

SAFER DRIVING FOR LIFE



STUDENT HANDBOOK

Important information for students

**TLI41222 - Certificate IV in Motor Vehicle Driver Training
(Specialisation Group A - Car)**


121 DRIVER
— TRAINING —
TRAINING THE TRAINERS

p: 1300 810 510

e: info@121drivertraining.com.au

w: www.121drivertraining.com.au

Table of Contents

Contents

Introduction	4
About 121 Driver Training.....	4
Code of Practice	4
Aims and Objectives	4
Selection and Enrolment.....	5
Entry Criteria.....	5
Shared Responsibility Model of Learning	5
Student and Workplace Commitment	6
Fees/Monies Paid in Advance	6
Incidental Charges	6
Cancellation/Refund Policy.....	6
Terms and Conditions of a Refund.....	6
Postponements/Cancellations by 121 Driver Training	6
Governance	7
Federal Legislation	7
State Legislation (New South Wales)	7
State Legislation (Victoria)	8
Training Authorities	8
Protection from Harassment.....	8
Disciplinary Procedure	8
Workplace Health and Safety.....	8
Marketing.....	9
Student Support, Welfare and Guidance Services	9
Access and Equality.....	9
Provisions for literacy, numeracy and language difficulties	9

Privacy.....	10
Student Access to Records.....	10
Course Delivery	11
Training Plan	13
Theory Component	13
Practical Component	13
Assessment	14
Assessment Policy including Re-assessments and Appeals	14
Assessment Appeals Process	15
Recognition of Prior Learning (RPL).....	16
How is RPL assessed?.....	16
Recognition of Qualifications Issued by Other RTOs.....	17
Policy.....	17
Procedure	17
Compliments, Complaints, Grievances and Appeals.....	17
Complaints and Appeals Policy	17
Complaint or Appeal Procedure	18
Unsettled Complaints or Appeals	18
Confidentiality	18
Records of complaints	19
Monitoring and Improvements.....	19
Continuous improvement	19
Certification.....	19
Issuing Qualifications	19
Re-issuing Certificates.....	19
Training Records.....	19

Introduction

121 Driver Training is a registered business name of 121 Training Pty Ltd, a Registered Training Organisation.

We are:

- Highly experienced, and
- Committed to the industry

This Student Handbook provides important information regarding the course. It is not a marketing tool. Treat it as pre-reading for your course to start your learning with confidence and familiarity. We hope you enjoy your learning experience.

We can be contacted on:

Address: PO Box 3590
Rouse Hill NSW 2155
Telephone: 1300 810 510
Email: info@121drivertraining.com.au

About 121 Training Pty Ltd

121 Training Pty Ltd is a Registered Training Organisation (RTO Code 70220) delivering nationally recognised training and assessment services throughout Australia.

CODE OF PRACTICE

We value our employees and clients. We always strive to demonstrate ethical behaviour and standards in all our dealings.

AIMS AND OBJECTIVES

- Commitment to providing high-quality, interesting training that is relevant to learners, employers, and the driver training industry. We aim to make every training participant feel welcome and ensure they receive maximum benefits from our training services.
- Recognise and accept Australian Quality Framework (AQF) Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful approach to students/clients.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Provide efficient and consistent services through continuous improvement planning incorporating student/client and staff feedback.
- Provide quality training and assessment, trained staff, and resources of a high standard.
- Endeavour to ensure that no student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate student needs.
- Market services accurately and professionally.
- Offer skills recognition (RPL) as an assessment option to all our clients.
- Ensure training is appropriate to student/client needs by continual review of scope and delivery.
- Take reasonable care to look after the health and safety of others.
- Respect the privacy and confidentiality of clients and their information.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and services.
- Provide a fair and equitable process through which clients can appeal assessment decisions. This is detailed in the 121 Driver Training Complaints and Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact 121 Driver Training.

Selection and Enrolment

Enrolment must be done by completing the Application Form. This can be obtained by contacting 121 Driver Training.

Recruitment of students is conducted in an ethical and responsible manner, and processes are fair and comply with equal opportunity legislation.

Students are admitted to 121 Driver Training's training programs by demonstrating a genuine interest in the area and a determination to complete the course.

Class sizes are limited to one student to one trainer and students are encouraged to book a place as early as possible.

ENTRY CRITERIA

The instructor's language, literacy and numeracy skills are expected to be equivalent to level 3 of the National Reporting System, which identifies adult English language, literacy, and numeracy language indicators of competence.

All students enrolled in 121 Driver Training's training program shall, prior to commencement of the training program, receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program.
- Training program content.
- The details of the relevant unit(s) of competence related to the training program.
- Details of the assessment requirements, including R.P.L. and recognition of qualifications issued by other training organisations.

SHARED RESPONSIBILITY MODEL OF LEARNING

YOUR COMMITMENT	121 DRIVER TRAINING'S COMMITMENT
Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of training & assessment
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance through analysing feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate	Provide competent learning and assessment consultants
Be mentally prepared to learn and be assessed	Target training to the right level
Be punctual	Always on time

STUDENT AND WORKPLACE COMMITMENT

- Students must inform 121 Driver Training by phone, email or in writing if they are unable to attend a training session or need to leave a training session early.
- Students must ensure that all submitted assessments are authentic and no part has been copied from another person. Plagiarism and cheating are not accepted and can result in heavy penalties including getting suspended or expelled from the course. In such events, your training fee will not be refunded.

Fees/Monies Paid in Advance

Training programs of 121 Driver Training are delivered on a fee-for-service basis. Please visit 121 Driver Training's website or the course brochures for information regarding the cost of attending this course.

A deposit of \$1500 secures a place on the course. Places on courses may be allocated to those on the waiting list, if not secured by a deposit. Upon receipt of the \$1500 deposit, training resources will be forwarded to the client. Course fees must be paid in full prior to issuing the outcome Qualification or Statement of Attainment.

121 Driver Training, as a Registered Training Organisation, is committed to the protection of all monies paid in advance and its financial arrangements operate in such a way that refund monies are always available however, it should be noted that the training fees are collected just before the start of their respective module. All 121 Driver Training fees and charges comply with the requirements identified in the AQTF.

INCIDENTAL CHARGES

Replacement of award/qualification: \$100

Training materials as a hard copy: \$100

Reassessment charge: \$285 per reassessment

Cancellation/Refund Policy

If a client/student is unable to complete the course on which they are enrolled, the following fees will apply:

- If the student withdraws after enrolment but before the copyrighted training material is issued: a \$1000 administration fee
- If the student withdraws after the training material is issued: 50% of the course fee is payable
- If the student withdraws more than 14 days from the date of issue of materials: The course fee is payable in full

TERMS AND CONDITIONS OF A REFUND

All withdrawal notifications and requests for refunds must be in writing to the CEO of 121 Driver Training and must include the student's name, address and contact details, course details and the reason for requesting a refund.

If a refund is given, the student will be notified in writing with the refund details. A copy of this letter will be placed into the student's file.

In the event of a workplace dispute, no refunds will be given to either party once the 14-day withdrawal period has expired. Special consideration is available and at the sole discretion of the CEO of 121 Driver Training.

POSTPONEMENTS/CANCELLATIONS BY 121 DRIVER TRAINING

It is the intention of 121 Driver Training to provide training and assessment services to all students, however, should any unforeseen circumstances occur that result in a postponement or cancellation of the course or a training module, 121 Driver Training will advise all clients/students at least 48 hours prior to course commencement. In such circumstances, if possible, the course or training module will be offered at alternative times and dates. If clients/students are not able to attend any alternative courses or training modules, all fees paid for that course or training module will be refunded.

121 Driver Training guarantees to complete the training and assessment within 12 months after the student has commenced their studies, in their chosen qualification or course. If 121 Driver Training is unable to complete the training and assessment within this timeframe, it will bear the cost of utilising another RTO to complete the remaining part of the training and assessment.

Governance

121 Driver Training manages its training programs in accordance with federal, state and territory legislation and regulations. We encourage you to be familiar with the relevant legislation (Acts and Regulations) and the Licensing Authorities' requirements in your state or territory and how they may impact you, our training or the workplace.

Industry legislation that may be involved in the delivery of this program includes:

FEDERAL LEGISLATION

- Workplace Relations Act 1996
- Human Rights and Equal Opportunity Commission Act 1986
- Trade Practices Amendment (Australian Consumer Law) Act (No. 2) 2010
- Equal Opportunity for Women in the Workplace Act 1999
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Standards for NVR Registered Training Organisation 2012
- Australian Qualifications Framework
- Privacy Act 1988
- National Vocational Education and Training Regulator Act 2011

[Federal Register of Legislation Website](#)

STATE LEGISLATION (NEW SOUTH WALES)

- Australian Road Rules February 2012
- Driving Instructors Act 1992, and Driving Instructors Regulation 2003
- Equal Opportunity Act (New South Wales)
- Fair Trading Act 1987
- Industrial Relations and Employment Legislation for State or Territory
- New South Wales Copyright Act 1879-1952
- NSW Road Rules 2008, effective 1 November 2012 - Road Amendment (Miscellaneous) Rules 2012
- Road Transport (Safety and Traffic Management) Regulation 2000.
- Sex Discrimination Act 1984
- States and Territories Equal Opportunity Legislation.
- The Standards for NVR Registered Training Organisations 2011
- Work Health and Safety Act 2011 (WHS Act)
- Work Health and Safety Regulation 2011 (WHS Regulation)
- Defamation Act 2005
- Disability services act 1993
- Anti-Discrimination Act (NSW) 1977
- Fair Trading Act 1987 No 68
- Child Protection (Working with Children) Act 2012 No. 51
- Driving Instructors Regulation 2016

[New South Wales Legislation Website](#)

STATE LEGISLATION (VICTORIA)

- Consumers Affairs Act 1972
- Defamation Act 2005
- Disability Act 2006
- Education and Training Reform Act 2006
- Equal Opportunity Act 2010
- Fair Trading Act 1999
- Information Privacy Act 2000
- Working with Children Act 2005
- Workplace Rights Advocate Act 2005

[Victorian Legislation Website](#)

TRAINING AUTHORITIES

Australian Skills Quality Authority (ASQA)

National Skills Standards Council (NSSC)

Protection from Harassment

121 Driver Training acknowledges that harassment is against the law in any workplace context, including conference-, work- or business-related functions and/or training groups. 121 Driver Training always expects its workplace and training environment to reflect the principles of law for the benefits of its employees, students, and visitors.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of 121 Driver Training have the right to participate in training in an environment free from intimidation and harassment.

121 Driver Training has implemented management practices that maintain high professional standards that safeguard students' interest and welfare in situations that might result in their harassment. Students have access to the CEO of 121 Driver Training or the Human Resource Manager from their own organization where applicable.

DISCIPLINARY PROCEDURE

121 Driver Training has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment services and fair treatment of all. A breach of policy, procedure, or statutory regulations by staff and/or clients will be sufficient grounds for disciplinary action ranging from verbal notification, formal counselling, or immediate dismissal. The Chief Executive Officer of 121 Driver Training will handle all disciplinary matters.

Workplace Health and Safety

Regarding workplace health and safety, 121 Driver Training is obligated to:

- Ensure the health and safety of each of their workers, students, visitors, and guests
- Ensure that people can come to work or a training venue with a minimum risk of injury or illness
- Ensure that any equipment used by staff or students is safe when properly used

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety
- Not deliberately endanger the workplace, or health and safety of others, or deliberately injure themselves
- Observe Covid-19 social distancing and provide approved PPE

Marketing

121 Driver Training markets its learning and development programs with integrity, accuracy, and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A student's written permission will be gained before 121 Driver Training uses their information in any marketing materials.

Student Support, Welfare and Guidance Services

121 Driver Training is committed to the welfare of all learners undertaking its training and provides appropriate guidance assisting learners to determine their best study options.

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer or contact the CEO. Our staff ensure all our resources are available to our students helping them achieve their required level of competency in their course. Students can also make an appointment with their trainer if they need any additional advice regarding any of the following matters:

- Managing their time
- Setting and achieving their goals
- Motivation
- Different ways of learning
- Coping with assessments
- Looking after themselves

121 Driver Training staff are not trained counsellors and cannot provide any counselling services to the learners however they can refer you to the appropriate service providers.

ACCESS AND EQUALITY

Equal and fair opportunity to undertake our training is available to all clients. We do not discriminate anyone based on their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, career responsibilities or any other uniqueness or difference.

Please ensure to bring any specific training needs you may have into our attention at the time of enrolment or during your training and we will do our best to cater for your specific needs. Our aim is to provide the best training possible to all our clients.

All clients must meet any pre-requisites of the training package or course. Specific details of any pre-requisites are contained in individual course documentation which is available prior to enrolment. In case you do not meet the pre-requisite conditions, we will endeavor to assist you understand your options to meet the requirements.

PROVISIONS FOR LITERACY, NUMERACY AND LANGUAGE DIFFICULTIES

121 Driver Training is committed to helping students who have difficulties with language, literacy and numeracy. These provisions affect both the learning activities and the assessment processes used. If you feel the tools and methods used by 121 Driver Training are not conducive to your needs, please advise us.

If further assistance is required, you may be referred to a specialist from the following providers:

- Centrelink: 132 580
- Reading and Writing Hotline: 1300 655 506

Privacy

121 Driver Training, as a Registered Training Organisation, is obligated to maintain an effective administrative and records management system. This involves the retention of clients' personal information however all our staff are scrupulous in using client information only for the purposes they were collected. We do not disclose any client information to any third parties unless it is required by law.

STUDENT ACCESS TO RECORDS

Students may access their own personal records at any time. This can be arranged by contacting 121 Driver Training. Students must provide verifiable forms of identity when seeking access to their own records. An administration fee of \$75 can be applied.

Course Delivery

TLI41222 - Certificate IV in Motor Vehicle Driver Training (Specialisation Group A - Car) consists of the following competencies. These competencies are delivered via correspondence and face-to-face training. The theory component of the course is completed by distance education and may be completed at the student's own pace. The competency-based practical component is presented, on a one-to-one basis, in a car. Appointments should be made at a mutually agreed time and location.

Students must complete the course within six months from their enrolment date.

Theory Component

Module	Module Code	Module Title
1	TLIL2060	Complete induction to the transport industry
<p>This unit involves the skills and knowledge required to complete workplace induction procedures when commencing work in the transport and logistics industry, in accordance with regulatory requirements, and operational policies and procedures.</p> <p>The unit enables a driver to enter and participate in typical workplace activities. It includes identifying major areas of the industry in terms of functions, organisational structures, and occupations; applying legislation, regulations, and codes of practice; and identifying key industrial relations elements.</p> <p>This unit applies to all employees wishing to enter the transport and logistics industry; however, it is predominantly aimed at taxi to multi-combination drivers. It can also be used within the warehousing and logistics sectors of the industry.</p>		
Module	Module Code	Module Title
2	BSBINS309	Maintain business records
<p>This unit describes the skills and knowledge required to maintain the records of a business or records system in good order on a day-to-day basis.</p> <p>It applies to individuals who follow established guidelines and processes to assist them to carry out their work. They work under supervision or in consultation with more senior staff or system users to support effective recordkeeping and governance practices across the organisation.</p>		
Module	Module Code	Module Title
3	TLIF0025	Follow work health and safety procedures
<p>This unit involves the skills and knowledge required to follow and apply work health and safety (WHS)/occupational health and safety (OHS) procedures when carrying out work activities in compliance with the relevant WHS/OHS regulations and procedures.</p> <p>It includes following workplace procedures for hazard identification and risk control, contributing to WHS/OHS management arrangements and completing WHS/OHS records.</p>		
Module	Module Code	Module Title
4	TLIG2007	Work in a socially diverse environment
<p>This unit involves the skills and knowledge required to apply cultural awareness, communication principles and problem-solving techniques to facilitate working in a socially diverse environment. This is done in accordance with workplace procedures, relevant anti-discrimination, and equal employment opportunity (EEO) regulations.</p> <p>It includes communicating with customers and colleagues from diverse backgrounds and dealing with cross-cultural misunderstandings.</p>		

Module	Module Code	Module Title
5	TAEASS301	Contribute to assessment

This unit describes the skills and knowledge required to contribute to the assessment process. It applies to a person with technical or vocational expertise who is in a supervisory or mentoring/coaching work role, and for whom collecting the evidence for assessment is an adjunct to principal work responsibilities. The unit applies to those involved in collecting evidence for assessment against units of competency or accredited courses.

Module	Module Code	Module Title
6	TAEDEL301	Provide work skill instruction

This unit describes the skills and knowledge required to conduct individual and group instruction, demonstrate work skills and assess the success of training and one's own training performance, using existing learning resources in a safe and comfortable learning environment. It emphasises the training as being driven by the work process and context, and applies to a person working under supervision as a work skill instructor in a wide range of settings not restricted to training organisations

Module	Module Code	Module Title
7	TLIC1051	Operate commercial vehicle

This unit involves the skills and knowledge required to maintain the safety of and to operate, a commercial vehicle across a variety of job roles. It includes monitoring traffic and associated equipment, managing vehicle condition and performance, and effectively managing hazardous situations.

Module	Module Code	Module Title
8	TLIL4009	Manage personal work priorities and professional development

This unit involves the skills and knowledge required to manage personal work priorities and personal professional development. It includes managing personal performance, setting, and meeting personal work priorities, and developing and maintaining personal professional competence.

Module	Module Code	Module Title
9	TLII0005	Apply customer service skills

This unit involves the skills and knowledge required to apply routine customer service skills in accordance with workplace standards and procedures. It includes dealing with customer inquiries, monitoring customer satisfaction, and taking appropriate action to satisfy customer needs. It involves implementing customer service principles and procedures in day-to-day interactions with internal and external customers as part of workplace operations.

Practical Component

Module	Module Code	Module Title
10	TLIC0031	Apply low risk car driving behaviours

This unit involves the skills and knowledge required for higher-order safe driving. This unit applies to light vehicle safe driving behaviours. This includes higher-order skills involving broad cognitive, technical, communication and vehicle management. It also requires knowledge about hazard perception, risk control and safe driving behaviour,

judgement, decision making and multi-tasking that builds on driver licence requirements across a range of vehicles and driving situations.

Module	Module Code	Module Title
11	TLIM0008	Conduct car driver training

This unit involves the skills and knowledge required to teach learner drivers from diverse backgrounds how to prepare, explain, demonstrate, monitor, and maintain safe car driving skills. This unit applies to car driving instructors.

It includes preparing a learner for driving, explaining driver training outcomes, demonstrating required skills, monitoring, and maintaining safe driving skills, interpreting, and applying road rules, debriefing learner driver, identifying hazardous situations and implementing contingency plans.

Module	Module Code	Module Title
12	TLIM0016	Develop low risk car driving behaviours in others

This unit involves the skills and knowledge required to teach learner drivers from diverse backgrounds how to develop, monitor and maintain safe car driving strategies and behaviours. This unit applies to car driving instructors.

It includes recognising and dealing with behavioural barriers to learning, developing vehicle operation and control skills, and interpreting and applying regulatory requirements and road law expertise.

It also includes developing higher-order cognitive and technical skills, such as hazard perception, correctly reading a driving environment and responding appropriately, exercising risk management strategies that contribute to safe car driving behaviours, and meeting community expectations.

TRAINING PLAN

121 Driver Training will do its best to develop a training plan that meets all your specific needs and requirements.

THEORY COMPONENT

Modules 1 to 9 are conducted via correspondence or face to face in group training, if requested. 121 Driver Training sends the required manuals and assignments to the trainees in electronic form via email or as a hard copy, if requested, for an additional fee of \$100. Trainees can either complete the assignments electronically and submit it via email or as a hard copy and return it to 121 Driver Training by post or hand them back to their trainer.

In case students require any assistance with the completion of modules 1 to 9, they can access their trainer via email or telephone. If the student still has difficulties with completing the written assessments, they can complete the assessment during the in-car training with the assistance of their trainer.

PRACTICAL COMPONENT

Modules 10 to 12 are conducted in-car in an area agreed between the trainee and the trainer and in a timeframe meeting the National Training Standard: Certificate IV in Motor Vehicle Driver Training (Specialisation Group A - Car). 121 Driver Training sends the required manuals and assignments to the trainees prior to the commencement of the practical component to give them enough time to read and absorb some of the information covered in these modules.

The practical training is competency-based; therefore, the completion of the practical training depends on the amount of home practice performed by the trainees. Training sessions are arranged in a way that best suits the availability of the trainee.

Assessment

Assessment means the process of collecting evidence and making judgements on your knowledge, skills and attitudes towards competency regarding your ability to perform to the required standards of a workplace or the relevant competency standards/learning outcomes of an accredited course. Assessment tasks include observation within a workplace, questions (verbal or written), projects, written assignments and reports from supervisors where applicable.

At the course's end, trainees must complete a final assessment. This assessment is performed in-car and on-road with one of our qualified assessors in a designated location. This will test trainees' readiness for the job and completes the training.

This assessment takes a minimum of four hours and includes:

- Presenting lessons
- Demonstration of safe driving
- Commentary driving
- Demonstration of the completion of records required for a driving lesson
- Various driving manoeuvres

The student must also demonstrate the knowledge, skills and driving behaviours expected of a professional driving instructor.

Prior to the on-road practical assessment, trainees must complete all other assessments. Assessment tools have been developed to encompass the learning styles of all students. As a regulatory requirement, all assessments are conducted in English.

121 Driver Training adopts policies and management practices that maintain high professional standards in the delivery of training and assessment and safeguard the interests and welfare of students. If a trainee is found to be in breach of the assessment policies, 121 Driver Training has the right to:

- Give the trainee a fair and reasonable opportunity to explain any anomalies, including plagiarism
- Suspend the trainee's enrolment until all issues are resolved
- Cancel the trainee's enrolment

The trainee has the right to appeal to any decision made by 121 Driver Training as described in this handbook. 121 Driver Training will take into consideration any learning difficulties or disabilities experienced by the student.

ASSESSMENT POLICY INCLUDING RE-ASSESSMENTS AND APPEALS

The following is a summary of the 121 Driver Training assessment policy including the process to be followed for appealing assessment outcomes. A full copy of the Assessment Policy is available from the training manager of 121 Driver Training.

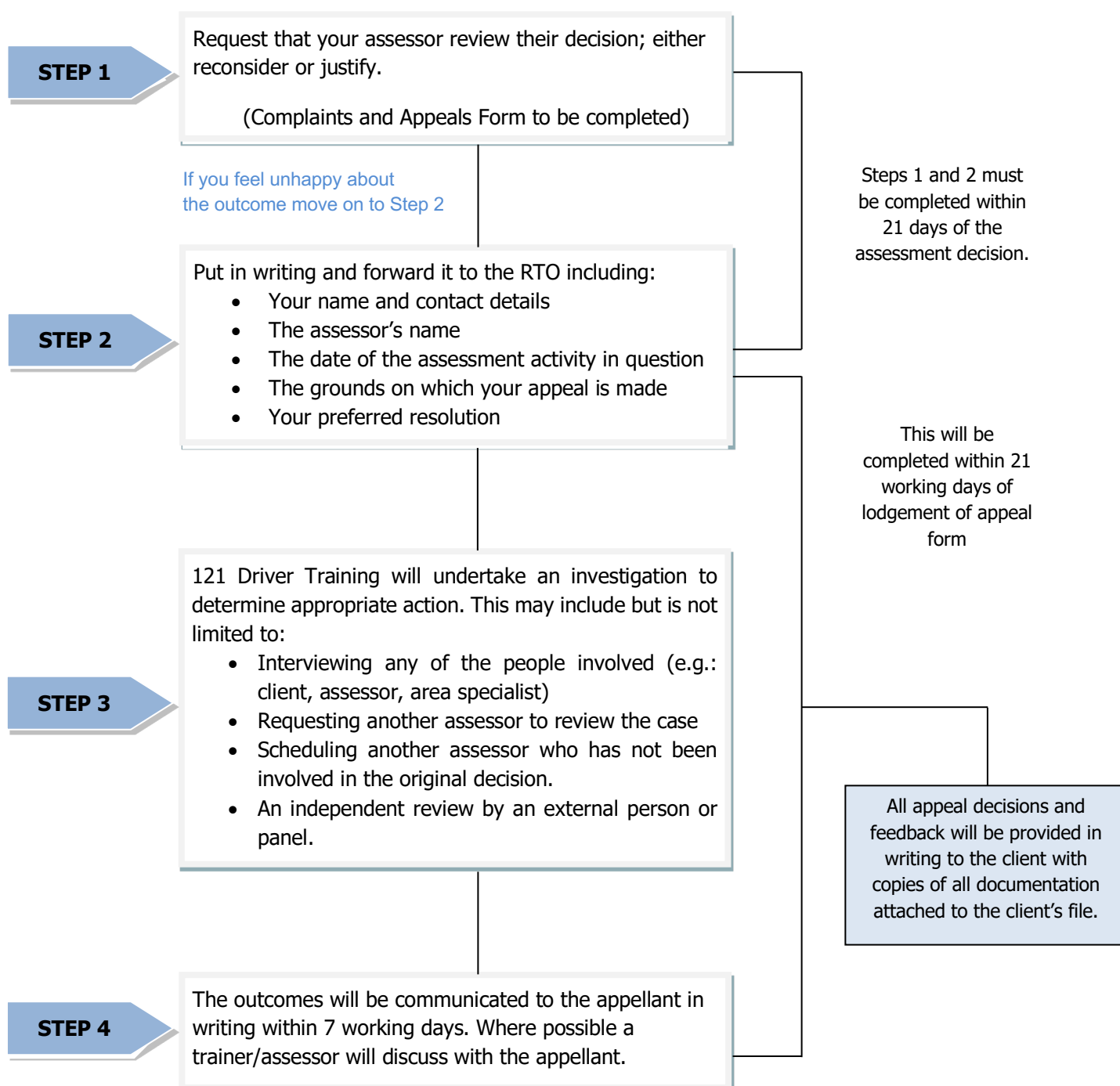
All trainees are entitled to 3 attempts of the assessment. Two assessments are included in the course package however subsequent assessments will attract a re-assessment fee of \$280 per assessment. Assessors will ensure:

- The assessment process is valid, reliable, flexible and fair
- Recognition of prior learning is recorded appropriately
- Assessment is ongoing
- All evidence submitted is considered in making their judgement
- Trainee's underachievement(s) is identified

- Assessment outcomes are recorded appropriately
- Feedback on assessment outcomes is given to each trainee

ASSESSMENT APPEALS PROCESS

Students have the right to appeal an assessment result. If you believe that your assessment was unfair, you have the right to appeal. The procedure is as follows:



Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience. RPL may be used to grant status or credit in or towards a subject, module, or unit of competence. RPL may also be applied for as a separate process.

How is RPL Assessed?

The RPL process considers all relevant skills, knowledge and experience, regardless of how you got them. This includes experience and training you have gained through paid work, volunteer work, previous training and/or life experiences.

RPL is available to all prospective students. If you believe that you might be eligible for Recognition of Prior Learning, 121 Driver Training is pleased to offer you this facility. To apply, contact the CEO to arrange an interview. The CEO is responsible for the application and assessment of RPL. Students may apply for recognition of their learning and skills by supplying evidence of:

- Previous recognised training undertaken
- Work and life experiences
- Non-formally recognised training undertaken

Students can submit their application to the CEO using the 121 Driver Training Application Form for Recognition of Prior Learning. Students may be invited to attend an interview process to discuss the application. Further information/documentation may be requested. An assessment and verification of the application will be undertaken.

Below is a list of all documents about your skills and experience that will assist the CEO with deciding if you have the skills and knowledge to gain RPL for either a unit or a full qualification:

- General employment documents
- Resume
- Position description or job description
- Results of any assessments
- Details of in-house courses, training programs, orientation, induction
- References or letters from employers and/or supervisors
- Workplace documents
- Diaries/task sheets
- Samples of documents that you have produced
- Emails/letters
- Occupational Health & Safety documentation
- Copies of presentations

The assessment of RPL may be embedded within 121 Driver Training assessment tools. Applicants will be notified of the assessment decision. Skills recognition assessments and outcomes will be recorded, and relevant Qualification/Statement of Attainment will be issued where applicable.

Students may appeal a decision. Appeals should be lodged with the CEO in line with the 121 Driver Training Assessment Policy. A fee of \$250 per competency is payable for RPL of competencies.

Recognition of Qualifications Issued by Other RTOs

POLICY

121 Driver Training recognises the Qualifications and Statements of Attainment issued by other Registered Training Organisations under the Australian Qualifications Framework (AQF). 121 Driver Training acknowledges and implements its responsibility to enable individuals to receive national recognition for their achievements. All staff of 121 Driver Training have been made aware of the obligation to recognise AQF Qualifications and Statements of Attainment issued by any other RTO.

Students who have completed equivalent units at another RTO should provide both the original and a copy of the AQF Qualification and/or Statement of Attainment to 121 Driver Training. Any translations of documents must be certified as being official translations. The subject/module/learning segment for which the student is seeking recognition from their previous RTO must have the same code as the module/learning segment at 121 Driver Training.

PROCEDURE

Students should complete the Application Form for Recognition of Qualifications Issued by Other RTOs, available from 121 Driver Training and make an appointment to see the CEO or send relevant documents to the CEO. To obtain an application form, contact 121 Driver Training via phone or email and one will be forwarded to you.

Each case is assessed individually as exact equivalence needs to be determined. If the applicant is changing from one area of study to another, they may not be automatically eligible for credits.

Applications for recognition of qualifications issued by another RTO must be made prior to commencing studies at 121 Driver Training. If the student is granted recognition, their electronic student file will be updated to show any subject for which an exemption is granted, the student will be informed of the outcome of their application and receives a copy of the results for recognition of qualifications issued by other RTOs.

The Application Form for Recognition of Qualifications Issued by Other RTOs together with copies of the student's Academic Transcripts will be filed in their file.

Compliments, Complaints, Grievances and Appeals

121 Driver Training has implemented a procedure for continuous improvement that encourages feedback on any of our service provisions. All feedback whether compliments or complaints, is valued and ensures we meet the needs of all students.

121 Driver Training strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint. If students have a grievance with any aspect of the training, they are encouraged to discuss their concerns with their trainer/assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required however if the student is not satisfied with the result, they may wish to initiate a formal complaint. The procedure to initiate a formal complaint is explained on the next page of this handbook. This may lead to occasions where an industry-training representative is invited to act as an objective party to negotiate a satisfactory resolution. By entering the appeal procedure, the appellant agrees that the decision of the independent assessor/panel is final.

COMPLAINTS AND APPEALS POLICY

Complaints arise when a client is not satisfied with an aspect of our services and requests action to be taken to resolve the matter. Appeals arise when a client is not satisfied with a decision that we have made on an assessment.

Any complaint or appeal must be considered in a transparent, objective and unbiased manner. The process incorporates the principles of natural justice and procedural fairness.

Any person wishing to make a complaint against the RTO, concerning its conduct as an RTO, whether a complaint, appeal, or other matter, shall have access to the complaints/appeals flowchart. All formal complaints are heard and decided within 21 working days after the receipt of the written complaint by the RTO. 121 Driver Training keeps a 'Register of Complaints' which documents all formal complaints and their resolution. All substantiated complaints are reviewed as part of the continuous improvement procedure.

COMPLAINT OR APPEAL PROCEDURE

The client should first discuss their concerns with their trainer/assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required. The trainer/assessor makes a note of the client's concern, so the feedback is kept and reviewed.

If the issue is not satisfactorily settled, the client should be advised of the formal Complaints and Appeals Procedure by the trainer/assessor (or another staff member). A flowchart of the complaints and appeals procedure is provided on page 15 of this document.

A representative of 121 Driver Training provides the Complaints and Appeals Form to the appellant and instructs them to complete their details. The form is then be submitted to a qualified assessor or the CEO, who will:

- Ensure the complaint and its outcome are recorded in writing
- Advises the CEO who shall convene an independent panel to hear the complaint if necessary; this shall be the 'complaint committee'
- Ensures the complaint committee did not have any previous involvement with the complaint and includes a representative of the RTO and at least one independent person

The complaint committee will:

- Review the competency report/assessment/evaluation
- Interview the appellant – the appellant will be allowed advocacy rights and will be provided with an opportunity to formally put their case
- Make a decision on the complaint
- Where appropriate, provide the appellant with an opportunity for re-assessment
- Provide a written statement, including reasons for the decision, to the appellant within 7 working days of making its decision

The CEO will ensure:

- The appeal and subsequent outcomes are recorded in detail and maintained on file by the RTO
- If necessary, the circumstances and information surrounding the issue is investigated to the level warranted by its severity.
- The root cause of the complaint/appeal is included in the continuous improvement cycle of the relevant standard(s).

UNSETTLED COMPLAINTS OR APPEALS

If the issue is not satisfactorily settled, the client may take their grievance through legal avenues, the Anti-Discrimination Board, Consumer Affairs, or other bodies as appropriate.

CONFIDENTIALITY

Confidentiality is maintained and anonymity preserved where requested. Complainants/appellants are informed where this may limit the extent to which their complaint/appeal can be investigated.

RECORDS OF COMPLAINTS

All complaints and appeals are documented in writing using the 'Complaints and Appeals Form' and recorded on the 'Complaints and Appeals Register'.

MONITORING AND IMPROVEMENTS

All complaints and appeals are used for continuous improvement processes. Follow-up actions may include:

- Asking for feedback from the client to determine whether they were satisfied with the way the complaint or appeal was handled
- Changing the practice that led to the complaint/appeal and, at a later date, reviewing the improvement to see that it is working
- Reviewing records of complaints and appeals to see whether there are specific issues (or staff or services) that are being targeted and whether the complaints and appeals are being resolved in a timely matter

CONTINUOUS IMPROVEMENT

At the end of each course, students are asked to complete an evaluation/feedback form that looks at their level of satisfaction and ways of improving our service. Please take time to complete this form accurately so that we can improve our training for future students.

Certification

121 Driver Training provides accurate, relevant, and up-to-date information to each student prior to the commencement of training concerning:

- Certification to be issued on completion of the course
- Competencies to be achieved by the student
- Assessment procedures
- Arrangements for the recognition of prior learning/recognition of current competencies

ISSUING QUALIFICATIONS

121 Driver Training issues a Nationally Recognised Certificate indicating the competencies and the qualification achieved on completing all training and assessment components.

If the program is partially completed, a Statement of Attainment is issued for units in which the participant has been assessed as competent.

Your certificate will only be issued upon successful completion of the required units of competence and when ALL monies have been paid to the RTO.

RE-ISSUING CERTIFICATES

If your Certificate or Statement of Attainment is lost or stolen and you wish 121 Driver Training to issue another certificate, there will be a cost involved. At present, the cost is \$100 per qualification.

Training Records

121 Driver Training will retain all training records for a period of 5 years. Student records of attainment of units of competency and qualifications are retained for a period of 30 years.