



**ADELAIDE TRUCK
TRAINING CENTRE**

STUDENT HANDBOOK



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On behalf of the Adelaide Truck Training Centre, we extend to you a warm welcome as a student.

Provision of Quality Training

As a nationally Accredited Registered Training Organisation, Adelaide Truck Training Centre (ATTC) aims to provide quality training and assessment services to its students, in accordance with the Standards for Registered Training Organisations 2015 and the relevant Training Package.

ATTC has a quality assurance system in place which underpins all aspects of our training and assessment services. This system is monitored and reviewed, and we welcome feedback from students to assist in identifying opportunities to improve our services.

Prior to enrolment students will be given course information sheets/brochures and a copy of this Handbook which outlines our obligations to you as a prospective student. It also provides advice relating to your responsibilities as a student. This handbook outlines our responsibilities as a Registered Training Organisation (RTO) and your responsibilities and behaviour while you are under instruction.

We hope that your training and assessment is productive and enjoyable and will be supported by our committed instructors. After reading this handbook if you wish to enrolment, you will be required to complete and sign your enrolment form to verify receipt of this information. If you would like to retain a copy of this handbook, please advise a staff member.

The enrolment form also has details relating to fees and refunds. Once enrolled, ATTC will keep students informed of any changes that may affect their participation.

Course Information

ATTC delivers nationally accredited & non-accredited truck driver training leading to the issue of a Certificate of Competency and/or a Nationally Recognised Statement of Attainment to successful students.

Please refer to specific course brochures for detailed information about courses and qualifications offered by ATTC. These brochures detail any specific entry requirements such as age and minimum driving experience that must be met prior to enrolment, selection processes and where relevant will provide information relating to, course outcomes and pathways.

Where training is for a license outcome, the brochure will also provide legislative and/or occupational licensing requirements.

Enrolment

ATTC requires all students to complete an enrolment form prior to commencing any courses. The enrolment outlines the commitment that ATTC makes regarding the delivery of our courses.

The information captured in the enrolment form enables us to process your enrolment, this form also collects information which we are required to collect by law.¹*The Australian Government*

¹ <https://www.ncver.edu.au/rto-hub/statistical-standard-software/standard-enrolment-questions-example-form> <accessed 1/02/2023>



Department Australian Government Department of Employment and Workplace Relations' VET Data Policy Part B, Clause 7.2: states:

Where personal information is collected from a student, RTOs must make students aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the student a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the student's enrolment process.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.



For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact ATTC using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact ATTC to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please speak to a staff member if you have any questions or call (08) 8244 4374.

It is important that you read the policies in this handbook as these underpin your training agreement.

Declaration of medical condition

Some medical conditions may prohibit a person for applying for a heavy vehicle licence. Service SA customer service centres or the SA Government website <https://www.sa.gov.au/topics/driving-and-transport/heavy-vehicles/getting-a-heavy-vehicle-licence> can provide additional information in relation to these conditions.

If you have a medical condition or disability which may affect your training you are required to advise us.

The information you provide will be kept confidential and any support mechanisms will be handled in as non-evident manner as possible. **Please note:** If you do not disclose a pre-existing condition which leads to an injury to yourself or others you may have no financial recourse.

Privacy and Confidentiality

Through the enrolment process and during your participation in training ATTC collects, stores and uses student personal information. This is done in strict accordance with the Privacy Act and the 13 Privacy Principles.

Student Records

ATTC keeps complete and accurate records of the attendance and progress of all students, as well as financial records of all payments and charges and the balance due.



When certificates of competency are issued for licensing purposes triplicate copies of these are provided to the Department for Infrastructure and Transport (DIT). Copies of these records are provided to students on request. Files are stored in secure storage so please allow time for retrieval.

Course Fees & Refund policy

Prior to completing your enrolment, you will be provided with specific costs associated with your course.

Please note:

The course fees DO NOT include the costs of obtaining any licenses. These are payable directly to DIT through a Service SA Customer Service Centre.

All training and assessments/tests depend on the ability of each student. There is no minimum or maximum guaranteed time to achieve the standard required for those courses with licensing outcomes. As the practical driving assessment is in accordance with SA driver licensing requirements. ATTC does not guarantee a successful outcome. Any additional hours needed to meet the required competencies will be charged at an hourly rate.

Fees for the Heavy Vehicle Driving Instructor (HVDI) courses have been calculated for individual units of competency. At the time of enrolment, you will be provided with a payment schedule specific to the units and delivery option you selected.

Fees for this course include all learning and assessment materials, but do not include the cost of obtaining your instructor licence.

Students undertaking HVDI training will be required to pay a deposit of five (5) hours for heavy vehicle driving instruction for a scheduled heavy vehicle driving course. The fees must be received five (5) days before the course commences, unless prior arrangements with ATTC have been made. ATTC offers **training** seven (7) days per week – office hours (**business hours**) are 7am to 5pm Monday to Friday –excluding public holidays.

If a scheduled training session has been made for a weekend (Saturday and Sunday) Full course fees must be paid at least 2 days prior to the commencement of your training.

ATTC requires you to notify us 72 business hours in advance if you are unable to attend your lesson. Your fees may not be refunded to you if you do not notify us within the stipulated time.

A non-refundable administration fee applies to all courses including alterations and cancellations. If a block of training has been booked and paid for and a student chooses to finish the lesson early there will be no refund of payment.

When a deposit is paid and 72 hours' clear notice (**during business hours**) of a cancellation is not given your deposit may be retained. (Business hours 7am to 5pm Monday to Friday excluding public holidays).

If ATTC has scheduled a training session of five (5) hours or more and it has been confirmed with you and fees are not pre-paid a charge of 100% of the agreed fee must be paid if cancellation of training is less than 72 **business hour's** notice is given. In keeping with our Fee Protection Policy, deposits of no more than \$1500.00 are taken and kept in a ATTC Trust Account.



Your refund will be returned to you minus the administration fee within 14 days if you comply with ATTC Refund policy of proving us with 72 business hours' notice. Government fees may apply if a final assessment has been booked. Discuss fees with our administration staff as they are subject to change without notice.

Changes to lesson times

Due to unforeseen circumstances, ATTC may be required to cancel or reschedule a training session that has been arranged with you. In all instances, every effort will be made to reschedule training lessons to a mutually convenient time to both ATTC and you the student. In such a case, you will be notified as soon as possible as to the change that has been made. This will either be done by phone or email.

Mutual Recognition

Mutual recognition is the acknowledgement and acceptance by Registered Training Organisations (RTO) across Australia, of Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other Australian Registered Training Organisations.

As an RTO, ATTC accepts Statements of Attainment and Qualifications issued by other Registered Training Organisations e.g. Another RTO or TAFE. All Statement of Attainment and Qualifications must be authenticated and verified prior to be used in the recognition process.

To apply for Mutual Recognition, you must be enrolled in a course at ATTC. Staff will need to see your original parchments and will retain a copy of these in your file. There are no fees for mutual recognition.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

RPL is the formal acknowledgement of skills and knowledge that were not learned as part of a formal course, but gained from general life experiences, or work-based training and activities.

To find out more about the RPL process please ask for a copy of the RPL Kit available from the ATTC Reception.

The RPL process will require you to provide evidence that you are able to meet the outcomes for a specific unit of competency. This could include references, copies of qualifications, work reports and may involve an interview with an assessor. There is a cost for RPL. Fees are currently \$110 per hour. Students will receive a more detailed cost aligned to their RPL application prior to completing enrolment.

Credit transfer (CT) is the granting of status or credit by an institution or RTO to students for units of competency completed at the same or another institution or training organisation which are the same as the units of competency that the student has enrolled in.

Duration of training

The assessment delivered by ATTC is competency based. This means that some students will need additional time to complete competencies. Your trainer will keep you informed of your progress and advise you if additional training time will be required.



Assessment and Grading (Licensing)

Instructors will provide details of knowledge and practical requirements and assessment methods for each unit of competency/license at the commencement of your training.

Assessment methods may include verbal, written exercises and practical demonstrations. Where there is a regulator licence requirement a practical demonstration will be required. In many instances the assessment instrument and the standard for competency is mandated by the regulator (DIT). There is also the potential for an audit officer from DIT to attend course delivery or assessment where there is a licensing outcome. All assessments are marked in accordance with DIT guidelines with a minimum standard required for the issuing of any licenses.

Competency based training and assessment can have two result outcomes Competent (C) or Not Yet Competent (NYC). If you believe an assessment process may disadvantage you because of a disability, cultural or linguistic need please let your instructor know so that alternative arrangements can be looked at if required.

All training and assessments/tests durations depend on the ability of each student. There is no minimum or maximum guaranteed time to achieve the standard required for unit completion or licensing in our courses.

Where possible, ATTC will make an adjustment under "Reasonable Adjustment" for students presenting with special needs.

Under the Disability Standards for Education 2005 RTO's must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship.

While "reasonable adjustment" and "unjustifiable hardship" are different concepts and involve different considerations, they both seek to strike a balance between the interests of RTO's and the interests of student's with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An RTO is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; education providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

Where there are mandated assessments for license purposes, this may not be possible.

ATTC cannot guarantee that all students will successfully complete a course of training. It is important that you discuss your specific training needs prior to enrolment to ensure that the best program can be developed for you.



Students must also be aware that ATTC cannot guarantee that students will be successful in obtaining employment in their chosen field as this is subject to factors outside of our control.

Student Code of Conduct

While at the ATTC, you are expected to behave in a considerate and courteous manner when dealing with other students, instructors and administration staff of the ATTC. Everyone has the right to be treated with respect and due consideration. Harassment in any form against any individual or group will not be tolerated.

As a student, you may be suspended by the ATTC Chief Executive Officer (CEO) for any behaviour that threatens the safety of others or interferes with the duties of instructors and administration staff. This also includes you threatening other students or damaging ATTC property or resources.

Work Health and Safety

The Work Health and Safety Act 2012 and its Regulations, describe the requirements that ATTC must legally adhere to. We are committed to ensuring excellence in the handling of work health and safety issues affecting students and staff. All persons at ATTC have a legal duty to take care of themselves, protect their own health and safety and to avoid adversely affecting the health, safety and welfare of others. As a student, you are responsible for:

- not intentionally or recklessly interfering with, or misusing anything provided by ATTC that is in the interest of health, safety or welfare e.g. safety equipment, trailers, heavy vehicles etc.;
- cooperating with any health and safety directives given by ATTC instructors and administration staff;
- you are not under the influence of alcohol or drugs; and
- knowing the location of emergency exits and following evacuation procedures as required.

At the time of enrolment, you were asked to disclose if you have any personal health condition(s), that may be critical under certain conditions (e.g. licensing) or at certain times, or if you are under any prescribed medication. Students are also expected to comply with any dress requirements, including the wearing of appropriate footwear while on the premises. Students with any work health and safety (WHS) concerns should speak to a member of staff immediately.

Drugs and Alcohol

No alcohol or drugs are permitted on the premises. You must not be under the influence of drugs or alcohol when in training or in a vehicle.

If you are, you will be told to leave and you will not receive a refund for that lesson. Please advise your instructor if you are taking prescription medication as these may adversely affect your driving ability.

Smoking

ATTC has a smoking policy which covers its premises and all vehicles. In the interest of all ATTC staff and students, smoking is not permitted in any office, classroom, toilet, or in a vehicle. This is to protect the health and safety of all staff, students and visitors at ATTC.

If the smoking policy is breached at any time the following actions should be taken:



- report made to the CEO
- the breach will be noted in a WHS report by the CEO
- a warning issued to the person responsible.

Access and Equity

ATTC is committed to providing equitable access to its training courses and activities regardless of gender, age, cultural background, sexuality or disability. However, where there is any specific age, medical or minimum driving experience requirements for licensing these must be met prior to enrolment.

The ATTC enrolment form asks you to disclose if you have a disability or special learning need. You may also choose to discuss these needs with your instructor.

This information enables ATTC to make the necessary learning support arrangements. Without knowledge of these needs, it is very difficult for the ATTC to support you.

Students need also be aware that there are some medical conditions that would prevent you from being issued with a heavy vehicle driver licence. If this applies to you, please contact Service SA or the SA Government website <https://www.sa.gov.au/topics/driving-and-transport/heavy-vehicles/getting-a-heavy-vehicle-licence>, prior to enrolment.

Where possible, ATTC will make adjustment for students presenting with special needs. Where there are mandated assessments for licensing purposes, this may not be possible

Learning Support

ATTC has support available for students who may need learning support. ATTC will outline learning support services for all students that require additional help in order to be successful. Instructor support includes assistance with basic literacy, numeracy, and gaining knowledge and practical skills. This is in addition to specific support for students with a disability. For more information about learning support contact our office.

If ATTC is unable to provide the support students require, we can refer you to external support services. Any services provided outside of ATTC will be at the student's expense.

Where additional in- vehicle driver instruction is required for gaining your licence; the instructor will outline the amount of time you may need to be successful and the cost of this additional instruction.

Equal Opportunity

ATTC has a firm commitment to the equal opportunity principles and will ensure that no discriminatory policies, practices or procedures exist in any aspect of ATTC operations, and that neither you nor the instructors employed at ATTC are engaged in any behavior that could be viewed as discriminatory.

ATTC has an equal opportunity policy available for you to read, if you would like a copy please see the administration staff.

In South Australia, it is unlawful under the Equal Opportunity Act 1984 (SA) to discriminate against someone on the grounds of:

- Gender (whether male or female);



- Sexuality (whether a person is heterosexual, homosexual, bisexual, transsexual);
- Marital Status (whether a person is single, married, widowed, divorced, separated, or in a de facto relationship);
- Pregnancy;
- Race (a person's country of birth, ancestry, colour of skin or nationality);
- Physical Disability (the loss or malfunctioning or malformation of any part of the body);
- Intellectual Impairment (the loss or imperfect development of mental faculties resulting in reduced intellectual capacity);
- Age (which covers all ages). However minimum age limits for various licenses will be adhered to.
- Victimization

The CEO of ATTC has ultimate responsibility for ensuring that neither you nor another student is involved in behavior that is seen to be discriminatory, harassing or victimising. Disciplinary action will be initiated should any breaches to this policy become evident.

Harassment and Bullying

Harassment is unlawful under the Equal Opportunities Act 1984 (SA) and includes:

- Verbal harassment e.g. crude language, sexual comments, advances or propositions, lewd jokes, innuendo, racist comments or jokes;
- Non-verbal harassment e.g. leering, putting offensive material on notice boards, computer screen savers, email or mimicking someone with a disability;
- Physical harassment e.g. unwelcome physical contact, attempted assault, hitting, pushing, shoving or throwing objects at a person; and
- Sexual harassment e.g. unwelcome touching or kissing, offensive visual material, requests for sexual favors or dates, intrusive questions about sexual activity, violent threats of a sexual nature.

Bullying is also unlawful and includes:

- abusing other students in front of, or within earshot of, other students or staff;
- invading other student's personal space';
- persistent complaints and criticisms on trivial matters;
- spreading false rumors;

Bullying and harassment is unlawful and will not be tolerated at ATTC. If you feel bullied or harassed your first option may be to tell the person to stop, that their behavior is unwelcome. If you wish, you can make a formal complaint under the ATTC Complaints Policy. Students are advised to make a written note of any harassment including details of dates, times, witnesses, what happened, and what you said or felt. Be frank and open about what happened with representatives who are



investigating the complaint. This will enable *appropriate action to be taken*. You can obtain further advice from the Equal Opportunity Commission, or the S.A. Anti-Discrimination Board.

Issue of qualifications and Statements of Attainment

Adelaide Truck Training Centre issues Statements of Attainment to eligible students who have successfully completed one of more units of competency that is listed on our Scope of Registration. This is in addition to the Certificate of Competency that is issued for licensing purposes.

There is no fee attached to the issue of the initial Statement of Attainment. Statement of Attainment may be presented at the completion of the training program or mailed (postal charges will apply) out to the student. Replacement statements of attainment are only issued if the original is lost or destroyed. A replacement fee of \$50 will be charged for all replacements. (Refer fee schedule).

Student Complaints

During your training if you become dissatisfied with the service or equipment offered by the ATTC your concerns can be resolved quickly and effectively by dealing directly with the instructor or persons responsible for the service or equipment involved. If this is unsuccessful or inappropriate, an informal (verbal) or formal (written) complaint may be made. Resolution of the complaint is then made in accordance with the ATTC Student Complaints Policy.

Should students wish to lodge a complaint in person they may choose to bring a support person with them. The ATTC also aims to ensure that all parties involved in a complaint are protected from victimisation and that confidentiality and privacy are maintained as far as possible at all times. At all times complaints will be dealt with fairly and principles of natural justice and procedural fairness will be followed, in that a person will have an opportunity to tell their side before any decisions are made.

Students may also raise complaints directly with the transport regulator; the Department for Infrastructure and Transport on 131 084; Consumer and Business Services on 131 882; The Office of Equal Opportunity on 8207 1977 or the Training Advocate on 1800 006 488

Withdrawal

ATTC may withdraw a student from their enrolment in a course for the following reasons:

- Failure to commence by the prescribed starting date;
- A serious breach of ATTC policies, for example the Drug and Alcohol policy or Sexual Harassment policy; and if
- Work Health Safety Regulations are consistently ignored.

Any student, who is to be withdrawn from training, will be notified in writing and provided with the reason(s) for the withdrawal. Appeals against the withdrawal may be made to the ATTC CEO in the first instance.