



PARTICIPANT HANDBOOK

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WELCOME TO ADVANCED HEAVY VEHICLE DRIVER TRAINING

CONGRATULATIONS! You've taken the first step to improving your career and enhancing your qualifications and your career pathway options.

For more than 15 years Advanced Heavy Vehicle Driver Training (AHVDT) RTO number 31359 has been training people of all ages to drive a variety of large vehicles. We boast an impressive success rate in test results through the Queensland Department of Transport and Main Roads and employ professional, experienced trainers who pay attention to detail when training their students. We are a locally owned and operated Registered Training Organisation (RTO) offering accredited courses to suit your needs.

At AHVDT we take our trucks seriously. We are proud of our fully modern fleet of five vehicles and set of B double trailers. With many vehicles at our finger tips, there is a truck for everyone who trains who with us. Each vehicle is considered a part of the AHVDT family and is fully air conditioned, maintained and well cared for.

Please meet our modern family

Smurf – “Smoking Smurf”

Smurf is our resident MR vehicle being a 2009 Isuzu FRR500 and has been with AHVDT since 2011. Smurf has a synchromesh (manual) gearbox and trains those wanting a smaller grade of truck licence. Smurf is a great introduction to heavy vehicle driving for those who only have 12 months on their car licence or just need their licence for recreational purposes. Smurf is still quite young and energetic and has a lot to learn in the industry. He can be a bit unruly at times, but the trainers know just how to handle him and ensure he is kept on a leash at all times – hence being nicknamed “Smoking Smurf”.

Lulu 2 – “Our Super Model”

Lulu 2 has fitted in very nicely amongst the other HR vehicles at AHVDT, taking over from her older automatic counterpart Lulu. Lulu2 is extremely easy to drive and makes the job of gaining ones' HR A or B Condition licence very simple. She is a 2005 “super” model Sterling LT7500 truck and has only been with the company since late 2014. Since arriving at AHVDT, she has proven herself to be very popular amongst the lads and ladies alike. Just as her nickname suggests. Lulu2 is very fashion conscious and wears her shiny red coat proudly – being the only member of the fleet not clothed in white.

Ingrid – “Easy Ingrid”

The newest edition to the AHVDT fleet is Ingrid, the Swedish I-shift. Ingrid, being a Volvo 2011 FM500 automatic Prime Mover, is sought out by all the boys at AHVDT because she is very easy to drive as well as being easy on the eye. Equipped with state-of-the-art modern technology, Ingrid sets the pace for the other heavy vehicles in the fleet and introduces students to the standard currently at work in the industry. With a talent such as this, it did not take long before Ingrid was introduced to all levels of training from a HR up – tackling HR, HC and MC Automatic lessons.

Sissy – “Saucy Sissy”

Sissy is our 18-speed road ranger gearbox vehicle. Whilst conducting most of the HR and HC open licence training. Sissy enjoys the experience with our many drivers – she is an “on the road dream” – in more ways than one. Sissy, a 2007 model, first arrived in 2011 and is ‘equipped’ with a large integrated night cabin that provides a very roomy ride. She is smooth to drive and appreciates a student with long legs to operate her deep clutch and the muscular strength to control her.

Duke – “Old Dukey Boy”

Old Dukey boy is a much-loved favourite, named after the previous owner's dog Duke. Duke is a 2003 Mack Vision CX Prime Mover with an 18-speed crashbox. Just like the previous owner's dog, Old Dukey boy, is loved by all – both men and women. Duke has been a long-standing family member in the AHVDT fleet, arriving in 2010. Being the oldest and wisest family member, now days, Duke like to take a step back and leave the bulk of the work to the others. Old Dukey boy still likes to project his dominance by being the tallest and broadest member of the fleet. Duke, being a true gentleman, is well known for his soft clutch and smooth ride.

TRAINING DELIVERED UNDER OUR SCOPE OF REGISTRATION

AHVDT delivers a combination of units of competence and Qualifications as detailed below. Stay tuned to our website as we are always looking for ways to contribute to the VET sector in our region.

- TLIC3003 Drive medium rigid vehicle
- TLIC3004 Drive heavy rigid vehicle
- TLIC3005 Drive heavy combination vehicle
- TLIC4006 Drive multi-combination vehicle
- TLILIC0003 Licence to operate a forklift truck
- TLILC2001 Licence to operate a forklift truck

Please contact our office on (07) 4921 1916 to discuss with any one of our helpful staff if you or your organisation has specific training needs.



ACCREDITED TRAINING

Participants who completed accredited training and assessment will be issued with either a Qualification or a Statement of Attainment. Both documents will be clearly identified with the Nationally Recognised Training Logo as you see to the left.

FACILITIES AND EQUIPMENT

AHVDT have a modern training premises at 6 Albert Street Rockhampton QLD. We service from Rockhampton, Gladstone, Mackay, Emerald, Biloela and even Longreach upon request. All locations apart Rockhampton incur travel charges. Please contact our friendly staff for more information

LANGUAGE, LITERACY AND NUMERACY

Depending on the program participants enrol in, you may be required to:

- Read and interpret textbook information
- Follow written and verbal instructions
- Present written & verbal information in a range of contexts
- Communicate and/or work with individuals and groups
- Engage in online learning platforms

All participants have the option to be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the program. Additionally, some programs will require participants to complete an assessment prior to enrolment. This is usually via interview or through appropriate assessment tasks identified by our trainers. You will be advised of these requirements upon course enquiry. Those who require further assessment will be referred to a qualified expert. Any costs incurred will be the sole responsibility of the participant.

TRAINING AND ASSESSMENT PERSONNEL

AHVDT have personnel with appropriate qualifications and experience, with up to date knowledge to deliver the training and facilitate the assessments of the identified units of competence in this handbook. It is a minimum requirement that all trainers and assessors hold the Certificate IV in Training and Assessment.

For many years our experienced team has been equipping people with the necessary skills and knowledge to drive a heavy vehicle with confidence and safety on the road. You will be given up-to-date industry knowledge to assist you with all aspects of licencing in a heavy vehicle. Our friendly team will step you through from beginning through to testing so that you can be on the road as soon as possible.

Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer.

AHVDT trainers and assessors adhere to standards in the National Code of Practice for Assessors and as per the ASQA Standards for Registered Training Organisations.

You can check our team out on our website under the 'Trainers' tab.

ATTENDANCE AND PARTICIPATION

Upon enquiry and/or enrolment, participants will be advised of the timetable specific to their program – including classes, workshops and assessments. It is expected that participants will attend all agreed sessions. Non-attendance will require participants to complete work in their own time to 'catch up'. Depending on the availability of trainers and/or assessors, this may be with or without support.

Obviously, circumstances will vary on an individual basis. Students are to contact the office as soon as possible to advise of non-attendance.

Rescheduling or extension of time is available (not guaranteed) for participants to complete their training – with a written letter and relevant documentation (for example doctor's certificate) detailing grounds for your application.

Courses that are NOT ACCREDITED will be clearly identified and participants will be issued with a Statement of Participation.

DELIVERY FOR THE ACHIEVEMENT OF COMPETENCE

Competency may be achieved:

- in the industry workplace via workshops and project-based learning and assessment
- formal training sessions [workshop based, online]
- self-paced options [Assessment only, RPL, creation or collection of a portfolio of evidence]
- combination of formal and self-based delivery
- work experience including working in a voluntary capacity
- participants may apply for personal coaching if required

ADDITIONAL TUTORING / COACHING / MENTORING

Additional client support services are available to individual participants. A participant requiring additional client support, beyond what is available within the delivery program (and trainer/assessor timetables) should AHVDT as soon as possible, and are advised that additional fees may apply.

Additional support services available include:

- additional tutoring/coaching/mentoring is provided. This may be phone or email.
- access to subject matter experts for additional discussion of course content
- extra assistance in project preparation
- provision of specialist accessible format materials, subject to appropriate notice

Participants are encouraged to speak with their trainer as soon as they identify they are having difficulties, rather than wait for assessment. You can approach your trainer and speak with them directly or contact them via telephone or email to discuss your options.

ASSESSMENT METHODOLOGIES

The objective is for the participant to prove they have achieved competency against the specifications of the unit of competence and to the standards expected in the industry and/or the workplace. Participants **may** be assessed by one or more of the following methods:

OBSERVATION	<i>the completion of a specified task or set of procedure/s, normally performed under close supervision, using a detailed checklist.</i>
ORAL QUESTIONING	<i>a verbal response is provided by the participant to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.</i>
LOGBOOK / TRAINING RECORD BOOK	<i>This document is completed by the participant and will require sign off by their supervisor and/or TCCA assessor. It may record information relating to their tasks completed on the job and what they have learnt</i>
MULTIPLE CHOICE	<i>a question or incomplete statement followed by several options [usually 4 – 5] from which the participant selects the appropriate answer/s</i>
WRITTEN SHORT ANSWER	<i>a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph</i>

Assessment methodologies will be discussed before or at the commencement of training with the participant and/or the employer. Additionally, AHVDT may provide these details through printed materials prior to enrolment. Participants should advise their trainer/assessor of any concerns (e.g. medical, learning, physical, time constraints) relating to the assessment process. Assessments are conducted in conjunction with the procedures and policies of AHVDT and are validated to ensure compliance with the Principles of Assessment and Rules of Evidence.

ASSESSMENT OF NOT YET COMPETENT

Your Trainer and/or Assessor will provide constructive feedback on what is required to achieve an assessment of competence. This may involve reassessment using similar processes, reassessment utilising an alternate assessment process or the development of an action plan to support progression towards competence. Up to a further 3 months may be granted to complete the program, with a reassessment process and date specified. It is essential to speak with your Trainer and/or Assessor for details and/or clarification.

NON-COMPLETION

If it is identified that a participant is unable to successfully complete the program, by AHVDT staff, the participant will be provided with:

- Clear explanation
- Copies of all completed learning materials
- Copies of all assessments
- Transcript of competency footprint
- Recommendations and referral options if available and relevant

If an individual identifies they are not able to complete training they can apply for deferment as detailed below or should advise their trainer in writing of their inability to complete.

Advanced Heavy Vehicle Driver Training will follow up with participants who have outstanding evidence/assessment requirements or reassessments for completion.

PROGRAM DEFERMENT

Students must apply in writing for deferments, to the Director, under the following circumstances for up to 12 months:

- medical grounds (doctor's certificate required)
- special compassionate grounds
- problems associated with employment, *or*
- other special unforeseen circumstances

Applications will be responded to within 7 days, in writing.

AHVDT PAYMENT & REFUND POLICY IS ATTACHED AT THE BACK OF THIS DOCUMENT.

RECOGNITION OF PRIOR LEARNING (RPL)

Participants **may** be entitled to a credit transfer in the following circumstances:

- Successful RPL application.
- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.

AHVDT advise all applicants of RPL opportunities and procedures on initial enquiry. Applicants who consider that they have completed appropriate training, or have through prior learning and experience, gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim. The assessment will be professionally conducted and will be valid, reliable, flexible and fair. Evidence for credit of prior learning may include:

- | | |
|--|---------------------------------------|
| • Evidence of current competence | • Interview |
| • Performance, demonstration, or skills test | • Case studies |
| • Portfolio, logbook, task book, projects or assignments | • Third party reports |
| • Written presentation | • Completed assessment only workbooks |

RPL is available for most units. The training package components set the RPL benchmarks. Participants may make an application on request. If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. Further assessment required may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the participant and may consist of interview, written assignment, exam, or another method. Assessment must be conducted by a qualified assessor.

A standard fee per unit/course will be charged for the RPL assessment. Successful participants are notified promptly of the RPL outcome. The Assessor advises unsuccessful participants of reasons for non-recognition and steps they can take by submitting more evidence and failing that the appeal mechanisms.

RPL PROCEDURE

- Initial course discussions
- Request application form
- Complete application and return application form with supporting evidence/assessment exercises
- Participate in an interview with the assessor
- Application is assessed within 14 days

- Applicant is promptly advised of outcome
- If unsuccessful applicant may be asked to submit more evidence or participate in gap training
- Successful applicants will receive qualification within 21 days from completion date.

NB: ANY DOCUMENTATION SUBMITTED FOR RPL WILL NOT BE RETURNED TO THE APPLICANT, PLEASE ENSURE THAT YOU SEND COPIES AND NOT ORIGINALS.

AHVDT reserves the right to choose not to offer RPL for some programs - usually based on types of evidence required.

MUTUAL RECOGNITION POLICY / CREDIT TRANSFER

AHVDT recognise Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation throughout Australia on **verification**.

FEES

Fees are clearly stated during initial contact, prior to booking and/or upon request. Payments and Refund Policy is attached to the back of this handbook for your reference.

- Fees will be clearly detailed on each quote/invoice.
- Fees may be paid by credit card, direct deposit and/or cash on commencement of training – within the Australian Skills Quality Authority Framework guidelines and the Payment and Refund Policy.
- AHVDT will manage fees in accordance with the Australian Skills Quality Authority Framework.
- **No** GST is charged for ANY ACCREDITED TRAINING.
- Administration costs are included in the fee, except when relating to refunds in some circumstances.
- AHVDT personnel travel and accommodation is included in the fee unless otherwise negotiated.
- There are no hidden fees.
- Information relating to WITHDRAWAL, CANCELLATION and REFUNDS is included in the attached Payment and Refunds Policy.
- AHVDT charges reissuing fees for nationally recognised training completed – after participants have been issued with their first original copies. This costing is detailed on AHVDT Pricing List.
- AHVDT Payment and Refund Policy for non-accredited training, and other professional services provided by staff is detailed also at the back of this document.
- AHVDT have engaged a debt collection agency for the collection of unpaid debts once accounts reach 60 days unless otherwise negotiated with the Director.

APPEALS POLICY AND PROCEDURE

AHVDT seek to prevent appeals by ensuring that participants are satisfied with their training product and its outcomes. AHVDT personnel are expected to be fair, courteous and helpful in all dealings with candidates.

Any complaint about any training and/or assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Director, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of the assessment and/or course completion. All records of any appeals are kept on the individual's file in line with retention specifications detailed by the VET regulator.

COMPLAINTS AND APPEALS POLICY

- Lodge the Complaints and Appeals Form with any AHVDT Officer (preferably the Director, however, the choice is yours) or via email to admin@hvdt.com.au.
- Notify trainer in writing outlining complaint within 5 days of an incident occurring or 21 days after assessment or last day of participation.

- Director will communicate with the involved/reporting parties throughout the process and will commit to resolving within 21 days.
- According to the Standards for Registered Training Organisations (RTOs) 2015 the participant **must** be regularly notified in writing up to 60 days after lodgement, including justification for the time taken to address/resolve.
- All parties identified in an appeal, incident or complaint will be given an opportunity to have their version of events heard by the Director.

ISSUING AQF CERTIFICATE DOCUMENTATION

- Qualifications, Certificates, and Statement/s of Attainment will be issued within 30 calendar days of successful completion of the program.
- All AHVDT documents meet the AQF Qualifications Issuance Policy for the VET sector.
- Qualifications will meet the requirements of the training package/product and legislation.
- AHVDT will hold the qualification until all fees have been paid.
- AHVDT will only issue the original qualification to the participant.
- AHVDT does not issue any copies of qualifications at time of issuance.
- As negotiated, and permission signed on enrolment, electronic copies of qualifications may be issued to the employer (and in some instances Job Network Provider).
- AHVDT will retain records of AQF certification documentation issued for a period of 30 years.

REISSUANCE OF QUALIFICATION/S

Applicants will be required to complete an Application Form and provide photographic identification. This may take up to 2 weeks from completion of your application.

AHVDT does not reissue superseded qualifications. AHVDT will verify if the student has completed the superseded qualification only. Please protect your qualification.

PARTICIPANT SUPPORT SERVICES

If you have special learning or other needs e.g. dietary, cultural, you should in the first instance discuss them with your trainer.

AHVDT are concerned with the welfare and comfort of our participants. Our trainers are required to respond to, and attempt to, alleviate any signs of distress or discomfort. If you are suffering discomfort or distress bring it to the trainer's attention. If the trainer is unable to assist, he/she will refer you to the relevant expert.

If you feel you are at risk of, and/or suffering a medical emergency, advise the trainer immediately who will take the appropriate action. AHVDT staff **WILL** call an ambulance if they feel you are at risk, and then contact your emergency contact listed on your enrolment form.

If you believe that your needs are not being met, we invite you to contact us for a confidential discussion.

The AHVDT Student Study Guide is available to all students to assist them manage their training commitments.

ACCESS AND EQUITY POLICY

AHVDT will meet the needs of all individuals through the integration of access and equity guidelines. AHVDT ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Access and equity issues are considered during training package/product development and in training delivery and assessment. This policy applies to the staff and course participants of AHVDT.

DISCRIMINATION AND HARASSMENT POLICY

Discrimination and harassment can be physical, verbal or written. Discrimination and harassment apply to any relationship between employee, employer or contractor. It also applies to other employees, peers and subordinates. If for any reason you believe you are a victim of discrimination or harassment it is important that you **report to your trainer, or if preferred, the Manager.**

A report of the facts will be made in complete confidence. If it has been established that an offence has been committed it may result in the immediate removal of the offender and possible police action.

Discrimination and harassment in the workplace can take many forms. It is an offence to discriminate or harass any individual on the basis of:

- **Age** – being regarded as too young or too old
- **Breastfeeding** - being asked not to feed, or to use other facilities to breast or bottle feed
- **Family responsibility** – having a caring role
- **Family status** – being a relative of a particular person or having the status of being a particular relative
- **Gender history** – having reassigned gender as certified under the Gender Reassignment Act 2000
- **Impairment** – having a physical, intellectual or mental disability that is current, past or imputed
- **Marital status** – being single, married, a de facto partner, separated, divorced or widowed
- **Political conviction** – including a lack of conviction
- **Pregnancy** – being pregnant, having a characteristic associated with pregnancy or generally imputed to persons who are pregnant.
- **Race** – including colour, ethnicity or national origin or descent
- **Racial harassment** – including offensive or insulting comments or other behaviour about a person's colour, ethnic background or origin
- **Religious conviction** – including a lack of conviction
- **Sex** – being a man or woman
- **Sexual harassment** – including unwelcome requests for sexual favours, touching and comments about a person's private relationships
- **Sexual orientation** – including heterosexuality, homosexuality, lesbianism, bisexuality or assumed sexual orientation.
- **Spent conviction** - the Commission can investigate discrimination on the ground of spent convictions under the *Spent Convictions Act 1988*.

SMOKING, ALCOHOL AND PRESCRIBED DRUGS POLICY

Most workplaces are now non-smoking environments. Smoking in any form is strictly prohibited on the premises. Smokers will be asked to take any cigarette breaks outside the building in a designated area. This policy is to protect the health of all people.

It is a requirement of AHVDT that alcohol is not to be consumed during the program and you do not present for training under the influence of alcohol. Alcohol may seriously affect an employee's performance.

Prescribed drug/s and their dosage is the sole responsibility of the individual. No AHVDT staff will provide any kind of health support medication such as over the counter medications.

The use of any banned substances within the training environment is strictly prohibited. We enforce a strict drug free environment at all times. The use of drugs can create unnecessary risks and creates a threat to fellow trainees.

AHVDT have the right to eject participants from training who have not complied with these requirements

DRESS STANDARDS

- Depending on the business and industry, PPE may apply.
- Smart casual clothing is required as a minimum. It is the candidate's responsibility to maintain clean appropriate clothing to suit the environment. Appropriate footwear is to be worn at all times.
- PPE may be required for some training venues particularly if onsite. Discuss this with your trainer and/or employer.
- Personal hygiene is generally expected of all participants regardless of what industry they are in.

OCCUPATIONAL HEALTH AND SAFETY POLICY

- AHVDT aim is at all times to protect the health and safety of all persons within the training environment throughout its operations.
- All persons are asked to contact the Manager directly if there are any complaints or concerns relating to OHS.
- AHVDT training/assessment is conducted in the client's workplace or an approved training facility.
- At the beginning of each program the facilitator will advise participants of the OHS requirements as per site venue regulations.
- Trainer/supervisors will complete risk assessment of training facility and facility resources prior, during and after each program.
- AHVDT will seek advice from employers and/or supervisors while conducting training/assessing at their venue.
- AHVDT trainer/assessor is responsible for the reporting of any incident that occurred during the provision of services regardless of the venue of delivery.

SAFETY IS EVERYONE'S RESPONSIBILITY

Every person has an obligation to be aware of and adhere to OHS legislation and instructions in the learning environment.

ENROLMENT PROCEDURE

- Participants will be recruited responsibly and ethically at all times and recruitment will be consistent with training package/product requirements. AHVDT are committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.
- Complete the enrolment form making sure to read and sign the declaration/s.
- Participants wanting to enrol under a funded model will be required to meet the eligibility assessment of the Government as specified by the funding program policy documents.
- AHVDT will complete the eligibility assessment using the government platform.
- Confirmation of identification must also be supplied.
- Additional documentation may be required to meet funding eligibility requirements. This will be specified on the actual application form.
- Return to all documentation to AHVDT.
- AHVDT will contact you to organise pre-course interview, supply materials and training dates, etc.

REFUSAL OR CANCELLATION OF ENROLMENT

AHVDT may refuse or cancel enrolment at its discretion. Some reasons include but are not limited to:

- Failure to fulfil reasonable assessment requirements
- Not being responsible for own assessments
- Misconduct as deemed by the assessor
- Endangering the life of other/s or self
- Visa cancellation
- Fraudulent application
- Falsification of documents
- Medical condition/s
- Non-compliance with safety directions
- Other reasons as deemed by AHVDT Director

Where this is deemed necessary by AHVDT, the individual involved will receive written communication explaining why the action had been taken. A mediation session may be conducted as required and deemed appropriate by the DIRECTOR – each situation being actioned based on the factors of the individual situation.

Misconduct may include:

- wilfully obstructing or disrupting any activity in the workplace and/or training venue
- not abiding by any regulation or rule of the organisation/business where training is taking place
- wilfully carrying out behaviour that may be detrimental to the health and safety of themselves, other students or staff
- any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- wilfully damaging or wrongfully dealing with any AHVDT and/or client's property
- assaulting or attempting to assault any person within the training program
- drunken and/or disorderly behaviour and/or under the influence of prohibited drugs and/or substances during the program
- cheating and plagiarism
- making a false representation as to a matter affecting student status, or possession of prohibited or dangerous articles.

TRAINER WITHDRAWAL FROM A PROGRAM

If a trainer is forced to withdraw from a program for any reason [health, family, emergency] and there is no other trainer available, the participant/s will be refunded all fees entitled to (less unit/s completed, administration, textbooks) and be issued with a Statement of Attainment for any unit/s completed and given all assessment records to date. If acceptable to participants and the workplace, other training alternatives and schedules may be negotiated instead of a refund to complete the training agreement.

CONFIDENTIALITY

AHVDT and its employees comply with the relevant Legislation. Information collected on participants is only used for the purpose of delivery of our services.

Use and disclosure of personal information

Sensitive personal information will only be collected as required from participants, is treated as confidential within AHVDT and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing participants about additional or upcoming courses available
- Gathering feedback from participants regarding training for AHVDT market analysis and course development.

AHVDT will not disclose sensitive personal information to other third parties without written permission or instruction from the participant unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Director.

Information about participants from a third party

AHVDT may need to source or verify information about participants from a third party (work related). Wherever possible this will be done with the participant's authorisation, or where this is not possible, AHVDT will attempt to inform the participant when such information is collected.

Receiving marketing information

With participant's consent, AHVDT may provide them with information from time to time about new programs available to them. Participant's consent to this will be implied unless they notify AHVDT that they do not wish to receive this information. You may do this by advising the Director that you do not wish to receive marketing information.

Security of personal information

In line with new technology, AHVDT continually improves the security of personal information collected. AHVDT take all reasonable steps to protect the personal information of participants by:

- securing all files with personal information in locked metal cabinets and in the Student Information Management System
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, participants have the right to access personal information held about them. If the information is incorrect, they have the right to request AHVDT amend the information. To access this information participants are required to contact the Director in writing. The Director must verify the candidate's identity through either presentation of appropriate identification or answering a series of specific targeted questions. These questions are:

- Full Name
- Participant Number
- Date of Birth
- Address
- Phone Number

There may then be a waiting period of up to 21 days before access can be granted. The Director is responsible for the processing of all requests for participant information from participants. The Director may also, if deemed necessary, further ensure the candidate's identification through a signature comparison with their enrolment form.

The Director is to notify the participant when access is available. Details kept at Director's discretion.

Third Party Information Requests

AHVDT personnel WILL NOT RELEASE ANY INFORMATION about participants to any third party unless prior written authorisation is obtained from the participant, it is part of a training agreement with the participant's workplace (who is paying for the training) or disclosure is required by law.

Authorised Third Parties

Participants may nominate third parties they wish to access their records. This process is monitored by the Director who ensures the security details for the third party obtained.

Personnel who receive a request for information from a person claiming to be authorised must verify this authorisation and any related conditions.

LEGISLATIVE REQUIREMENTS

- AHVDT is committed to high standards in the provision of training and/or assessment.
- AHVDT complies with all legislative requirements of State and Federal Government
- AHVDT is also required to comply with the Standards for Registered Training Organisation (RTOs) 2015, Australian Skills Quality Authority regulations/direction, and the Australian Qualifications Framework.

QUALITY MANAGEMENT FOCUS

AHVDT has a commitment to best practice and quality service provision, with a focus on a continuous improvement. AHVDT values feedback from candidates, tutors, and industry representatives. Where possible, AHVDT utilises this information for continuous improvement. Feedback is gathered throughout training and through formal processes such as the Quality Indicator Survey you will receive following the issuing of your qualification.

MARKETING AND ADVERTISING POLICY

AHVDT markets training services with integrity, accuracy and professionalism, without vague and ambiguous statements. When providing information, no false or misleading comparisons are made with other Training Providers. AHVDT's marketing strategies will not contravene legislation.

FURTHER ENQUIRIES

This Participant Handbook has endeavoured to give you the necessary information to make an informed decision on enrolment. If you require further clarification of the information herein, please direct your enquiries to:

ANY MEMBER OF OUR AWESOME TEAM WHO ANSWERS THE PHONE!!

Office: (07) 4921 1916

PAYMENT AND REFUND POLICY ACCREDITED TRAINING

SCOPE

1. This policy covers all fees payable for training services provided within Advanced Heavy Vehicle Driver Training (AHVDT) scope of registration in compliance with the ***Standards for Registered Training Organisations (RTOs) 2015*** as specified by the VET regulator.

PURPOSE:

2. To provide for appropriate handling of clients' payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training, in a manner in which, a negative impact may be negated or reduced, depending upon notification timeframe, participation level in the learning and level of assessment undertaken.

PROCEDURE:

3. The following reflects Advanced Heavy Vehicle Driver Training payment and refund process:
 - a) AHVDT will invoice clients upon booking.
 - b) AHVDT will not accept prepayment from any prospective or current individual learner in excess of \$1500.
 - c) Employers, however, should commence their internal payment processing procedures in advance and this is compliant with the above-mentioned standards.
 - d) AHVDT reserves the right to request a non-refundable booking fee to secure positions and confirm booking within certain programs.
 - e) Payments will be discussed with each individual (or their representative) prior to enrolment.
 - f) AHVDT will NOT issue a qualification until full payment is received (unless negotiated and agreed by the Director).
 - If payment is not received in accordance with the fees policy the situation will be discussed with the client.
 - Where circumstances warrant, an agreement may be made with the Director of AHVDT for a reduced fee to be paid or payment plan to be implemented.
 - At the Director's discretion, a letter detailing successful completion may be provided to the individual for proof to employer (for example).
 - g) For fees not paid when training and assessment services have been delivered as per policies and procedures, AHVDT reserves the right to lodge outstanding accounts with a Debt Recovery Agency 30 days after due date. (Participants will be advised of this and that it may have a negative impact on their credit rating in the future).
 - h) For invoices processed through to debt recovery additional fees will be added to cover administration and debt recovery fees, commencing from \$100, but no more than \$250.

CANCELLATION:

1. If you wish to withdraw from your program, five working days' notice must be provided **PRIOR** to the commencement date. A \$150 administration fee is payable.
2. Withdrawal following participation is a complex matter that will be addressed on the merit of each individual situation. The following factors will be considered when calculating pro-rata refund –
 - Resources and learning/assessment materials provided
 - Notice provided to AHVDT of withdrawal
 - Reason and verification resulting in withdrawal
 - Evidence provided against the National Recognised Training standards
 - Amount of program participated in
 - Issuing of appropriate AQF Certification (if applicable)
 - Minimum 30% of advertised total course fee to cover administrative, business, RTO systems and SMS management costs
3. An option to provide transfer of funds to a future program or AHVDT service may be provided.
4. If you decide later that you would like to continue with your uncompleted program, fees may be negotiated.
5. You may defer the program for six weeks. Once the deferment date is due, you are expected to continue with the program.
6. To seek an extension, you must contact AHVDT before the due date. AHVDT reserve the right to refuse an extension in its absolute discretion.
7. The duration of the program is as discussed with your facilitator prior to enrolment. In the event that you do not complete your program within specified timeframes, it may be **cancelled**. AHVDT will follow up with participants who have outstanding evidence/assessment requirements or reassessments for completion. Participants are reminded it is their responsibility to **prove they are competent**.
8. No refund will be given if participants do not comply with the policies and procedures detailed in this document and the Participant Handbook.

REFUNDS:

1. Refunds **may** be negotiated on the basis of personal hardship or sickness upon provision of substantiation of the claim. Pro-rata refunds may be organised by agreement between participant and AHVDT.
2. Applications for refunds must be made to the Director in writing (letter or email). For individuals without the literacy skills necessary, an appointment can be made.
3. Issues with regard to payment are to be handled at the first available opportunity and directed to the Director.
4. All refunds are to be logged in the Refund Log and signed by the respective client.
5. The Director of AHVDT will process refund requests within 1 week following negotiations with relevant parties.
6. All funds will be returned to the party **who originally paid the invoice**.
7. All refunds will be made by electronic funds transfer **ONLY**. Strictly no cash.

Details concerning the scope of AHVDT Refund Policy are to be clearly disseminated to prospective clients prior to contractual arrangements being made, this dissemination is in the form of the Participant Handbook (hard or electronic copy and available on our website).

PAYMENT AND REFUND POLICY – ALL OTHER AHVDT PRODUCTS AND SERVICES

SCOPE

1. This policy covers all fees payable for non-accredited training services, employment documentation and application services and consulting services provided by Advanced Heavy Vehicle Driver Training (AHVDT).

PURPOSE:

2. To provide for appropriate handling of clients' payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training, in a manner in which, a negative impact may be negated or reduced, depending upon notification timeframe, participation level in the learning and level of assessment undertaken.

PROCEDURE:

3. The following reflects Advanced Heavy Vehicle Driver Training payment and refund process:
 - a) AHVDT will invoice clients upon booking and/or completion of draft.
 - b) Employers, however, should commence their internal payment processing procedures in advance and this is compliant with the above-mentioned standards.
 - c) AHVDT reserves the right to request a non-refundable booking fee to secure positions and confirm booking within certain programs and services.
 - d) Payments will be discussed with each individual (or their representative) at commencement of servicing.
 - e) AHVDT will NOT issue a Statement of Attendance until full payment is received (unless negotiated and agreed by the Director) for non-accredited training programs.
 - f) If payment is not received in accordance with the fees policy the situation will be discussed with the client.
 - g) Where circumstances warrant, an agreement may be made with the Director of AHVDT for a payment plan to be implemented.
 - h) For fees not paid - AHVDT reserves the right to lodge outstanding accounts with a Debt Recovery Agency 30 days after due date. (Participants will be advised of this and that it may have a negative impact on their credit rating in the future).
 - i) For invoices processed through to debt recovery additional fees will be added to cover administration and debt recovery fees, commencing from \$100, but no more than \$250.

CANCELLATION:

4. A 24 hour cooling off period is available following the provision of information for services.
5. In instances where an invoice is not issued at the commencement of our business relationship, and cancellation request is processed after AHVDT staff have commenced work on your documents, you will be invoiced, and payment will be required.
6. Withdrawal following participation is a complex matter that will be addressed on the merit of each individual situation. The following factors will be considered when calculating pro-rata refund –
 - Services, resources and materials already provided
 - Whether the client has been issued with a draft of document/s
 - Notice provided to AHVDT of cancellation
 - Minimum 30% of advertised total course fee to cover administrative, business, RTO systems and SMS management costs
7. No refund will be given if participants do not comply with the policies and procedures detailed in this document and the Participant Handbook.

REFUNDS:

8. Refunds **may** be negotiated on the basis of personal hardship or sickness upon provision of substantiation of the claim. Pro-rata refunds may be organised by agreement between participant and AHVDT.
9. Applications for refunds must be made to the Director in writing (letter or email). For individuals without the literacy skills necessary, an appointment can be made.
10. Issues with regard to payment are to be handled at the first available opportunity and directed to the Director.
11. All refunds are to be logged in the Refund Log and signed by the respective client.
12. The Director of AHVDT will process refund requests within 1 week following negotiations with relevant parties.
13. All funds will be returned to the party **who originally paid the invoice**.
14. All refunds will be made by electronic funds transfer ONLY. Strictly no cash.

Details concerning the scope of AHVDT Refund Policy are to be clearly disseminated to prospective clients prior to contractual arrangements being made, this dissemination is in the form of the Participant Handbook (hard or electronic copy and available on our website).