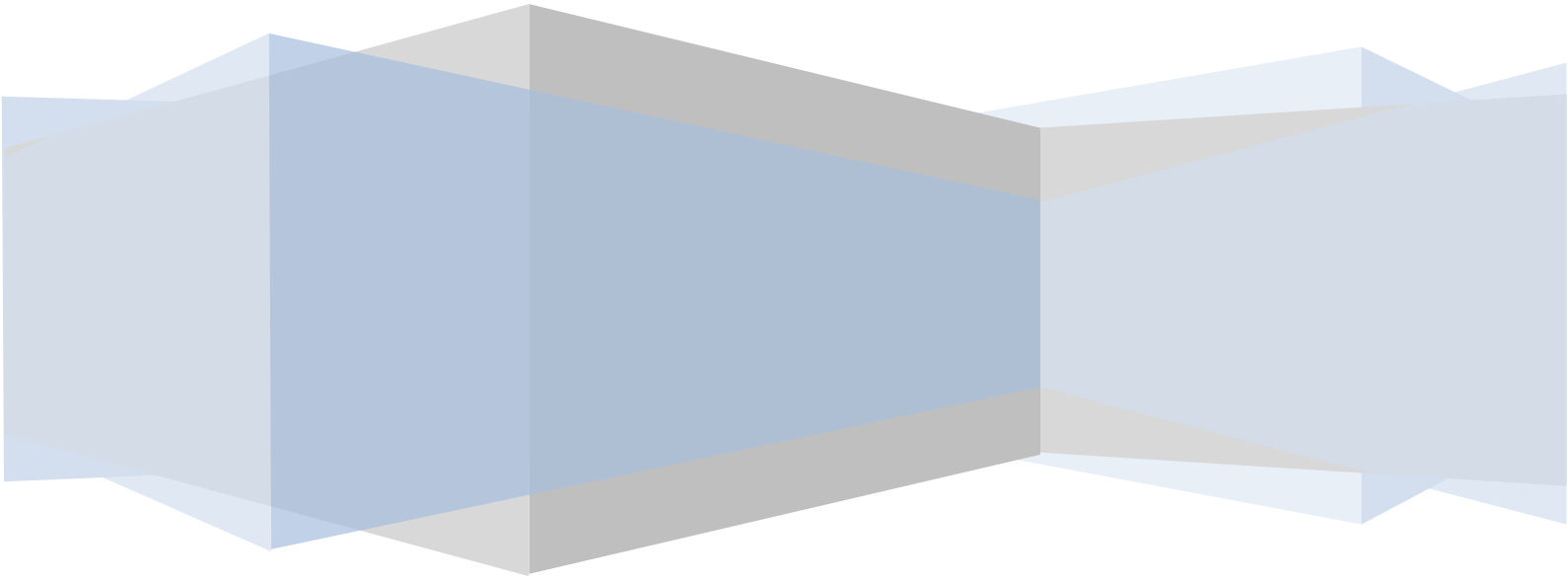
Armstrongs Driver Education Pty Ltd

Student Handbook



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1. About Us

Armstrongs Driver Education Pty Ltd (ADE) has developed and delivered training and assessment for the Transport and Logistics industry for over 50 years. ADE is a Registered Training Organisation (RTO) and a DTP accredited heavy vehicle and motorcycle training and assessment centre working under the Australian Quality Training Framework (AQTF).

2. What makes us different

ADE believes that its students should have access to a training environment and facilities that promote and support their training experience. ADE training services are conducted at our purpose-built training facilities in Thomastown, Victoria and Truganina, Victoria.

The Thomastown facility is situated on 8,000 square meters while the Truganina facility is situated on 10,000 square meters. Both our facilities include:

- purpose-built heavy vehicle reversing areas catering for all classes of heavy vehicles
- an in-situ designated heavy vehicle solely for the purposes of conducting off-road skills (such as cabin drill) and
- purpose-built triple motorcycle ranges (ADE is the only facility with these in Victoria)

ADE licensing courses are designed to provide students with skills and knowledge that exceed the minimum standards required to obtain a heavy vehicle licence. In addition, ADE licensing 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 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.

3. Registered Training Organisation

ADE is a registered training organisation operating within Victoria and regulated by the Victorian Registration and Qualification Authority (VRQA). The 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.

4. 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 is committed to complying with all applicable laws and regulations.

For more information, please refer to the Access and Equity Policy and Procedure on our website.

5. Access to Records

You may access your personal records at any time. You must email office@armdrive.com.au with your request. 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 which may disclose information not relevant to you personally or where prohibited by law.

6. 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.

7. Code of Practice

ADE is committed to operating its business based on compliance to legislation, 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.

8. Resources and Facilities

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

Student facilities include a student lounge equipped with a fridge, microwave, chilled water and free tea and coffee.

Participants also have access to support materials and learner guides applicable to the area of training and assessment.

9. 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 resources needed, such as appropriateness of facilities, equipment and monitoring of Trainers' and Assessors' industry skills.

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

10. Complaints and Appeals

If you have a complaint or concern, ADE will make every effort to resolve the issue. However, if you are still unhappy with the resolution, 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

Informal Procedure

Students or organisation representatives are encouraged to resolve issues informally by speaking to the trainer/staff member and/or other student(s) with whom they have a complaint.

If not satisfied with this process, students are further encouraged to speak to the Operations Manager at Armstrong's Driver Education and present their complaint. The Operations Manager will try to resolve the issue and come to a satisfactory solution. If not satisfied with this process, students must follow the formal complaints procedure.

The complaint and its resolution must be logged as a 'Lets Fix It - Continuous Improvement form' and it will automatically be transferred into the Continuous Improvement register.

Formal Complaints Procedure

Students who wish to lodge a complaint can either:

- Contact administration by email. The email must outline the details of the complaint. The following details must be documented in the email:
    - Name of the complainant and the relevant training and assessment program
    - Date of the complaint
    - Description of the complaint including training and assessment incident dates if the complaint is in relation to training and assessment
- Contact administration in person or via phone. Administration document the student's complaint on the 'Let's Fix It - Continuous Improvement form' online through the Quality Management System; or
- Complete the Contact Us Form on the RTO's website

The full process can be accessed on the Complaints and Appeals Policy and Procedure.

External Review by an Independent Mediator

Armstrongs Driver Education is committed to providing students with a fair and equitable process for resolving any complaints or appeals they may have. This includes the provision of an independent mediator. The purpose of the external appeals process is to consider whether Armstrongs Driver Education has followed its policies and procedures.

The full process can be accessed on the Complaints and Appeals Policy and Procedure.

Assessment Related Appeals

If the student has been advised that they are Not Yet Competent, but they believe that judgment has been made erroneously by Armstrongs Driver Education, the student may appeal the result.

Armstrongs Driver Education's Management team or Administration team must use the 'Lets Fix It - Continuous Improvement Form' to document the appeal. The form must be completed within 2 working days from receiving the appeal request.

Armstrongs Driver Education will seek an independent review of the student's assessment by another qualified trainer/ assessor and will respond to the student in writing with the outcome and the reasons for the decision.

The full process can be accessed on the Complaints and Appeals Policy and Procedure.

More Information

If you are still dissatisfied with the outcome from the 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/

You can also contact The National Training Complaints hotline. The National Training Complaints hotline is accessible on 13 38 73 and is available Monday to Friday from 8am to 6 pm. You can also lodge a complaint through the National Training Complaints Hotline website: https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form

Further information on ADE's Complaints and Appeals Policy is available on ADE's website: www.armstrongsdrivereducation.com.au/student-info

11. Confidentiality and Privacy of Personal Information

ADE is required to collect personal information about you in order to manage and maintain your enrollment. Confidentiality regarding the collection of your personal information is assured.

ADE is required to disclose personal information to DTP, 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.

12. Privacy Policy

Armstrongs Driver Education Pty Ltd (ADE) 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) which 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.oaic.gov.au/privacy/australian-privacy-principles

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 media and publications, from other publicly available sources, from cookies, and from 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, email or via telephone.

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.

For further information regarding privacy and confidentiality, refer to the Privacy and Confidentiality Policy and Procedure on the ADE website.

As you are undertaking DTP courses, we will make you aware of specific requirements regarding the collection and storage of personal information and how this information is used for these organisations.

For further information, please contact the administration team to view the DTP Privacy and Confidentiality Policy and Procedure.

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 unauthorised 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 our admin team in writing, email or via telephone.

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 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

These Policies may change from time to time and is available on our website: www.armstrongsdrivereducation.com.au/student-info

Any urgent changes that affect ADE's students must be communicated by the management team or the CEO via email. All other changes must be updated via the Policies and Procedures on the Armstrongs Driver Education website.

13. 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 Regulatory requirements.

14. Continuous Improvement

ADE management is committed to proactive continuous improvement of its services and operations.

As part of this we seek feedback from you (our students) via our Customer Feedback Form which is provided to you on completion of your course via email. At times ADE may contact you for further information or feedback, please let ADE know if you do not wish to happen.

At times the Department of Education may contact our students to assess the effectiveness and quality of the training delivered by Armstrongs. This can come in a number of ways:

- An NCVER survey,
- An invitation to participate in a Department endorsed project, or
- Via direct contact by the Department (or persons authorised by the Department) for audit or review purposes.

We encourage you to participate in these so we can improve our services.

15. Course Information

Our course webpages and enrolment information will provide you with information so you can decide 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 that 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

16. Enrolment and Selection process

When you first make contact with ADE, the administration staff will provide you with information on the course you are enquiring about.

Information on the course will include:

- Enrolment process
- Entry requirements
- Student support
- Training and assessment requirements
- Course duration
- Fees and charges

You will be required to complete a pre-training review. The review will cover:

- your eligibility to undertake the course
- Proof of identity, including a USI or guidance on how to obtain one
- medical conditions
- licencing requirements

Following the pre-training review, ADE will assess your suitability for the course and determine any assistance you may require. If ADE determines you are suitable to enrol, an invoice will be created and forwarded to you, with information on fees and how to pay for the course.

After ADE receives payment, we will send out a welcome letter via email. The letter includes:

- Booking sheet
- Student Enrolment Form
- LLN Assessment (where required)
- Invoice and receipt
- Terms and Conditions
- Links to download the appropriate DTP handbook for your course.

Your enrolment form, LLN Assessment and copies of your ID will be collected on your first day of class for accredited courses.

Heavy vehicle students will sign a student declaration, heavy vehicle licence application form and a heavy vehicle selection declaration during their initial pre-drive session.

Motorcycle students will sign a student declaration, motorcycle licence/learner permit or check ride application and copies of ID will be collected during the check in. Once the course is completed, all ID copies will be destroyed.

Post Enrolment Provision of Vocational and/or Educational Support to students

If it has been brought to the attention of the Operations Manager that a Student is demonstrating poor performance and is encountering obstacles and setbacks which is impacting their ability to achieve learning outcomes, the Operations Manager will contact the Student to discuss their progress.

The Operations Manager will provide guidance and advice to the Students to assist them in overcoming obstacles and setbacks in order to improve their performance and reduce the risk of withdrawal from the course.

The Operations Manager will advise the Student's trainer/assessor of the strategies discussed with the Student to assist them with overcoming obstacles and setbacks so as to improve their performance. This information will assist the Trainer/Assessor to make any reasonable adjustments to their training and assessment methodologies if applicable. The Operations Manager will note this discussion on the File Note in the Student's file and enter details of the discussion into the Student's record in the Student Management System.

Reasonable Adjustment

Where it has been identified that a learner will need support with undertaking assessments, Armstrongs Driver Education may decide to make "reasonable adjustment" concerning the assessment process for individual students, this can be done in English by an ADE staff member or by a DTP approved interpreter in a language other than English.

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.

17. 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 from 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.

18. Eligibility Conditions and Criteria

Many of ADE's courses require students to hold particular licences and/or meet eligibility criteria in order to enrol and participate in courses. These requirements are set by DTP 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 enrol, please speak with our Admin team.

19. Licence/Permit Requirements

You must check the licence/permit requirements for your course. The requirements for each course are detailed 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.

20. Medical Conditions / Fitness to Drive

All students wishing to obtain a licence must meet the fitness to drive requirements as set out on austroads.com.au

You must notify the ADE Admin team via telephone or email, if:

- You are currently suffering from any serious (permanent or long-term) illness, disability, medical condition or injury (or the effects of treatment for any of those things) that may affect your fitness to drive? This includes (but is not limited to) eyesight or hearing problems, conditions that may deteriorate over time (e.g. multiple sclerosis), blackouts/dizziness, epilepsy/seizures, dementia, diabetes, sleep apnoea, head injury, stroke, cardiac conditions/high blood pressure, and mental health conditions.
- There has been any change to a medical condition that you previously notified to DTP.
- You are taking any prescribed medicines (excluding antibiotics, contraceptives, inhalers or Hormone Replacement Therapy).

21. Licence Handbooks/Reference Materials

Heavy Vehicles:
If you are undertaking a 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 DTP) to prepare for the written test.

The handbook is available from DTP Customer Service Centres, some news agencies or an ADE office. Alternatively, it can be downloaded from the ADE website or the DTP website.

- ADE website: www.armstrongsdrivereducation.com.au/learner-guides
- DTP website: www.DTP.vic.gov.au

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 DTP).

The handbook is available from DTP Customer Service Centres, some news agencies or an ADE office. Alternatively, it can be downloaded from the ADE website or the DTP website.

- ADE website: www.armstrongsdrivereducation.com.au/learner-guides
- DTP website: www.DTP.vic.gov.au

22. Fees, Charges and Refunds

Tuition Fees

Tuition fees for nationally recognised courses are published on Armstrongs Driver Education's website.

Tuition fees include course fees, administration fees and material fees (if applicable).

Employers of applicants who enrol in Armstrongs Driver Education's Nationally Recognised Courses are invoiced total course fees on conclusion of the training. All course fees must be paid within 14 days of course completion.

Should a student withdraw during the training program, the employer is charged the full fee amount.

Students will be charged no more than $1000 prior to commencement. Following course commencement students will be charged additional fees in installments that do not exceed $1500.00.

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
Withdrawal less than 7 days prior to course commencement	65% refund of tuition fees paid
Withdrawal within 7 days of course commencement	No refund of tuition fees paid
Withdrawal after 7 days from course commencement.	No refund of tuition fees paid
Course cancelled by Armstrong Driver Education prior to course commencement.	Full refund of tuition fees paid
Compassionate or compelling circumstances	To be confirmed upon review of application and supplementary documentation

Further information on ADE's Refund of Fees Policy and Procedure 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:

• Heavy Vehicle	Drive Assessment - as per current hourly rate Reverse Assessment - as per current hour rate Theory (KT4) - $55 Subject to change

23. 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.

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 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.

Pre-assessment

- Reasonable adjustment applied to any assessment must be recorded, signed by the student and the trainer and maintained on the 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.

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.

ADE management will monitor its ongoing learner support measures within its continuous improvement systems and within the internal audit process.

Please refer to the following list of available support agencies.

- **Lifeline Australia https://www.lifeline.org.au/ (Call 13 11 14) or text/chat online**
  We are a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services. We exist so that no person in Australia has to face their darkest moments alone.

- **Beyond Blue https://www.beyondblue.org.au/ (Call 1300 22 4636) or chat online to a counsellor**
  Beyond Blue is here to help all people in Australia achieve their best possible mental health. Earlier, easier, together. Whether you're seeking mental health information or 24/7 qualified support for you or someone else, we're here for you.

- **1800RESPECT https://www.1800respect.org.au/ (Call 1800 737 732) (Text 0458 737 732) or chat online or video call via their website**
  Confidential information, counselling and support service
  1800RESPECT is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.
  1800RESPECT is the national domestic, family and sexual violence counselling, information and support service.

- **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.ldaustralia.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

If you feel you require additional support to complete an assessment, you may request this either through your trainer or via the admin team. ADE can make reasonable adjustments to assessments on an as needed basis. Students will be provided with reasonable adjustments wherever possible and where these adjustments will not cause unjustifiable hardship to ADE or put ADE in breach of contractual requirements of DTP.

If you have issues with the following, speak to your trainer and/or the ADE admin team:

- Concentration
- Hearing verbal information
- Spelling and/or grammar
- Numbers or numerical concepts
- Reading standard-sized print
- Anxiety or exam related stress
- Writing quickly
- Oral communication
- Mobility issues

DTP Assessments

English as a 2nd language students can request the use of a DTP interpreter. However, this is on approval of DTP and are only available Monday to Friday.

Please contact the ADE admin team if you wish to organise an interpreter for your knowledge test.

24. 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 Management team are available to assist you at any time. Please do not hesitate to seek assistance if issues arise.

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, DTP) mandate the conduct of assessment to occur under specific conditions, ADE will meet the Regulator's requirements.

25. National Recognition

Armstrongs Driver Education do not accept and provide National Recognition (Credit Transfer and Recognition of Prior Learning) to students for the following units of competency:

- TLILIC2014 Licence to drive a light rigid vehicle
- TLILIC2015 Licence to drive a medium rigid vehicle
- TLILIC2016 Licence to drive a heavy rigid vehicle
- TLILIC3017 Licence to drive a heavy combination vehicle
- TLILIC3018 Licence to drive a multi combination vehicle

It is a DTP requirement that if a licence has expired the licence holder must undertake a course and apply for a new licence.

Refer to the National Recognition Policy and Procedure for further information.

DTP Exclusions

ADE do not accept and provide National Recognition (Credit Transfer and Recognition of Prior Learning) to Students for the following units of competency:

- TLILIC2014 Licence to drive a light rigid vehicle
- TLILIC2015 Licence to drive a medium rigid vehicle
- TLILIC2016 Licence to drive a heavy rigid vehicle
- TLILIC3017 Licence to drive a heavy combination vehicle
- TLILIC3018 Licence to drive a multi-combination vehicle

26. Assessment

Assessments are designed to be fair, reliable, flexible and valid and meet the AQTF, DTP 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.

27. 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/reassessment, and you may appeal the decision.

Assessment/reassessment appeals must be submitted in writing addressed to the CEO of ADE. 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 with the outcome and the reasons for the decision. For information about how to make an appeal, please refer to our Complaints and Appeals Policy and Procedure on our website.

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 6pm. 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.

28. 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.

29. Plagiarism and Cheating

ADE regards plagiarism as an extremely serious academic offence. The penalties associated with plagiarism are severe and extend from cancelling/revoking all results for the specific assessment item or for the entire unit through to exclusions from your course.

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

Definitions

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.

30. Discrimination and Harassment

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

31. 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.

32. 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 and DTP.

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 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

The initial 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 Statement of Attainment, a fee will be charged, as advised in section 22 (Fees, Charges and Refund) of this document.

A register of the Statement of Attainments 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 and Procedure.

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

33. Trainers and Assessors

ADE trainers and assessors hold the relevant qualifications as approved by the Regulator and DTP.

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 DTP and the Victorian Registrations & Qualifications Authority. Where required by the Regulator, audit reports are published on our website.

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

34. 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 Operations 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.