

Armstrong's Driver Education Pty Ltd

Student Handbook



Contents

About Us.....	3
What makes us different	3
Registered Training Organisation.....	3
Access and Equity	3
Access to Record.....	4
Accuracy and Integrity of Marketing	4
Code of Practice.....	4
Resources and Facilities	4
Stakeholder Involvement and Engagement	4
Complaints and Appeals	4
Confidentiality and Privacy of Personal Information	5
Privacy Policy.....	5
Records Management	7
Continuous Improvement.....	7
Course Information.....	7
Enrolment and Selection process	8
USI.....	9
Eligibility Conditions and Criteria	9
Licence/Permit Requirements.....	9
Medical Conditions.....	9
Licence Handbooks/Reference Materials	9
Fees, Charges and Refunds.....	10
Flexible Learning and Assessment Procedures.....	11
Welfare, Guidance and Allowable Hours	14
National Recognition	14
Assessment.....	14
Assessment/Re-assessment and Appeals	14
Occupational Health and Safety (OHS).....	15
Plagiarism and Cheating	15
Discrimination and Harassment	15
Drugs and Alcohol.....	15
Qualifications, Statements of Attainments, Certificates and Licences.....	15
Trainers and Assessors	16
Audits.....	16

About Us

Armstrong's has developed and delivered training and assessment for the Transport and Logistics industry for over 50 years. Armstrong's is a Registered Training Office (RTO) and a VicRoads accredited heavy vehicle and motorcycle training and assessment centre working under the Australian Quality Training Framework (AQTF). Armstrong's is also WorkSafe accredited to deliver forklift licence training and testing.

What makes us different

Armstrong's believes that its students should have access to a training environment and facilities that promote and support their training experience. Armstrong's training services are conducted at a purpose built training facility in Thomastown, Victoria. The Armstrong's facility is situated on 10,000 square meters, and includes a purpose built heavy vehicle reversing area catering for all classes of heavy vehicle; an in-situ designated heavy vehicle solely for the purposes of conducting off-road skills (such as cabin drill); and a designated forklift training area. Armstrong's training vehicles are also specifically selected to meet current skills demands and reflect industry standards. Armstrong's is also home to the only purpose built twin motor cycle range in Victoria. Armstrong's' licencing courses are designed to provide students with skills and knowledge that exceed the minimum standards required to obtain a heavy vehicle licence. In addition, Armstrong's' licencing courses are designed to provide the student with as much practical experience as possible in order to further develop and consolidate their skills.

More than a licence – an education. There's a great deal more to operating heavy vehicles, forklifts, elevating work platforms and motorcycles than simply sitting behind the controls. At ADE our proven philosophy is to provide more than learning enough to obtain a licence. Instead, you receive an education – an education that ensures you're able to operate effectively within the transport and logistics industry, or to ride safely on our roads. Likewise, our corporate clients can be assured that our training and assessment standards meet industry requirements and expectations.

Eco Friendly Vehicles. At ADE we have several eco-friendly vehicles in our extensive fleet. Our commitment to keeping pace with industry requirements extends to more than just effective training. We're conscious of the impact vehicles have on our environment and we aim to reduce our carbon footprint.

Finding employment. It's not uncommon for many of our students to find employment due mainly to our solid 50-year reputation in the heavy vehicle training industry. Our strongest asset is our reputation – as a result, our students benefit from our reputation and employers value it.

Registered Training Organisation

ADE is a registered training organization operating within Victoria and regulated by the Victorian Registration and Qualification Authority. The Victorian Registration and Qualifications Authority (VRQA) is the statutory authority responsible for ensuring that employers of apprentices and trainees and providers of education and training (including course and qualification owners) meet quality standards, and that information is readily available to support informed choice in education and training.

Access and Equity

ADE Management and staff provide assistance to all clients to identify and achieve their desired outcomes. ADE is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity. ADE comply with the requirements of the Charter of Human Rights and Responsibilities Act 2006 (Vic), the Disability Act 2006 and the Working with Children Act 2005.

Access to Record

You may access your personal records at any time. This can be arranged through the reception with our Admin team. You must provide a verifiable form of identity when seeking access to your records such as your driver's licence. Copying or duplication of records in any form is strictly prohibited. ADE reserves the right to refuse access to records where doing so would disclose information not relevant to you personally or where prohibited by law.

Accuracy and Integrity of Marketing

ADE will market products and services accurately and ethically. If you feel that we are in breach of this commitment, please contact our Admin team.

Code of Practice

ADE is committed to operating its business based on professionalism, integrity, ethics and quality customer service. ADE has a strong focus on continuous improvement and strives to meet stakeholder expectations.

ADE will maintain a learning environment that is conducive to the success of students and will ensure that the facilities, methods and materials used in the provision of training are appropriate to the outcomes expected. ADE will maintain systems for recording and archiving student information and will provide students with access to their records upon request.

Central to our Code of Practice is the underlying principles of fairness and equity. ADE staff are expected to abide by the Code in the way they conduct business and in the treatment of clients and colleagues.

This Code of Practice applies to all employees, subcontractors and consultants of ADE.

Resources and Facilities

ADE will provide, maintain and operate vehicles, equipment, training ranges and facilities that meet Regulator, training package and business requirement and expectations.

Student facilities include a student lounge equipped with fridge, microwave, chilled water and free tea and coffee. Classrooms are fitted with computers, printers and access to the internet.

Participants have also access to:

- Support materials and learner guides applicable to the area of delivery and assessment
- Access to WorkSafe resources for information on manual handling and OH&S issues
- Access to a simulated workplace environment enabling participants to have practical exposure to manual handling and warehousing issues

Stakeholder Involvement and Engagement

ADE is committed to working closely with relevant stakeholders to ensure assessment outcomes align with industry requirements and expectations. ADE engages with stakeholders on a number of occasions including the development and review of all training and assessment strategies, the development and review of training and assessment resources, the determination of human and other resources needed, such as appropriateness of facilities and equipment and monitoring of Trainers' and Assessors' industry skills

Stakeholders include students, businesses, Regulators, Industry Skills Councils, Trainer networks and Government Departments.

Complaints and Appeals

Every effort is made by ADE to resolve the student's complaint or concern. Where a complaint or concern cannot be resolved internally, ADE provides an external mediator to hear the appeal.

Students, their employers and stakeholders are able to make complaints in relation to:

- ADE,
- its trainers and assessors,
- other ADE staff,
- third parties providing services on behalf of ADE, and
- other students of the RTO.

In the first instance, students are encouraged to discuss their concerns with their trainer or admin staff at ADE. If the matter can not be resolved verbally the student will be advised to submit a formal complaint in writing utilising the ADE's Complains and Appeals Form.

- Complaints received in writing will be referred immediately to the Sales & Administration Manager for investigation.
- Acknowledgement of the written complaint will be sent within 2 business days.
- The Sales & Administration Manager will investigate and review the complaint and will speak with parties involved.
- ADE will provide the student with a written response within 21 days of the complaint being received.
- Students may appeal the outcome; however, appeals must be submitted within 5 days of receiving the outcome.
- The CEO in conjunction with the management team will review the appeal and may either uphold or overturn the original decision.

In the event that the matter is not resolved through the appeals process, students may elect to have the matter reviewed by an independent mediator. The CEO will arrange for an independent mediator to be appointed within 5 business days and will be by mutual agreement with the student.

The independent mediator shall contact the student to discuss the matter or meet face to face. The outcome of the discussion with the independent mediator shall be provided in writing to the student.

The outcome of the independent mediator will be reported to the management team. Following the complaint, the management team will discuss appropriate actions to be taken to prevent other complaints from occurring. The complaint details and outcomes will be logged on the ADE's Complains and Appeals Register.

If the student is still dissatisfied with the outcome after ADE has engaged an external mediator, the student may lodge a complaint with the VRQA, more information can be found on their website: <http://www.vrqa.vic.gov.au/complaints/>

Students can also contact The National Training Complaints hotline. The National Training Complaints hotline is accessible on 133873 and is available Monday to Friday from 8am to 6 pm. Students can also send complaints via email to skilling@education.gov.au.

Further information on ADE's Complains and Appeals Policy is available on the website: <http://www.armstrongsdrivereducation.com.au/student-info>

Confidentiality and Privacy of Personal Information

ADE is required to collect personal information about you in order to manage and maintain your enrolment. Confidentiality over personal information is assured. ADE is required to disclose personal information to VicRoads, WorkSafe Victoria, training and assessment partners, job networks/agencies and Government Departments responsible for managing training funding under various schemes. Personal information will not be disclosed unless required by law or in accordance with Government reporting requirements. The use of personal information is restricted to the purpose for which it was obtained and its relevance to that purpose.

Privacy Policy

Armstrong's Driver Education Pty Ltd ('Armstrong's') is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone numbers, and drivers licence numbers.

This Personal Information is obtained in many ways including interviews, correspondence, telephone, by email, via our website www.armstrongsdrivereducation.com.au, from your website, from media and publications, from other publicly available sources, from cookies, and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us our admin team in writing.

Armstrongs will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Armstrongs Driver Education Pty Ltd
356 Settlement Rd, Thomastown
Victoria 3074
Ph.: 03 9464 6464
office@armdrive.com.au

Records Management

ADE will take every precaution to ensure security measures are in place to guard against misuse, unauthorised access, alteration or disclosure of personal or enrolment information and that staff are trained in the requirements of this policy. ADE will maintain its records in accordance with Regulator requirements.

Continuous Improvement

ADE management are committed to proactive continuous improvement of its services and operations. Our Continuous Improvement Strategy delivers an annual schedule of management review meetings with a focus on ADE's RTO Training and Assessment Services and the analysis of relevant data collected to support continuous improvement.

- One form of feedback is collected by ADE from you (our students) via our course evaluation form which is completed upon completion of a course
- This data is entered into our feedback database and analysed to find any patterns in responses and/or comments
- At times ADE may contact you for further information or feedback
- Your feedback is provided quarterly to our staff in a report. This process allows us to make ongoing improvements to the way we operate
- Students may receive a NCVER survey and/or an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.

Course Information

Our course information leaflets, webpages and enrolment information will provide you with information so you can make a decision whether ADE's courses are appropriate to your needs. ADE will provide the following information to you prior to enrolment:

- course fees, and refund policy
- course objectives, outcomes and pathways
- course duration,
- mode of delivery
- methods of assessment and/or testing requirement
- RTO's name, code, and contact details
- code and title of each qualification and/or unit of competency as per ADE's scope of registration.
- entry requirements
- materials and equipment student must provide
- details of any legislative and/or licence requirements
- opportunities for RPL/RCC or mutual recognition (if any)
- student's rights and responsibilities

Enrolment and Selection process

- On receiving initial contact by a potential or enrolling student ADE staff shall enquire concerning any specific needs the client has.
- ADE acknowledges that learners have differing language, literacy and numeracy levels. All ADE courses require some English language ability, to ensure the safety of our students, staff and the general public. Failure to understand commands or instructions from the trainer, could result in a serious accident occurring. Students are required to undertake a pre-training review on their first enquiry to determine whether they are suitable and appropriate for the training and a language, literacy and numeracy (LLN) assessment prior to course commencement.
- English language assessments are conducted over the phone and/or face to face in the ADE office. If students are unable to achieve the LLN level required, language, literacy or numeracy training may be required. More information can be found in the Learner Support Policy and Procedure.
- ADE staff discuss the Pre-Training Review with the student over the phone or face to face and it consists of:
 - Course eligibility including medical conditions, licence requirements depending on the training
 - Career aspirations, desired employment outcomes
 - Previous training and any recognition of prior learning
 - Language, literacy and numeracy requirements
 - USI Requirements
 - Course details including delivery and assessment, study and testing requirements
 - ID requirements
- Once the student has decided to enrol, a booking form is completed in JobReady and the pre-training review information is documented. The booking form includes basic enrolment information, USI requirements and the pre-training review questionnaire which informs whether the student is suitable or not for training and/or any assistance that may be required during the training. If students are considered suitable, an invoice is created and sent to student.
- Once student confirms payment, a welcome letter is emailed to the student which includes:
 - Booking sheet
 - Student Enrolment Form
 - LLN Assessment (where required)
 - Invoice and receipt
 - Link to bus and truck handbook (if applicable)
 - Copy of Forklift Learner Guide (if applicable)
 - Terms and Conditions
- On the first day of class, enrolment forms and LLN assessments are collected, marked and other supporting needs discussed with the student. The trainer is made aware of any supporting needs required by the student and strategies to support the student during training.

USI

As of January 2015, all students undertaking a nationally recognised course will need to have a Unique Student Identifier (USI). The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in mid 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

You can apply for your USI at <https://www.usi.gov.au/students>. Alternatively, ADE can do this for you. All you need to do is complete a form to give ADE permission to create the USI on your behalf.

Eligibility Conditions and Criteria

Many of ADE's courses require students to hold particular licences and/or meet eligibility criteria in order to enroll and participate in courses. These requirements are set by VicRoads, WorkSafe Victoria and/or other Regulatory bodies. It is your responsibility to ensure that you meet the requirements for the course in which you are enrolled. If you do not meet enrolment eligibility criteria you may not be able to commence or continue in your course. If you have questions regarding your eligibility to enroll, please speak with our Admin team.

Licence/Permit Requirements

You must check the licence/permit requirements for your course. The requirements for each course are detailed in course information leaflets, on our website, or from our Admin team.

You must not be disqualified from driving or have a cancelled or suspended Australian or overseas licence. Please note that if your licence has been suspended, the period of suspension is added to the end of your original licence/permit expiry period. You must bring your licence with you to your course. Failure to do so will result in you not being able to participate in driving or operating heavy equipment exercises.

Medical Conditions

You must notify the Admin team if you suffer from, or have ever suffered from an eyesight or hearing defect, dizziness, blackouts, epilepsy, diabetes, blood pressure problems, psychiatric or mental illness or any medical condition or other disability that may affect your ability to drive or operate heavy equipment.

If you have a medical condition you may need to obtain a medical clearance from VicRoads before commencing or continuing your course.

Licence Handbooks/Reference Materials

Heavy Vehicles: If you are undertaking a Light rigid, Medium rigid, or a Heavy rigid course for the first time, a written test is required as part of all licence assessments. Students must study the "*Victorian Bus and Truck Drivers Handbook*" (published by VicRoads) to prepare for the written test. The handbook is available from VicRoads Customer Service Centres, can be downloaded from the Armstrongs website at <http://www.armstrongsdrivereducation.com.au/learner-guides>, the VicRoads website at www.roads.vic.gov.au, your local newsagency, or from our Admin team.

Students undertaking a Heavy Combination or Multi Combination licence will be issued with information to study at the time of payment for enrolment.

Motorcycles: If you are undertaking a motorcycle learner's permit course you must study the "*Victorian Rider Handbook*" (published by VicRoads). The handbook is available from VicRoads Customer Service Centres, can be downloaded from the Armstrongs website at

<http://www.armstrongsdrivereducation.com.au/learner-guides>, the VicRoads website at www.roads.vic.gov.au, your local newsagency, or from our Admin team.

Forklift: If you are undertaking a forklift course a written test forms part of the licence assessment. Students will be issued with information to study at the time of payment for enrolment.

Fees, Charges and Refunds

Tuition Fees

Tuition fees will be charged in accordance with our prescribed fee schedule. Where nationally accredited courses are being delivered and prescribed tuition fees exceed \$1,000, an instalment plan will be arranged for each individual student. An enrolment fee may apply in addition to any prescribed tuition fees. Some courses also attract materials fees, and these are explained in the prescribed fee schedule and in our course information.

A \$1000 deposit is required upon booking; the remainder of the course fee is to be paid in equal weekly instalments, payable at the end of each week. We will accept no more than \$1000 in advance attributable to tuition or other services yet to be delivered. Qualifications will be withheld until final payment is received.

Terms, conditions and refund policy

The following fee refund schedule will apply to enrolments in accredited and non-accredited training:

Withdrawal date	Refund amount
Withdrawal more than 7 days prior to course commencement	Full refund of tuition fees paid, excluding enrolment fee.
Withdrawal less than 7 days prior to course commencement	65% refund of tuition fees paid, excluding enrolment fee.
Withdrawal within 7 days of course commencement	No refund of tuition fees paid. No refund of enrolment fee.
Withdrawal after 7 days from course commencement.	No refund of tuition fees paid. No refund of enrolment fee. Future instalment payments will be waived.
Course cancelled by Armstrong's Driver Education prior to course commencement.	Full refund of tuition fees paid, including enrolment fee.
Course cancelled by Armstrong's Driver Education after course commencement.	Pro-rata refund based on the Units completed (if any). No refund on enrolment fee.
Materials fee.	No refund on materials fees.
Compassionate or compelling circumstances	To be confirmed upon review of application and supplementary documentation

Further information on ADE's Fees, Charges and Refunds Policy is available on the website:

<http://www.armstrongsdrivereducation.com.au/student-info>

Additional Fees and Charges

Printing and posting or replacement Qualifications or Statements of Attainment	\$15
Recognition of Prior Learning (RPL)	a fee of \$100.00 per application applies for RPL
Re-test	Where additional testing is required:
<ul style="list-style-type: none"> Heavy Vehicle 	Drive Assessment - \$250 Reverse Assessment - \$180 Theory (KT4) - \$55
<ul style="list-style-type: none"> Forklift 	Performance Assessment - \$110 Calculations Assessment - \$40 Knowledge Assessment - \$80

Flexible Learning and Assessment Procedures

ADE courses follow traditional face-to-face delivery methods due to the practical components required. Flexible learning methods such as Distance Education and Self-Paced Learning are therefore not supportable.

In some instances, ADE training and assessment may be carried out in the workplace, during day and/or evening classes or via recognition of prior learning. If you are unable to access ADE courses you will be offered guidance on alternative training and may be referred to appropriate services.

Learner Support Policy

ADE Management and staff are committed to providing enrolling and enrolled students with Language Literacy and Numeracy (LL&N) needs and/or learning difficulties, with advice and support options to assist with the student's ongoing learning and progress through ADE's courses.

Learner Support Procedures

Pre-Enrolment

- Students are asked a series of pre-training review questions at the booking stage to ensure individual students are suitable to enrol into the training program. Questions are tailored according to the training program and are used to determine any support that may be required for each student through the course.
- At this stage, students that are considered unsuitable for the training program are referred to an external organisation for additional language, literacy and numeracy support.

At enrolment

- ADE staff will request that all students undertake an LL&N assessment. Results from the assessment will be used to review the appropriateness of the course enrolled in.
- ADE trainer assessor staff must be advised of all LL&N assessment results that identify significant learner support needs of enrolling students.
- Students identifying learner support needs during the enrolment process will be advised by ADE staff of the support measures available to them and whether they are allowed to proceed with training with support.

Post enrolment

- Following enrolment ADE training staff will be available to provide Learner Support to enrolled students and may request students to attend specially convened classes.
- Learner Support provided by ADE staff may include specific classes to address the training needs for individual learners.

Pre-assessment

- All ADE Trainer and assessor staff must review the specific support requirements of all students with learner support needs prior to each assessment event.
- Reasonable adjustment applied to any assessment must be recorded, signed by the student and the trainer and maintained on a student's enrolment records.

Learner Support Review

Where student support needs are identified as part of the pre-training review and/or LLN assessment ADE may decide to make "reasonable adjustment" concerning the assessment process for individual students, or offer one-on-one support for the interpretation of course material. This will depend on the level of support required and the outcomes of the pre-training review.

The level of support to be provided to individual students and/or any reasonable adjustment to be made to the assessment will be documented and information passed on to the individual student's trainer assessor to ensure that appropriate support is provided throughout the delivery and assessment period.

A copy of the documented evidence will be kept in the student file.

ADE Management will monitor its ongoing Learner Support measures within its Continuous Improvement Systems and within the Internal Audit process. Monitoring will include post course survey of students receiving Learner Support assistance at ADE.

Please refer to the following list of available support agencies.

- **AUSPELD** supporting people with learning disabilities www.auspeld.org.au
AUSPELD, The Australian Federation of SPELD Associations, responds to the needs of children and adults with Specific Learning Difficulties/Disabilities, such as the learning disability dyslexia, and those who care for, teach, and work with them, through the dissemination of information, advocacy, research, and support.
- **Learning Difficulties Australia** www.lidaustralia.org
Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.
- **Australian Council for Adult Literacy** www.acal.edu.au
The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice.
The council exists to:
 - provide leadership in Australian debate on adult literacy and numeracy practices and policy
 - build understanding of adult literacy and numeracy issues
 - advocate on behalf of equitable adult literacy and numeracy provision for all Australians
 - build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field
 - Work with other organisations on issues of mutual concern.

Reasonable Adjustment Policy

Students will be provided with reasonable adjustments wherever possible and where reasonable adjustments will not cause unjustifiable hardship to ADE.

An adjustment is reasonable if it meets the needs of the student with a disability or special circumstances without impacting on other students or staff at ADE. To determine if an adjustment is reasonable, the following must be considered:

- the student’s disability and / or any barriers or challenges that affect that student
- the views of the student (or the student’s advocate) about the potential adjustments required
- whether the adjustment will impact on the academic standards or requirements of the training package
- what advantages or disadvantages the adjustments may create for the people affected by it
- the costs and benefits of making the adjustment.

The following standard arrangements may be recommended after considering the student’s special needs:

If the learner has difficulty with	Recommended adjustments to be made
Concentration	Rest breaks Additional time Variety of assessment methods Separate venue for assessment if learner becomes too distracted by movement and other learners
Hearing verbal information	Facing the learner and speaking clearly Producing all relevant information in writing Assistive technology Sign language interpreter
Spelling and/ or Grammar	A scribe Additional time A computer with spelling and grammar checks or any literacy software Alternative assessment methods
Numbers of numerical concepts	Additional time A calculator Assistive technology
Reading standard sized print	Assistive technology Oral assessment or recorded questions/ answers A reader Enlarge font printouts Special lighting
Anxiety or exam related stress	Additional time Separate venue for assessment Online assessment Presentations recorded instead of presenting in front of a class
Writing quickly	Rest Breaks Additional time A scribe Provide student with notes
Oral communication	Additional time An interpreter
Mobility	Suitable furniture Adequate space for equipment and support personnel

All reasonable adjustments made to a particular student’s assessment will be documented and evidence kept in the student file.

Welfare, Guidance and Allowable Hours

ADE recognises that students may encounter a number of challenges during their course. Your trainer, the Admin team and the Operations Manager are available to assist you at any time. Please do not hesitate to seek assistance if issues arise. Students may be referred to local medical or other support services, if required.

To ensure your personal safety when accessing local public transport, you may request to be escorted to and from trains and buses.

ADE will only schedule classes between the hours of 7.30am and 6.00pm. We will ensure that the duration of training does not exceed 8 hours on any day. Where Regulators (for example, VicRoads) mandate the conduct of assessment to occur under specific conditions, ADE will meet the Regulators requirements.

National Recognition

ADE is committed to providing up to date and relevant information to all students at enrolment and whilst enrolled. ADE will provide support and guidance regarding the skills recognition enquiries in a timely manner.

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved the required learning outcomes of a unit/s of competence either through formal or informal learning and experience.

ADE will recognise qualifications and statements of attainment issued by all other RTO's, if you wish to apply for a National Recognition please speak to the office staff when booking in for application details.

Student may apply for credit based on previous study. ADE accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or b) authenticated VET transcripts issued by the Registrar.

If you wish to apply for Credit please speak to the office staff when booking in for application details.

Assessment

Assessments are designed to be fair, reliable, flexible and valid and meet the AQTF, VicRoads, WorkSafe Victoria and/or Training Package requirements. A variety of assessment approaches will be used and where necessary, reasonable adjustments will be made provided they do not breach Regulator requirements.

Assessment/Re-assessment and Appeals

ADE will take steps to prevent the occurrence of assessment appeals by ensuring that you are fully prepared for assessment by monitoring your attendance, participation and progress through your course. We appreciate however that you may still be dissatisfied with the outcome of any assessment/re-assessment and you may appeal the decision.

Assessment/Re-assessment appeals must be submitted in writing addressed to the CEO of Armstrongs. The CEO will investigate your situation and may seek an independent review of your assessment by another qualified trainer & assessor. The CEO will reply to you in writing, within 5 days with the outcome and the reasons for the decision.

In the event that the matter is not resolved through the appeals process, you may elect to have the matter reviewed by an independent mediator. The CEO will arrange for an independent mediator to be appointed. The independent mediator shall contact you to discuss the matter.

If you are still dissatisfied with the outcome after ADE has engaged an external mediator, you may lodge a complaint with the VRQA, more information can be found on their website: <http://www.vrqa.vic.gov.au/complaints/>

Students can also contact The National Training Complaints hotline. The National Training Complaints hotline is accessible on 133873 and is available Monday to Friday from 8am to 6 pm. Students can also send complaints via email to skilling@education.gov.au.

Prior to any licence assessment, your trainer will discuss your progress with you and will give you the opportunity to elect not to proceed with the licence assessment if you or your trainer feels you are not at the standard required.

Occupational Health and Safety (OHS)

ADE will provide a safe and healthy work environment for employees, contractors, customers and visitors and will ensure its operations do not place the local community at risk of injury, illness or property damage. ADE will adhere to OHS procedures and policies outlined in its quality manual, and in accordance with regulated and legislative requirements.

Plagiarism and Cheating

ADE management and staff are responsible for identifying occurrences of Plagiarism and Cheating in assessments, and for applying corrective actions to prevent such occurrences.

Plagiarism: Plagiarism is a type of cheating which involves the use of published or unpublished works of others and misrepresenting the material as your own work.

Cheating: Cheating is the practice of deceptive acts for the purpose of obtaining competency in an assessment, including assisting another student to deceptively obtain a competency result.

Where students are suspected of being in breach of the above, ADE will investigate the occurrence; document the evidence and findings; and apply a penalty where required.

Discrimination and Harassment

ADE is committed to providing a safe learning environment for all students in accordance with legislative requirements.

Drugs and Alcohol

It is essential that you present for training and assessment drug and alcohol free. You must have a BAC of zero. If drug or alcohol consumption is suspected, you will not be permitted to participate in your course. ADE reserves the right to remove any person from courses where drug or alcohol consumption is suspected.

Qualifications, Statements of Attainments, Certificates and Licences

ADE will issue Qualifications, Statements of Attainment, Certificates, Permits and Licences in accordance with guidelines from the AQF, Training Packages, VicRoads and WorkSafe Victoria.

A Certificate of Qualification will only be issued to learners who have been assessed as Competent in all the units which make up the requirements of the qualification as specified in the relevant training package.

Providing all agreed fees and charges have been paid and the USI has been verified:

- A Certificate of Qualification and Record of Results will be issued within 30 days of successful completion of the qualification or,
- A Statement of Attainment will be issued within 30 days of successful completion of a short course in the form of Nationally Accredited Course, Skill set or unit of competency or,
- A Statement of Attainment will be issued within 30 days of notification of cancellation / withdrawal for any units successfully completed in partial completion of the qualification.

The initial Certificate of Qualification and Statement of Attainment will be issued by email and forms part of the standard outcomes of the course or qualification undertaken by the learner.

If the learner requires a printed copy or a replacement of a Certificate of Qualification or Statement of Attainment, a fee will be charged, as advised in the Fees and Charges Policy. A register of all Certificates of Qualification and Statements of Attainment generated within the Student Management System JobReady will be retained and maintained for a period of 30 years and in accordance with the Records Management Policy.

ADE will monitor changes to requirements for the issue of such documents as part of its quality management and continuous improvement processes.

ADE is responsible for the quality of the training and assessment in compliance with the VET Quality Framework, and for the issuance of the AQF (Australian Qualifications Framework) certification documentation

Trainers and Assessors

ADE trainers and assessors hold the TAE40110 Certificate IV in Training and Assessment, as required by the Regulator, VicRoads and WorkSafe Victoria. Our heavy vehicle, motorcycle and high-risk work trainers and assessors are accredited with the relevant Regulators and hold appropriate qualifications and industry experience relevant to the training and assessment they conduct.

Audits

ADE is routinely audited by relevant Regulators including VicRoads, WorkSafe Victoria and the Victorian Registrations & Qualifications Authority. Where required by the Regulator audit reports are published on our website. (Refer to the Compliance page at www.armdrive.com.au)

The VET Quality Framework

The Vocational Education and Training (VET) Quality Framework comprises the:

- *Standards for Registered Training Organisations (RTOs) 2015* Quality Standards for ASQA and TVET regulated RTOs
- Australian Quality Training Framework 2010 for VRQA regulated RTOs
- VRQA Guidelines for VET Providers 2016 for VRQA regulated RTOs
- Australian Qualifications Framework
- Fit and Proper Person Requirements (which, as of 2015, are part of the Standards)
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements.

The VET Quality Framework aims to achieve greater consistency in:

- the registration and monitoring of RTOs, and
- the enforcement of standards in the VET sector.

Child Safety

It is the policy of ADE to ensure that all operations within the organisation comply with legislation, standards and regulatory requirements relating to the protection of children and their wellbeing.

To ensure a child safe environment and to meet legislative and regulatory requirements, ADE:

- has a zero tolerance to discrimination and child abuse and takes all allegations and concerns very seriously
- Although ADE does not currently offer training programs to people under the age of 18, if this is to change ADE will ensure that it implements suitable processes, including requiring staff and trainer assessors to obtain a Police check and a Working with Children Check, prior to working or coming in to contact with children and students under the age of 18
- implements systems for responding to allegations of child abuse, in line with different organisational policies and procedures which relate to equity, discrimination and bullying and harassment
- is committed to promoting the cultural safety of Aboriginal children, children from culturally and/or linguistically diverse backgrounds and children with a disability, by providing equal opportunities for training, which assists to empower them and build their self-esteem and confidence.

- provides opportunities for children to be listened to and be empowered, through the RTO's collection of student feedback and the implementation of a continuous improvement approach on its training and assessment services based on this feedback.

Students becoming aware of any form of child abuse or a threat to harm a child, must **immediately** report this to the Trainer or the RTO Training Manager, using the organisation's *Child Safety Incident Report*. Where it is believed that a child is at immediate risk of abuse, the CEO or a staff member from the Executive Management team will be responsible for phoning 000.

Review Log

Version Number	Date Updated	Detail of change
8	10/10/13	Review log added, National Recognition information updated
9	25/11/13	Added credit transfer to the National Recognition heading
10	25/06/14	<ul style="list-style-type: none"> • Finding Employment Content amendment • Driving Good Business Deleted • Assessment/Re-assessment and Appeals References to 'General Manager' replaced with 'CEO'. • Fees, Charges and Refunds Qualifications – Sub-heading deleted VicRoads Publications – website addresses amended TAE Materials – Sub-heading deleted • Licence Handbooks/Reference Materials Heavy Vehicles - website addresses amended Motorcycles - website addresses amended Certificate IV in Training & Assessment – Sub-heading deleted
11	01/10/15	<ul style="list-style-type: none"> • National complaints hotline • Credit and RPL adjustments • NCVET Survey • USI information
12	03/06/16	<ul style="list-style-type: none"> • Addition of Charter of Human Rights, Disability Act and WWC Act • VET Quality Framework • The VTG Quality Charter
13	08/09/2016	<ul style="list-style-type: none"> • Amend Disclosure of Personal Information to Privacy Policy and update policy • Move USI to separate section
14	11/05/2018	<ul style="list-style-type: none"> • Added information relating to issuing of statements in the event of ADE no longer being able to deliver a course • Removed VTG Charter section • Updated link to learner guides on ADE website • Updated issue fee for issuing of statements and record of results
15	20/6/2018	<ul style="list-style-type: none"> • Added complaints and appeals Policy • Added Refund Policy • Added Learner Support Policy • Qualifications, Statements of Attainments, Certificates and Licences Policy • Child Safety Policy