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# **driving school**

RTO 40729



## **Student Hand Book**

### **2020**

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V1

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## COMPANY DETAILS

**COMPANY NAME:** 1 STOP DRIVING SCHOOL **ABN** 97 440 896 361  
**RTO#** 40729  
**POSTAL ADDRESS:** PO BOX 784, YARRAWONGA. VIC. 3730  
**TRAINING FACILITIES:**  
30 WRIGHTS ROAD, BUNDALONG. VIC  
8.00am—5.00pm  
(03) 5744 2316  
23 RACECOURSE ROAD, WANGARATTA. VIC  
8.00am—4.30pm  
(03) 5721 5307  
5-7 MALONEY STREET, BARMAH VIC 3639  
(03) 5744 2316  
**EMAIL:** info@1stopdrivingschool.com.au  
**WEB ADDRESS:** <http://www.1stopdrivingschool.com.au>

Contact  
Us!

### **REGISTERED TRAINING ORGANISATION DETAILS**

1 Stop Driving School is a Registered Training Organisation (RTO) under the Authority of: Australian Quality Skills Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met.

Click on the following link for training.gov. This webpage will provide you with our registration details and the scope of qualifications and courses we are registered to deliver and assess. <http://training.gov.au/Organisation/Details/40729>

### **OUR SERVICES**

1 Stop Driving School's aim and focus is to ensure students are job ready on successful completion of their chosen training course.

This Student Handbook provides students with an understanding of their rights and responsibilities whilst undertaking a full qualification or short course with 1 Stop Driving School. It also provides the student with an overview of the training offered, assessment requirements and support services available.

1 Stop Driving School's obligation is to provide high quality training programs which are developed to meet the student's vocational goals ensuring a professional, and safe learning environment throughout the entire educational process. We will ensure at all times that our policies, procedures and practices are inclusive and are responsive to the individual need of clients through access and equity policies, whilst ensuring opportunities for everyone to access and participate in learning and to achieve their learning outcomes.

## RTO RESPONSIBILITIES

### COMPLYING WITH LEGISLATION

It is the responsibility of 1 Stop Driving School to provide quality training and assessment that is compliant with legislative and regulatory standards and training package requirements.

1 Stop Driving School will at all times provide current and accurate information to prospective learners about the training product that will enable the learner to make an informed decision about undertaking a training program and support services available to them. This will include, this student handbook, course information including details such as duration, location, all course fees and trading terms, and where applicable - course entry requirements.

Examples of legislation relevant to the training business and its staff includes but is not limited to:

#### LEGISLATION:

- Copyright Act 1968
- Commonwealth Work Health & Safety Act 2012
- Victorian Occupational Health & Safety Act 2004
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013 Australian Privacy Principles 2014
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
- Standards for VET Regulators 2017
- Standards for Registered Training Organisations (RTO's) Amendment 2017

### WHS—WORK HEALTH & SAFETY / OH&S - OCCUPATIONAL HEALTH & SAFETY

1 Stop Driving School is committed to ensuring a safe and healthy working and learning environment for staff, students, visitors and the general public in accordance with its legislative obligations. Due to the high risk nature of the training courses we offer, we request students to notify their trainer, or a member of staff, of any hazards or situations that you feel could potentially lead to an incident. At no point should a student place themselves or other course participants in a position that breaches the WH&S/OHS laws. Upon enrolment students are required to sign the enrolment agreement which states “Any actions that may result in injury to other course participants, staff or general public” will lead to dismissal from the course.



## COURSES AVAILABLE

CPCCWHS1001– Prepare to work safely in the construction industry (White Card)  
22325VIC— Course In Workplace Spotting for Service Assets  
RIIWS202D – Enter and work in confined spaces

### **HIGH RISK LICENSING & HEAVY VEHICLE LICENSING**

TLILIC0003 - Licence to operate a forklift truck  
TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more)  
TLILIC0002 - Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)  
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  
TLILD1001 - Shift materials safely using manual handling methods

### **CHAINSAW / FORESTRY & 4WD**

FWPCOT2237 Maintain chainsaws & FWPCOT2239 Trim and cut felled trees  
FWPCOT2236 & FWPFGM3212 - Fall trees manually (Basic) & (Intermediate)  
FWPCOT3238 - Operate a pole saw  
FWPCOT3259 - Operate a four wheel drive on unsealed roads  
FWPCOT3260 - Recover four wheel drive vehicles  
FWPFGM3215 - Perform complex 4 x 4 operations

### **TRAFFIC MANAGEMENT**

RIIWS205D - Control traffic with stop-slow bat  
RIIWS302D - Implement traffic management plan

### **FIRST AID**

HLTAID001—Provide cardiopulmonary resuscitation (CPR)  
HLTAID003 - Provide first aid

### **CIVIL CONSTRUCTION**

RIIHAN301E - Operate elevating work platform  
RIIHAN307D - Operate a vehicle loading crane  
RIIWS204D - Work safely at heights  
RIIMPO315E - Conduct tractor operations  
RIIMPO317F - Conduct roller operations  
RIIMPO318F - Conduct civil construction skid steer loader operations  
RIIMPO319E - Conduct backhoe/loader operations  
RIIMPO320F - Conduct civil construction excavator operations  
RIIMPO321F - Conduct civil construction wheeled front end loader operations  
.....(And Many More)

More courses are available: please contact our office and request a copy of our Course Information Guide or checkout our website for more details.

### **FULL QUALIFICATIONS**

TLI31216 Certificate III in Driving Operations  
RII30815 Certificate III in Civil Construction Plant Operations.

## NEED TO KNOW

### UNIQUE STUDENT IDENTIFIER - USI

From the 1st of January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation it is mandatory to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which will contain all your nationally recognised training records from 1/1/2015 onwards. When applying for a job you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

As the USI is a legislative requirement, all students must have a USI to be able to obtain a Statement of Attainment or Certificate for the training they have successfully completed.

You can create your own USI number through the USI website: [www.usi.gov.au](http://www.usi.gov.au) alternatively 1 Stop Driving School can create one on your behalf with your written permission. Contact our administration staff for further information.

### COURSE INFORMATION

1 Stop Driving School course information is available from administration, please request a course information sheet or our course guide book. Information is also available on our website [www.1stopdrivingschool.com.au](http://www.1stopdrivingschool.com.au). The information provided will assist you in making a decision regarding the training options available to you. Some courses require you to complete pre training study or study outside of class hours, all requirements are detailed in the course information that will be provided to you at the point of enquiry.

### EVIDENCE OF IDENTITY

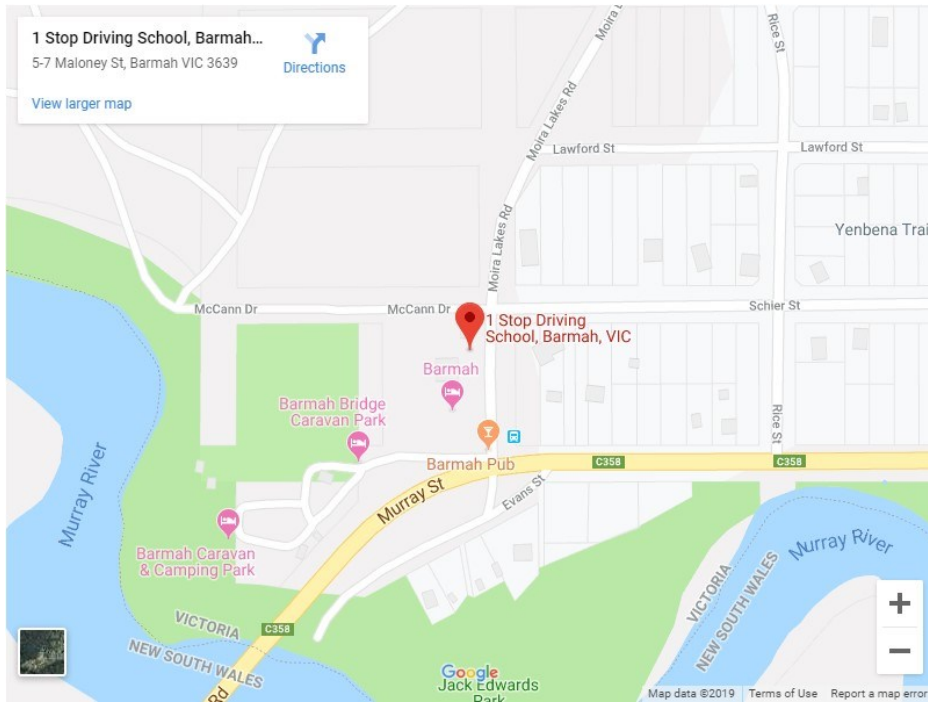
All training courses require evidence of identity which may include 1 form of photo identification, further information on all evidence of identity requirements can be found on the course information sheet. Please ensure you bring your identification with you on the first day of training, failure to do so may lead to not being able to continue on the course. If you do not have photo identification please contact our office and we will advise you of your options.

### WHAT TO WEAR

Course information sheets will provide full details of any specific PPE requirements there may be. Generally all PPE is supplied on the day of training, however some courses do require you to bring with you safety boots which we do not supply. Wear comfortable and practical clothing and enclosed footwear. You will be expected to wear a High Vis Jacket during all practical training.

### BE ON TIME

It is expected all students arrive for training at least 10-15 minutes before the scheduled training time, this will allow you time to complete pre-course documentation, address any questions you may have and settle in.



For information on courses run at our Barmah Training Centre please contact the Bundalong office on (03) 5744 2316.

## GOVERNMENT SUBSIDISED TRAINING

The Skills First is making vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold. Government-subsidised training places are available to people who meet the specific eligibility criteria.

Enrolment into Skills First Government subsidised training may impact a students further access to government subsidised training, for example: a maximum of 2 government subsidised courses can be undertaken in a calendar year or a maximum of 2 government subsidised courses at the same level (i.e. Certificate III) can be undertaken in a lifetime.

All students wishing to enrol in subsidised training, meeting the eligibility criteria will be provided, prior to enrolment, a statement of fees outlining any costs associated with the course. Fee structures are also available on our website.

Please contact our office and we will assist you with determining your eligibility for funding. Alternatively you can check your eligibility at the [Victorian Skills Gateway Eligibility Indicator](#).

### **ENROLMENT PROCEDURE**

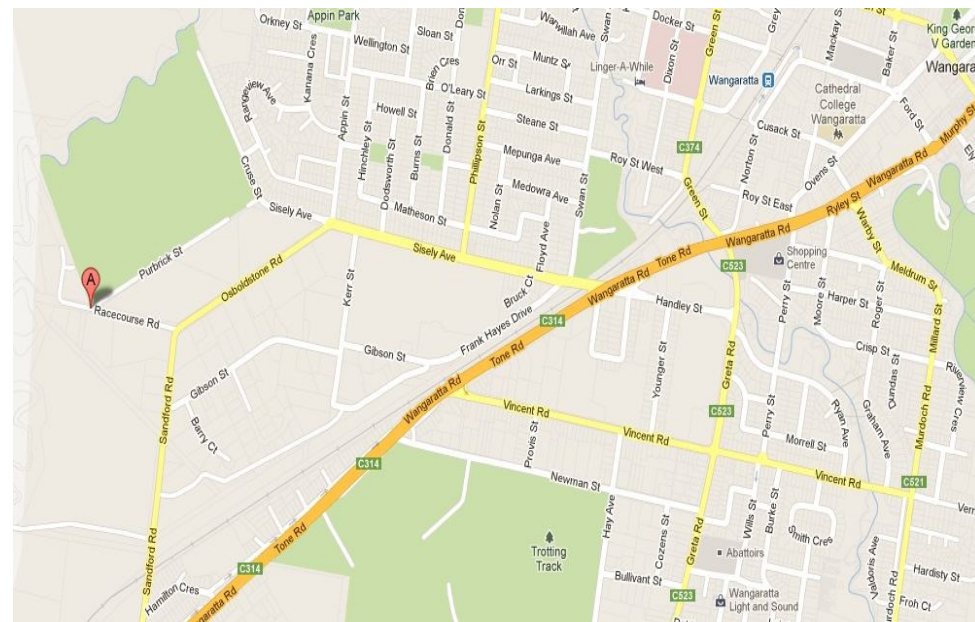
Enrolment and admission into some training courses is subject to meeting certain pre-requisite conditions and / or entry requirements. Specific details of the pre-requisites pertaining to these training programs are contained in course information and are made available prior to enrolment. In the case that a potential candidate does not meet the pre-requisite conditions and / or entry requirements, 1 Stop Driving School staff will provide information to assist them obtaining the pre-requisite or entry requirements. Age restrictions are applicable to some courses.

The enrolment procedure commences when a candidate contacts 1 Stop Driving School expressing interest in a training program/s. 1 Stop Driving School staff will respond by sending a pre-enrolment booking form, course information, student handbook and any other relevant documentation to the candidate. Eligibility for funded training will be determined and the applicant advised. The applicant may choose to enrol as a fee for service client or, if eligible, a funded client.

Administration then provide candidates with enrolment documentation for the relevant training program/s.

On the first day of training, all candidates will partake in a housekeeping activity which will induct them to the site rules and regulations and the participant's rights and responsibilities and OHS/WHS requirements.

## Wangaratta office opening hours 8am-4pm



### **23 Racecourse Road, Wangaratta**

All heavy vehicle training and assessments are conducted at this location  
Other courses on our scope are also conducted at this location.

If you are interested in any of the courses we offer, please call  
Bundalong Office (03) 5744 2316 or Wangaratta Office (03) 5721 5307  
Office hours: 8.00am –4.30pm.

## MAPS



**30 Wrights Road, Bundalong, Vic**

1 Stop Driving School is located 15 minute drive from Yarrowonga off the Murray Valley Highway. This training facility provides a comfortable learning environment and an extensive indoor and outdoor practical training areas, suitable for all weather conditions.

This site is also the head office for 1 Stop Driving School: reception is open from 8.00am to 5.00pm Monday to Friday. All enquiries and bookings can be made by contacting our administration staff.

Alternatively, some training and assessment services may be conducted at a worksite. This is however, dependant upon: student numbers, suitable available resources, equipment and/or plant machinery and a thorough site inspection. Please contact our office for further information.

## TUITION FEES & PAYMENT TERMS

### TOTAL COURSE FEE

Each qualification, unit of competency, accredited or non-accredited course offered by 1 Stop Driving School has a specific course fee. The course fee is the maximum fee that may be charged to the candidate for his / her selected training program. It is 1 Stop Driving School's policy that the course fee will be *all-inclusive*. Candidates will not be 'surprised' by unexpected requirements, fees or expenses.

Inclusions:

- All tuition
- Support and coaching
- Specified text books/learner guides
- Classrooms and facilities

1 Stop Driving School's fee structure in all circumstances does not require a deposit exceeding \$1500.00 up front for any short courses or qualifications on 1 Stop Driving School's scope of registration.

The total amount of all fees are available on request from the administration office and provided to applicants via request or written quotation. Statement of fees are also detailed on our website.

### PAYMENT TERMS:

All short courses require a position holding deposit of up to 50%, participants will be advised of the amount at the time of the booking. Payment for the balance is required prior to the final assessment being conducted, certificates will not be provided until full payment has been received. With the exception of CPCWHS1001-Prepare to work safely in the construction industry, where full payment is required prior to commencement of training, as successful candidates will be provided with a Statement of Attainment on completion.

Full qualifications require a position holding deposit of 10%. Participants will be advised of the total amount which is dependant upon the electives chosen. A schedule of fees is available on our website

<http://www.1stopdrivingschool.com.au/schedule-of-fees-2020.pdf>

**Payment Facilities include** Credit Card, EFTPOS, Cheque or Cash.

### **Partial completion of a qualification—Statement of Attainment**

No fees apply to produce a Statement of Attainment when the candidate has partially completed the training program and must withdraw.

### **Re-print certification**

Where the candidate requests a new copy of his / her certification, the following fees apply:

- Statement of attainment \$25.00 +GST
- Qualification (with academic transcript) \$25.00 +GST
- Competency Card \$20.00 +GST

## ADDITIONAL CHARGES & REASSESSMENT

### FEES AND CHARGES FOR ADDITIONAL SERVICES

Every effort, within reason, will be made by 1 Stop Driving School trainers to provide a successful outcome for its students. Additional training may be negotiated.

**Note:** some options may incur additional costs of which the student will be advised.

### REASSESSMENT

**High Risk Licensing Reassessment:** applicants deemed not yet competent (NYC) will be provided the opportunity to undergo further training at no extra cost, however, Victorian applicants must be reassessed within 60 days of the initial assessment. NSW applicants must be reassessed within 90 days, but they cannot be reassessed for a minimum of 48 hours, fees may apply for each section that requires reassessment. The applicant will be advised at the time of the additional fees as the rate is variable dependent upon the number of NYC outcomes.

On completion of the training course students are required to lodge their application with Australia Post for a Licence to Perform High Risk within **60 days** from the assessment date. If this period of time lapses and the student has not submitted their application but still wishes to obtain a high risk licence, the student will be required to be reassessed at an additional cost.

**HEAVY VEHICLE LICENSING REASSESSMENT:** If an applicant is deemed not yet competent (NYC) during a heavy vehicle assessment they will be required to undergo an additional assessment which will incur a reassessment fee and the cost of rehiring of the vehicle for a minimum of 1 hour. The student will be advised prior to commencement of training and if applicable at the point deemed NYC.

### LICENSING FEES:

The applicant is responsible for the payment of Applicable Licensing Fees for Heavy Vehicle and High Risk Licences.

Heavy Vehicle licence upgrade fee is payable when they lodge their documentation with the Licensing body.

High Risk Licence applications are payable at the time of lodgement with Australia Post. Further information can be located in the course information sheets.

### TRAINING GUARANTEE:

In the event 1 Stop Driving School is unable for any reason to deliver training, any deposits or payments will be refunded or an alternative booking date organised.

## RPL / CREDIT TRANSFER & STUDENT FEEDBACK

### CREDIT TRANSFER

1 Stop Driving School will recognise the AQF VET qualifications and VET statements of Attainment issued by any other RTO. Credit Transfer is available for students who have previously completed units provided the units are relevant to the qualification the student is enrolling in and can be identified as a current or equivalent unit of competency.

**RPL** - Recognition of Prior Learning is a process where people are provided with an opportunity to have their skills and knowledge assessed that they have developed outside the formal education system for example: life experience, informal training or work experience. The process involves the student providing physical evidence of their experiences that correlate with the unit of competency, you will then need to partake in an interview with the RPL assessor to ascertain that sufficient evidence has been provided. Students are required to complete a RPL application and will be advised of the cost prior to enrolment. If it is the student's intention to apply for RPL, they must advise administration prior to enrolment.

High Risk Licensing units, students are still required to complete all assessments and provide documentation that demonstrates they have completed the content of the course that you are seeking recognition for.

Heavy Vehicle Competency Based Assessment (HVCBA) applicants that wish to undertake recognition of prior learning can sit a competency test (CT) only to achieve the award of a Certificate of Competence. CT is conducted under a test environment where training and instruction is not permitted. CT is only available for classes LR, MR & HR.

RPL is not offered on some of our courses due to the short nature. RPL process may still require the completion of a practical or knowledge assessment. Please contact administration for further information.

### STUDENT / CLIENT FEEDBACK

As an RTO we are obliged to provide our regulatory bodies with evidence of continuous improvement, which we ask for your assistance with. On the completion of training you will be provided with a learner questionnaire and we want to know how you evaluate your training experience. This provides us with the opportunity to improve our services to our clients and students, we value your opinion and welcome your positive or negative comments. Your feedback forms remain anonymous and confidential. On occasion we will also forward a questionnaire to employers, so please let them know how your training went and if the training has provided you with a new outlook or awareness at work.

**Note:** Students who obtain Government Subsiding may receive a NCVET survey and/or invitation to participate in an endorsed project by Skills Victoria, and/or may be contacted by Skills Victoria for audit or review purposes.



## SUPPORT SERVICES

Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au) Any costs incurred will be the responsibility of the student.

The types of assistance 1 Stop Driving School will be able to offer:

**Any LLN difficulty:** To help establish competency, trainers may:

- Interview the student
- Ask students to demonstrate their skills

**Speaking difficulties:**

Student may bring a family member or friend to help explain and interpret terminology or more complex issues.

**Listening / Hearing difficulties:**

- Provision of seating close to trainer
- Student may bring family member or friend to 'sign' course content.
- Ensure course materials are presented in clear, plain English.

**Reading / Vision difficulties:**

- Provision of seating close to screen.
- Ensure all course materials are written in plain English.
- Increase the use of graphics and signs in course materials where possible
- Provide large font training course materials.

**Writing difficulties:**

Trainer may use alternate assessment method (e.g. oral questioning).

The types of assistance 1 Stop Driving School will not be able to offer:

**Speaking difficulties**

- Provision of foreign language version of course materials.
- Provision of an independent interpreter

**Listening difficulties**

Provision of an independent interpreter to 'sign' course content

**Reading difficulties**

Provision of an independent interpreter to help translate and interpret terminology or more complex issues.  
Student may not bring family member or friend to read and advise on all course materials.

**Writing difficulties**

Enrolment in the course if competency in the course outcomes depend upon writing skills of the level defined in the course requirements that cannot be met.  
Provide an independent 'writer' to take notes or complete exercises on the student's behalf where writing is not contingent of course outcomes

**Maths / Numeracy difficulties**

Refers to issues meeting the numeracy level defined in the course requirements to obtain a competent outcome.

## CANCELLATIONS / REFUNDS & CONSUMER PROTECTION

### REFUNDS - CANCELLATIONS - WITHDRAWALS - NON ATTENDANCE:

1 Stop Driving School is required to provide licensing regulatory bodies with notice of cancellation.

In the event of cancellation or withdrawal from this contract you are required to notify us a minimum of **72 hours (3 working days)** prior to the commencement of the course. If the student is not rescheduling 10% of the deposit will be retained by 1 Stop Driving School for administration fees, the remainder of the deposit will be returned to the original payer. Students may be offered an alternative date for training, there is no charge for a student to transfer to an alternative date.

In the event 1 Stop Driving School is **not notified** of the cancellation and the applicant does **not attend** training, the full course fee may be applicable.

**Note:** our booking form specifies that the applicant/client is liable for full course fees upon non-attendance.

In the event 1 Stop Driving School cancels, and is not rescheduling the training course, then a full refund will be returned to the payer.

In the event of an applicant's misconduct in any circumstances and that fail to comply with the Policies and or Conditions of their enrolment may be asked to leave the course. Refunds will **NOT** be provided in these circumstances.

### CONSUMER PROTECTION

Students who enrol in a training program with 1 Stop Driving School need to be fully aware they are entering a contractual agreement and also need to understand their rights and obligations as a consumer. 1 Stop Driving School will provide prospective clients with information written in simple English including;

- Wording that allows the client to know what he / she is agreeing to
- No misleading or deceptive marketing
- Clearly explains what is and isn't included in the training program
- No actions, omissions or dialogue (written or verbal) that may coerce a client
- Fair dealings with disadvantaged candidates

If 1 Stop Driving School, or a third party delivering courses on its behalf, closes or ceases to deliver any part of the training product that the student is enrolled in; the student will be provided with a full refund of payment for any units not commenced.

1 Stop Driving School will provide written notification to all current enrolled students in the event of change of ownership.

## TRAINING & ASSESSMENT

1 Stop Driving School's training and assessment strategies and practices are consistent with the requirements of training packages and VET accredited courses. In particular, the required volume of learning is adhered to, ensuring candidates have the opportunity to develop the specified skills and knowledge.

1 Stop Driving School ensures that assessment methods and evidence gathering, both complies with the assessment requirements of the training package; and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

### PRINCIPLES OF ASSESSMENT

**Fairness:** The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

**Flexibility:** Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

**Validity:** Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner, this requires;

- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

**Reliability:** Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## YOUR RIGHTS & RESPONSIBILITIES

### ACCESS & EQUITY, and SUPPORT SERVICES

Access refers to the ability to enter training courses. Equity in this context means equality of access to, and potentially equal outcomes from training regardless of the individual's circumstances, background and identity.

Equity is not about treating everyone the same. It is about ensuring that all people and all groups of people participate, have the opportunity to reach their potential, make choices and receive responsive and appropriate products and services. In other words, the destination for all learners is the same but the journey may be different. 1 Stop Driving School will fulfil its legal and moral duty to the rights and beliefs of course participants and ensure staff and contractors to:

- Promote access to training for all people regardless of age, race, gender, sexual orientation, disability, language, literacy and numeracy skill level, socioeconomic background, ethnic origin, unemployment or remote location.
- Guarantee training conducted is delivered in a non-discriminatory and respectful manner.
- Provide reasonable and practical access to learners of all levels.
- Offer language, literacy and numeracy advice and assistance that can help achieve participants training goals.
- Provide oral assessments where literacy & language issues apply
- Request verbal clarification on assessments where applicable

1 Stop Driving School will endeavour to provide assistance to candidates having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a candidate's needs exceed the ability of 1 Stop Driving School staff to assist, the candidate will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

### LLN—LEARNING LITERACY & NUMERACY

NOTE: To establish and meet the needs of individual students, 1 Stop Driving School requests all course participants to engage in a Language Literacy and Numeracy skills check (LLN). This is not a test: it is solely to ascertain your capabilities and provide the trainer with the information to identify what areas may require assistance. Participants are encouraged to approach their trainer and discuss any concerns that they may have. All results are treated with confidentiality.



## YOUR RIGHTS & RESPONSIBILITIES

### PRIVACY

As an RTO we are required by law to make participant information available to Regulatory Bodies from State & Federal Governments.

All records will be maintained to ensure the privacy of students' information.

1 Stop Driving School ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards. Student's consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent is required for the disclosure of information such as a transcript of results to an employer.

As a condition of employment or contact, all staff and contractors are required to comply with 1 Stop Driving School's privacy and confidentiality policies and are not to distribute any information about any student to others unless with written approval from the student concerned. All student files are confidential, are maintained in a secure environment and for use within the training organisation only.

**APPEALS** Result from a student who is not satisfied with a decision that has been made for example; competency assessment decisions

**COMPLAINTS** result from situations where any individual "the complainant" is not satisfied with the operations or practices of the RTO, this may include, but is not limited to; the quality of service provided, access and equity, discrimination, harassment or bullying, unsafe practices, course advice or enrolment, marketing, learning resources, fees and charges, or conduct of trainers/assessors or third parties delivering on behalf of the RTO. Complaints will require discussions and actions to take place to resolve the issue. All complaints will be dealt with in accordance with the principles of natural justice and procedural fairness.

Individuals wishing to lodge a complaint or an appeal can contact administration for more information, alternatively the form can be download from our website. On receipt, 1 Stop Driving School's CEO will contact the individual and organise an appropriate time to discuss their concerns. Throughout all stages of this procedure the individual will be kept abreast of all decisions and eventual outcomes or proposals. If a problem is identified with the assessment process, there may be an opportunity for reassessment to be conducted by another assessor. All complaints or appeals will be handled expediently and are considered confidential. Should it be determined that the complaint may take over 60 calendar days to process and finalise written notification and regular updates will be given. If the complaint cannot be resolved within this process, an independent mediator will be appointed to assist with a resolution.

If you feel your complaint has not been fairly dealt with by 1 Stop Driving School, you can lodge a Formal complaint with Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/complaints/making-a-complaint.html>, however all avenues for resolution must be utilised first.

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## TRAINING & ASSESSMENT

### RULES OF EVIDENCE

**Validity** : The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

**Sufficiency**: The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner's competency.

**Authenticity**: The assessor is assured that the evidence presented for assessment is the learner's own work.

**Currency**: The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### COMPETENCY BASED TRAINING & ASSESSMENT

**CBT**—Competency Based Training focuses on skill development which is relative to the needs of industry and the workplace.

**CBA**—Competency Based Assessment is the process of collecting evidence of skills and knowledge that can be applied in the workplace and making a judgement on an individual's competency. You will be trained and assessed in accordance with the relevant training package and endorsed unit of competency.

Assessments are conducted at the completion of training and will at a minimum include knowledge (written) and practical components and may include calculations component depending on the course enrolled in.

### LICENSING COURSES

Licensing courses such as heavy vehicle or high risk licensing have specific regulations and requirements that must also be adhered to, which may involve pre-testing or 100% accuracy on critical components.

Students who are deemed Not Yet Competent (NYC) on the completion of their assessment will be provided feedback and advised of their options for reassessment. For example High Risk Licensing assessments cannot be reassessed for minimum of 48 hours. Students can be provided with additional training prior to reassessment.

Students may appeal the NYC assessment decision: to do so you will need to complete an appeal form available from administration or our website.

## CODE OF CONDUCT

### COURSE PARTICIPANTS RESPONSIBILITIES

Due to the high risk nature of the training conducted by 1 Stop Driving School it is a requirement of enrolment that all participants follow all reasonable direction given and adhere to the instructions provided by the trainer at all times.

To ensure all students receive a safe and supportive learning environment we expect all course participants to respect the rights of others, be polite, courteous, and punctual. You are requested to participate in classroom activities, discussions and act in a manner appropriate to this environment.

1 Stop Driving School reserves the right to provide warnings, suspend training or request the offending participant to leave the course if:

- Any occurrence of unacceptable or inappropriate behaviour towards the trainer/staff or other participants
- Deliberate failure to follow instructions provided by the trainer
- In the trainers opinion the participant appears to be under the influence of drugs or alcohol
- Any actions that may result in injury to other course participants, staff or general public
- They cause deliberate damage of equipment or premises

In signing the enrolment form you agree to abide by 1 Stop Driving School's code of conduct. In breach of this code of conduct, students will not be provided a refund or acceptance into another course.

### SMOKING

Is not permitted in any buildings or practical testing areas of the training venue. Please ask your trainer where or if there is a designated smoking area.

### MOBILE PHONES

To avoid class disruption, please ensure you turn your mobile phones off or on silent during class times.

### ETHICS

1 Stop Driving School's Trainers and Assessors are not permitted to request, or accept a gift, bribe, benefit, or favour for services associated with conducting training & assessment, including indirect influence or even appear to influence an assessor's ability to act or perform their duties impartially. Any illegal activities of this nature will result in the student or trainer being reported to the regulatory authority.

### PLAGIARISM

Plagiarism is considered academic dishonesty and is subject to expulsion from the training program. If an assessment requires the completion of project, all sources of reference must be clearly referenced in the project documentation.

## CERTIFICATION

### CERTIFICATION

Students who have successfully completed a full qualification will receive a Certificate and record of results. If the student only partially completes a full qualification the student will receive a Statement of Attainment for all units completed successfully.

Students who have successfully completed a nationally recognised short course will receive a Statement of Attainment for each unit/s completed.

If the unit completed has licensing requirements, the student will be provided with the appropriate documentation required to lodge the licensing application.

All Qualifications and Statements of Attainment will be issued within 28 days of completion of training.

**Students are required to advise 1 Stop Driving School of any change of address or contact details.**

As a mechanism to address the potential for fraudulent duplication and/or use of testamurs issued by 1 Stop Driving School, all certifications will include the embossed stamp of 1 Stop Driving School's logo.

### STUDENT RECORDS ACCESS

All students are obliged with timely access to their records of participation and progress. On successful completion of training and assessment, students will be forwarded their appropriate certification within 28 days. With the exception of CPCCWHS1001-Prepare to work safely in the construction industry: a Statement of Attainment will be issued on the day of training to successful participants. This certification can be used as interim evidence of completing the course, to gain access to construction work sites. A white card will be issued by WorkSafe Victoria within 30 days.

1 Stop Driving School is not permitted to provide your employer with the results of your training, regardless of who paid for the course. Students are required to provide 1 Stop Driving School with written permission to supply their employer, or other parties, with their training results. Please contact administration for further information.

Student records are securely stored electronically by 1 Stop Driving School for a legislated period of 30 years.