Student Admission

<table>
<tr><td>Purpose and Scope</td><td>Purpose
This policy and procedure describes the process to assess each prospective student's eligibility to undertake training and to enrol eligible students in an appropriate course. Throughout the admissions and enrolment process, Armstrongs Driver Education (ADE) will provide appropriate and accurate advice to prospective and enrolling students.

Scope
This policy applies to all applications for admission and enrolment into the driver education programs delivered by ADE. The policy is relevant to all staff handling enquiries from prospective students, and processing students' admission and enrolment.</td></tr>
<tr><td>Responsibility</td><td>The Administration and Sales Manager is responsible for student admission and enrolment. All staff and students are required to comply with this policy.</td></tr>
<tr><td>Standards and Conditions</td><td>The following table represents areas which this policy and procedure relates to in accordance with AQTF Essential Standards and Conditions, VRQA Guidelines, DTP Heavy Vehicle Business Procedures Manual, DTP Heavy Vehicle Service Agreement, DTP Motorcycle Business Procedures Manual and DTP Motorcycle Service Agreement

<table>
<tr><td>AQTF Essential Standards and Conditions and VRQA Guidelines</td><td>DTP</td></tr>
<tr><td>Standard 3 - 3.1</td><td>DTP Heavy Vehicle Business Procedures
Clause 1 - 1.1,1.2

DTP Heavy Vehicle Service Agreement
Clause 1.13, 3, 15.4-15.8
Schedule 3
Attachment A1

DTP Motorcycle Business Procedures Manual
Clause 1 - 1.1,1.2,1.3 (1.3.1 and 1.3.2.)

DTP Motorcycle Service Agreement
Clause 3
Schedule 3
Attachment A</td></tr>
</table>
</td></tr>
</table>

Definitions or Reference Documents	**Definitions**
	• **VET Quality Framework** – Outlines the standards for achieving consistency in how the Registered Training Organisations (RTOs) are monitored. The VET Quality Framework comprises:
	• The Australian Qualifications Framework (AQF)
	• The Fit and Proper Person Requirements
	• The Financial Viability Risk Assessment Requirements
	• The Data Provision Requirements
	• **Australian Qualifications Framework (AQF) –** The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework
	• **National VET Regulator (NVR) –** The Standards: Sets out the requirements that an organisation must meet to be a Registered Training Organisation
	• **VET** - Vocational Education and Training
	• **Compliance to Legislation** – There is evidence of systems and processes in place to identify relevant legislation, regulations, and guidelines as well as monitoring systems to ensure compliance
	• **Relevant legislation** – Acts of Parliament
	• **Regulatory Requirements** – Validation, Moderation, Reporting
	• **Statutory Requirements** – Approvals, licenses, permits, etc. required for the delivery of nationally recognised training
	• **Non-compliance** – Failure to provide evidence of systems and processes in place to meet the expected outcomes
	• **VRQA** - The Victorian Registration and Qualifications Authority (VRQA) is Victoria's education and training regulator
	• **VRQA Guidelines –** The Guidelines' purpose is to ensure the quality of training and assessment services in Victoria reflects a nationally consistent approach to VET regulation. The Guidelines align Victoria's regulatory settings to the National Standards for Registered Training Organisations 2015.
	• **AQTF Essential Standards and Conditions –** A national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system
	• **Quality Indicators –** A set of three indicators that are part of the AQTF Essential Conditions and Standards for Continuing Registration. The quality indicators are:
	  ○ Employer Satisfaction
	  ○ Learner engagement
	  ○ Competency Completion Rate
	• **Course –** ADE delivers training and assessment for over a set period of time to enable a student to obtain a Licence
	• **Unit of competency –** It is a specification of knowledge and skill, and the application of that knowledge and skill, to the standard performance expected in the workplace
	• **Student** – An enrolled person being trained and assessed by Armstrongs Driver Education Pty Ltd

Student Admission

Policy Statement	ADE will follow all Federal and State legislation and standards as they relate to the admission and enrolment of students. ADE is committed to providing equal opportunities for prospective students to access and participate in training and to achieve their learning outcomes. ADE will follow a clear procedure for approving applications from prospective students and enrolling them in the appropriate course. Prospective students will be required to meet minimum entry requirements that are clearly stated by ADE. Entry requirements include meeting minimum levels of language, literacy and numeracy. This policy outlines the approach that ADE will take to: ● Admit and enrol students into courses on its Scope of Registration ● Ensure ADE staff are aware of the student admission and enrolment processes ● Ensure students are provided with adequate information about the training-services they are to receive ● Ensure students are provided with accurate information about the fees they are required to pay including ○ any additional fees for incidentals ○ information about ADE's refund policy ● Inform students of their rights and obligations ● Have a set process for assessing applicant's language, literacy and numeracy (LLN) proficiency ● Provide information about course credit ● Inform applicants of the mode-of-training to be undertaken in the course ● List the grounds on which the students' enrolments may be deferred, suspended or cancelled ● Ensures that all applicants seeking admission will be treated fairly and equitably when selected and admitted into its training programs ● Maintain clearly defined entry criteria used for making decisions about the selection of students; these criteria are published on ADE's website ADE will retain all records associated with the enrolment and admissions process in accordance with the guidelines, as specified in the AQF and Standards for RTOs 2015.

Procedure

1. Admission process: -

On initial contact from the prospective student, ADE will provide appropriate and accurate information about enrolment, support, training and assessment, and course completion. Course fees will be provided to each prospective student.

ADE will ensure that each prospective student undertakes an LLN assessment conducted by a staff member as part of their enrolment, to ensure they have the LLN capabilities to complete their accredited course.

In the pre-training review, ADE staff cover; eligibility to undertake a course that includes medical conditions and licensing requirements; career aspirations and desired employment outcomes; recognition of prior learning/training; the process to obtain a USI; and, proof of identity. The pre-training review will provide details about the course delivery and assessment.

Prospective students will be informed of the minimum entry requirements for the course they wish to enrol in. Entry requirements include meeting minimum levels of language, literacy and numeracy.

2. Heavy Vehicle Licence Admission process

Prior to undertaking a DTP authorised heavy vehicle training and assessment course, all applicants must have their identity verified with the provider.

An applicant must present the provider with a current Australian car driver licence photo card. If a photo card cannot be produced, we can accept a digital licence. An interim licence receipt not more than 60 days old, can only be accepted in conjunction with a photo licence card. This is only sighted and not retained.

Heavy Vehicle Licence Eligibility requirements:

To obtain an Australian heavy vehicle driver licence, an applicant must first hold an Australian car driver licence for a minimum period. The minimum periods by licence category are set out below.

Licence Category	Eligibility Criteria
Light Rigid (LR)	The applicant has held an Australian Driver Licence to drive a car for a period of at least 12 months from their 18th birthday
Medium Rigid (MR)	The applicant has held an Australian Driver licence to drive a car for a period of at least 12 months from their 18th birthday
Heavy Rigid (HR)	The applicant has held an Australian driver licence to drive a car for a period of at least 24 months from their 18th birthday

Heavy Combination (HC)	The applicant has held an Australian driver licence to drive a medium rigid vehicle or a heavy rigid vehicle for a period of at least 12 months.
Multi Combination (MC)	The applicant has held an Australian driver licence to drive a Heavy Combination vehicle or a Heavy Rigid vehicle for a period of at least 12 months. If the applicant only holds a HR licence then they will need to pass the HC prior to commencing the MC training.

Applicants must provide true and correct information regarding their eligibility.

Applicants are required to complete a "Heavy Vehicle Licence Application form" prior to undertaking any Heavy Vehicle training and assessment.

Completion of this form will also advise ADE if the applicant needs to submit additional information or is able to proceed.

ADE retains the completed application form in the applicant's file.

Applicants are also required to complete an eligibility declaration prior to undertaking the heavy vehicle course.

3. Exemptions from Eligibility Criteria

DTP may grant an exemption to the heavy vehicle graduation criteria after taking into consideration the applicant's driving experience and the circumstances in which it was obtained. The applicant's driver licence record must be taken into consideration when considering granting an exemption. Any adverse driving record may be grounds to refuse an application. DTP must also take into consideration the:

- Nature of the applicant's occupation, employment or family circumstances and whether not granting the exemption would impose undue hardship on the applicant and applicants family; and

- Likely effect the decision will have on safe, efficient and equitable road use in Victoria.

Any overseas heavy vehicle driving experience gained by the applicant from their 18th birthday, while holding an overseas heavy vehicle licence may be taken into consideration to progress to a higher Victorian licence category when an exemption is requested. The applicant must produce an overseas heavy vehicle

driver's licence or a letter of verification from the issuing authority. Either document must verify the date the heavy vehicle category was obtained.

Applicants can apply for an exemption through the DTP website at www.DTP.vic.gov.au

4. Obtaining a Medical Clearance

4.1. Fitness to drive requirements

All applicants must meet the fitness to drive requirements as set out on the Austroads website www.austroads.com.au. The guidelines address medical conditions and reporting requirements for licensing when seeking further clarification. Using the guidelines benefits both the provider and the applicant when reviewing eligibility. Applicants can be directed to the Austroads website for further information.

4.2. Medical Requirements

Where an applicant has provided details of a medical condition that may affect their eligibility to obtain a heavy vehicle driver licence, the provider must complete the DTP process, outlined in the Business Procedures Manual.

The provider is not authorised to commence the heavy vehicle training or assessment with the applicant until clearance from DTP Medical Review is received.

The Medical Review Section will provide a response to the provider within five (5) business days of receipt of the application. If clearance is received, the provider can commence the heavy vehicle training and/or assessment with the applicant.
*In the case of an interstate licence holder, the applicant must obtain clearance from their relevant jurisdiction.

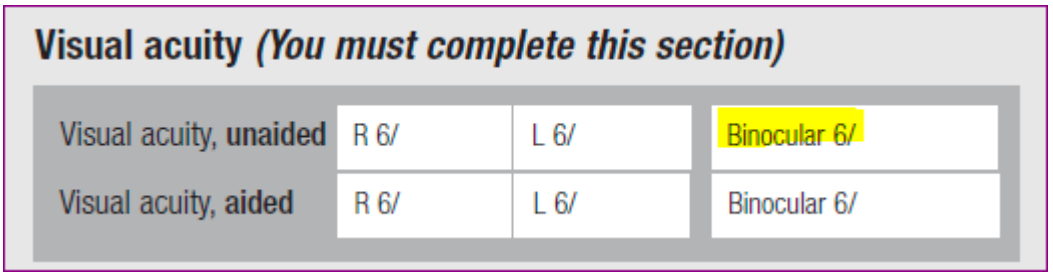
A medical or eyesight report may be required if the applicant indicates that they have a medical or eyesight condition. National medical and eyesight guidelines must be met by all drivers. All Australian medical doctors have a copy of these guidelines.

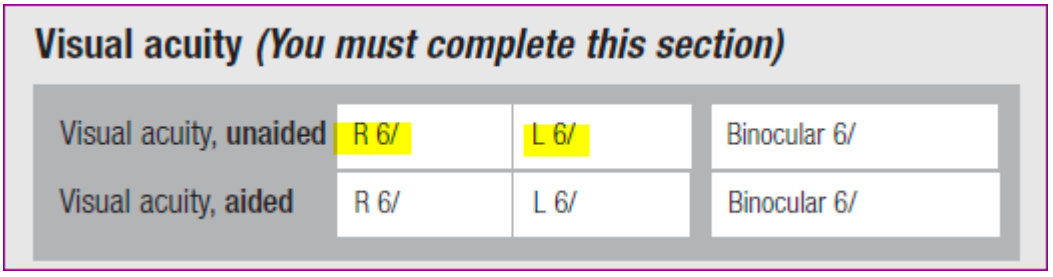
The national guidelines treat light-rigid truck drivers the same as car drivers. Therefore, an applicant who would not qualify for a heavy vehicle licence may be issued with a conditional light rigid licence which excludes driving of buses in the light rigid licence category.

4.3. Eyesight Requirements

All visual acuity standards are measured (corrected or uncorrected) on a Snellen chart. The eyesight test is to be conducted with the applicant standing three metres from the Snellen chart.

Car/bike and Light rigid vehicles* Binocular
Applicant may hold a licence if corrected or uncorrected visual acuity is 6/12 or better (binocular testing is acceptable)





Drivers of a passenger vehicle (taxis and Buses) must meet a minimum standard of 6/12 in each eye separately.

Heavy Vehicle licence categories, MR, HR, HC & MC.
If corrective lenses are required, this will be made a condition on the licence.
*The LR category includes vehicles up to 8 tonnes GVM as well as buses with 13 or more seats.
DTP will issue a restricted LR category that allows the operation of light trucks but not buses.
1. Colour blindness does not exclude a person from holding any grade of licence.
2. Any disclosure of a visual field defect or restriction should result in a referral to Medical Review.

Applicants who fail the eyesight test cannot proceed with heavy vehicle training or assessment and must be referred to medical review for further assessment
Note - If corrective lenses are required this will be made a condition on the licence. Colour blindness does not exclude a person from holding any grade of licence.

4.4. Medical Exemptions

If eyesight or medical standards are not met, in some cases, a conditional licence may be considered.

Applicants requesting an exemption or conditional licence must be referred to Medical Review.

4.5. Occupational Therapist Assessments

DTP may require a customer to undertake a heavy vehicle driving assessment with a qualified occupational therapist to establish if a person is medically fit to either retain their existing heavy vehicle licence category or obtain a new one. This requirement may involve a variation to the Final Competency Assessment (FCA) in the form of specific criterion to be assessed.

The assessment will be conducted by an approved heavy vehicle assessor under the guidance and direction of the occupational therapist. The occupational therapist will determine what criterion is required to be assessed and if they will be in the vehicle during the assessment.

If ADE receives a request from an occupational therapist to conduct this type of assessment, it must undertake the following steps:

- Request from the occupational therapist what modifications (if any) to the FCA will be required;
- Request from the occupational therapist a copy of the person's medical clearance letter/form and retain it on the applicant's records for audit purposes;
- Provide a copy of the scoresheet and written documentation of the on-road assessment to the occupational therapist

Under no circumstances will ADE submit any documentation to the applicant.

If ADE is contacted by the client directly to arrange the assessment, ADE must refer the applicant to the occupational therapist and advise them that they can only discuss the matter, including any booking time directly with the occupational therapist.

The Applicant will be responsible for all associated costs. To avoid any disputes, ADE provides the Applicant with a written quotation for the service.

5. Interstate licence holders

The Heavy Vehicle Partner Portal cannot confirm eligibility of an applicant who previously held an interstate licence. These applicants must be advised to obtain a licence history report from the relevant interstate licencing authority. The Provider must submit this by email to the Accredited Provider Scheme to determine eligibility. Failure to do so may result in refusal and potential

additional costs of repeat training to the applicant.

To obtain a Victorian heavy vehicle driver licence, an applicant must hold an Australian car driver licence for a minimum period of two years from their 18th birthday. If the licence was obtained after their 18th birthday, the minimum period is two years from the date the licence was issued.

An interstate licence held prior to an applicant's 18th birthday does not count towards the minimum holding period for any category of heavy vehicle licence.

6. DTP Motorcycle Admissions Process

6.1. Evidence of identity and DTP Client ID

Prior to undertaking a DTP authorised motorcycle training and assessment, all applicants must have a client ID with DTP and their identity verified with ADE as follows:

• A current DTP car or motorcycle learner permit or driver licence (digital licence accepted), or

• A DTP car or motorcycle learner permit or driver licence that is expired but within 5 years from the expiry date, or

• Other DTP documentation showing their client ID number together with a current passport for verification of identity.

A DTP car or motorcycle learner permit or driver licence that is expired for 5 years or more cannot be accepted as evidence of identity. An applicant must contact DTP to verify their identity and obtain DTP Client ID.

It is optional for applicants without a current car or motorcycle learner permit or licence to obtain a current Victorian car learner permit prior to undertaking a DTP authorised motorcycle and assessment to reduce delays in processing.
An interim driver licence or learner permit receipt is not to be accepted as the evidence of applicant's identity

Eligibility Requirements

Motorcycle learner permit applicant:

- Is 18 years of age or older, and
- Is a Victorian resident, and
- Has satisfied evidence of identity requirements, and
- Is not currently suspended, disqualified or has been refused from obtaining a learner permit or licence in Australia, or has not been disqualified from driving in another country in circumstances that if they had occurred in

Victoria they would have resulted in the applicant being disqualified from driving in Victoria, and
- Is medically fit. A medical clearance may be required from DTP if the applicant has a medical or eyesight condition that may affect their ability to ride

Check Ride Applicants:

- Is 18 years of age or older, and
- Is a Victorian resident, and
- Has satisfied evidence of identity requirements, and
- Holds a current motorcycle learner permit issued on or after 2 April 2016, and
- Is not currently suspended, disqualified, and
- Is medically fit. A medical clearance may be required from DTP if the applicant has a medical or eyesight condition that may affect their ability to ride

Motorcycle Licence Applicant:

- Is 18 years of age or older,
- Is a Victorian resident, and
- Has satisfied evidence of identity requirements, and
- Holds a current motorcycle learner permit for a minimum of three months continuously** in the period immediately prior to applying for a motorcycle licence, or holds or within the past five years has held, a motorcycle licence issued in another country, and
- Has paid the appropriate fees, and
- Is not currently suspended, disqualified or has been refused from obtaining a learner permit or licence in Australia, or has not been disqualified from driving in another country in circumstances that if they had occurred in Victoria they would have resulted in the applicant being disqualified from driving in Victoria, and
- Is medically fit. A medical clearance may be required from DTP if the applicant has a medical or eyesight condition that may affect their ability to ride.

Overseas and interstate applicants

Where an applicant, who holds a car learner permit or driver's licence in another jurisdiction or overseas wants to obtain a motorcycle learner permit or licence in Victoria, they must be advised that their holding from another jurisdiction or overseas will become void in Victoria when their Victorian motorcycle learner permit or licence is issued.

ADE will refer those applicants to DTP to assess their options prior to booking a motorcycle training or assessment appointment with the provider.

Applicant Declaration

It is the responsibility of an applicant to provide true and correct information regarding their eligibility to obtain a motorcycle learner permit, licence or conduct the check ride. This information is collected from the applicant in a DTP 'Licence or learner permit application' form.

The applicant must complete and sign the form before undertaking motorcycle training and/or assessment.

By signing this form, the applicant declares that the information on the form and supporting documentation is true, correct and complete.

ADE stipulates to the applicant that providing false and/or misleading information or documents is a serious offence under the Road Safety Act 1986 and it can result in a fine or imprisonment.

Verification of eligibility
The applicant's responses provided on the form will indicate to ADE if the applicant is allowed to proceed or if further information is required

ADE will question applicants applying for a motorcycle licence who declared a previous suspension on the form to determine if that suspension has interrupted the 3 months of continuous learner permit holding. If so, the applicant will not be able to proceed until that eligibility requirement is met.

Record Keeping

All copies of evidence of identity documents provided by applicants will be placed in the shredder bin for destruction. Application forms are scanned and added to the customer file on Job Ready, before they are sent to DTP.

Refer to the Record Keeping Policy and Procedure

Enrolment process: -
When a student commences enrolment in a course, ADE staff complete their booking in the JobReady student management system.

On completion of enrolment and payment of fees, a 'welcome letter' email is automatically generated to the student which includes a link to the student portal. The student portal is where the student can access their invoice/receipt; DTP application form; links to electronic handbooks (if applicable); and the terms and conditions. Heavy Vehicle students will also receive an email to access an eLearning account to assist in their study.

	Records of the admission and enrolment process for each student undertaking a course is retained for seven years. The re-issue of a qualification and Statement of Attainment can be processed for up to 30 years by JobReady. ADE provides each student with access to their current or past training and assessment records (where requested).