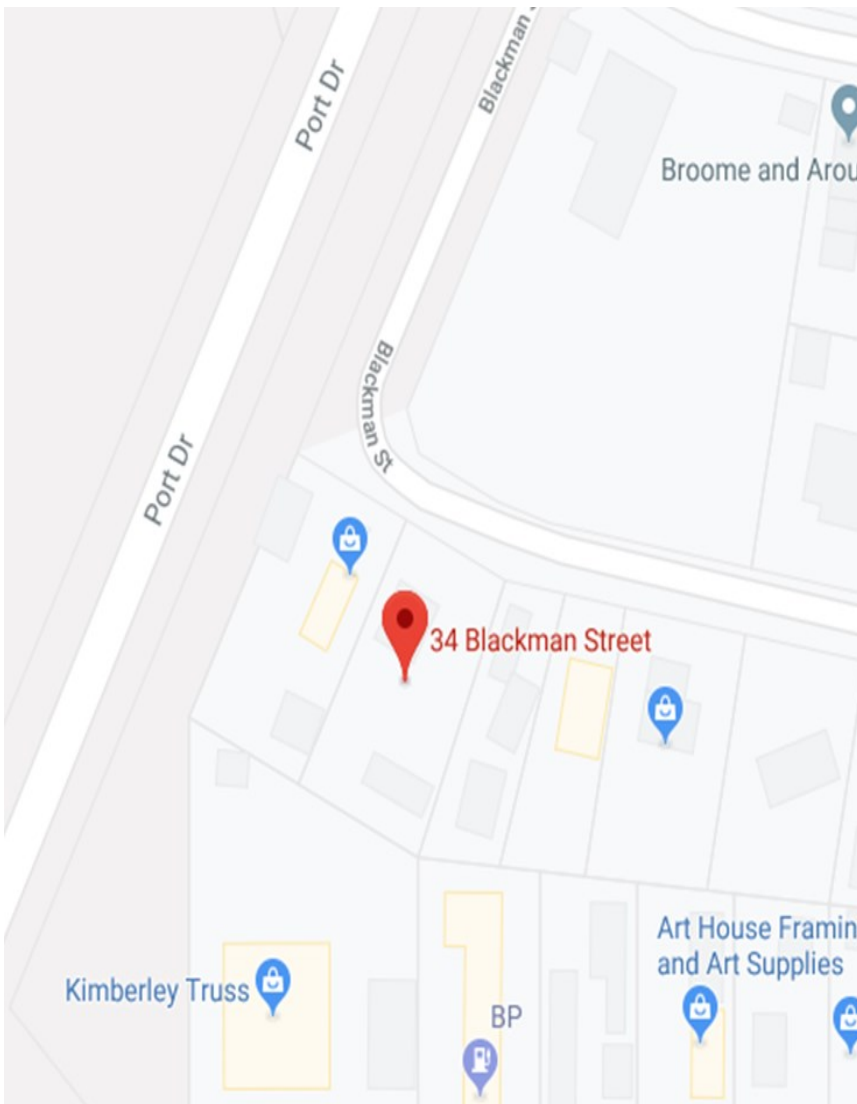
GOOD LUCK WITH YOUR TRAINING!

Contact information

Djaringo Pty Ltd
34 Blackman Street
BROOME WA 6725
O: 08 9193 7100

E: djaringo.admin@nirrumbuk.org.au

W: www.djaringo.org.au





Building
Better
Futures
Through
Training
and
Education

